

# Lettings standards

## The standards you can expect in your new home

The homes we rent must meet our high standards. We have developed these lettings standards to ensure our properties are safe, clean and in good condition for new tenants.

We promise to inspect your new home before you move in. We will do any work that needs to be done to make it safe and clean, and make sure that everything works properly. Sometimes, we may need to do minor work after you move in, so that we don't delay your move date. If this is the case, we will agree it with you before you move in.

## The standards you can expect:

### Electrical

---

1. The electricity supply and electrical fittings have been checked by an accredited and approved contractor and are in good working order. A satisfactory test certificate will either be given to you or made available for your inspection.
2. The fuse box is secure with all fuses intact and clearly labelled.
3. The entry-phone system (where present) is fully operational.
4. A smoke alarm has been fitted.
5. All light fittings will be fitted with working light bulbs.

### Gas

---

6. The gas supply (where gas is supplied to the property) and all gas appliances have been checked by a Gas Safe registered contractor and are in good working order. A satisfactory safety certificate will either be issued to you or made available for your inspection.

Please note: your boiler will have been disconnected for safety. You will need to arrange for it to be reconnected and we will tell you how you do this.

### Heating and hot water

---

7. The hot water cylinder and cold water storage tank are free from leaks and insulated where applicable.
8. The heating and hot water system will be tested to ensure they are in good working order, after you have arranged with your utility suppliers for the reconnection of this system.
9. Hot and cold water is provided to the kitchen, bathroom and toilet.

### Carpentry

---

10. All internal doors are in good repair with latches and handles working properly.
11. All skirting boards and door and window frames are in good repair. (I)

### Glazing and windows (I)

---

12. Glazing of doors and windows is intact.
13. Any low-level or internal glazing is safety glass or protected and free from cracks.
14. All windows are in good working order, with all catches and fasteners working properly and capable of being opened and securely shut.

## Plumbing and sanitary

---

15. All plumbing and fittings are working properly with no leaks or blockages.
16. Washing machine taps and waste systems are fitted and ready for connection where applicable.

## Kitchens

---

17. All units are clean, with handles and door closing mechanisms (where present) intact and useable.
18. The number of kitchen units provided reflects the type and size of the property and other similar property types.
19. A minimum of two double and one single electricity sockets (or cooker point) is provided.
20. The cooker points provided are right for the power supply in your property.
21. Where tiling exists, it is free from cracks and the grouting is secure.

## Flooring

---

22. Water resistant and appropriate floor covering is provided in the kitchen, bathroom and toilet and is secure and free from punctures or tears.
23. All flooring areas are free from trips and hazards such as nails or raised boards.
24. Any carpets are clean and, where possible, free from stains. (Most of our social rented properties will not come with carpets.)

## Decoration

---

- e.g. condition of walls, ceilings, floors, woodwork
25. The property is in a reasonable decorative condition.
  26. A decorating allowance may be provided to help with other decoration, such as a voucher for paint.

Please note: We do not remove existing wallpaper from our properties. If you choose to do this yourself, the cost of any repairs required due to the damage you cause to the plaster surface of the wall will be charged back to you.

## Cleanliness

---

27. The property, including all cupboards, loft space and gardens (where applicable), is cleared of rubbish and debris.
28. Windows are cleaned on the inside.
29. All hard surfaced floors are swept and/or washed.
30. All paintwork, cupboards, worktops and surfaces are washed and left clean.
31. All sanitary ware, including sinks, wash hand basins, baths and the toilet, are clean and free from limescale.

## Environmental and sustainability

---

32. Where possible, measures to make the home airtight will be fitted to minimise the loss of heat from the building.
33. Where possible, water saving devices will be fitted to existing fittings.

## External

---

34. The entrance and main paths to the property are accessible.
35. All gardens are tidy and not overgrown. It is your responsibility to maintain your garden, but not communal areas, from the start of your tenancy.
36. External doors are secure and weatherproof, with all necessary door furniture in good condition.
37. All external front doors have a functioning bell or door knocker unless a door entry system is present.
38. The roof is weatherproof.
39. All guttering is in place, waterproof, secure and free from blockage.
40. All external brickwork is free from any major defect likely to allow water in.
41. The property is free from damp.
42. All vents are free from obstruction.



## Your opinion matters

---

After you have moved in, we will ask to visit you to find out if you are happy with your home. We will ask you what you think of our service and try to put right any concerns you may have. If you are not happy with the condition of your home when you move in or wish to report a new repair, please contact us using the details below.

## More information

---

Customer Contact Centre: **0845 600 0830**

Email: [info@east-thames.co.uk](mailto:info@east-thames.co.uk)

Web: [www.east-thames.co.uk](http://www.east-thames.co.uk)

Minicom: 020 8522 2006 | Fax: 020 8522 2001

Address: 29-35 West Ham Lane, Stratford, London E15 4PH

## A guide to our lettings service standards.

### For free translation phone:

আমাদের লেটিং সার্ভিস বা বাড়িভাড়া সম্পর্কিত  
সেবা-ব্যবস্থার মান সম্পর্কে একটি নির্দেশনা  
বিনামূল্যে অনুবাদের জন্য ফোন করুন

Guide concernant nos normes de qualité  
pour le service de logements en location.  
Pour une traduction gratuite, téléphonez à:

अमारी लेटिंग सर्विसना धोरण विशेनी  
गार्थ्य भइत भाषांतर माटे फोन करो.

Um guia para os padrões do nosso  
serviço de arrendamento  
Para traduções grátis telefone para:

Hage kugu toosinaya adeegyada kirada guryaha.  
Turjubaad bilaasha kasoo wac talafoonkan:

Kiralık evler ve konut kiralama konusunda hizmet  
standartlarımız. Ücretsiz çeviri için telefon edin:

ہماری لیٹینگ سروس کے معیاروں کے بارے میں  
ایک رہنمائی مفت ترجمے کے لئے فون کریں

### For large print or braille phone

# 0800 952 0119

Monday - Friday 9.00am - 5.00pm

110867

Issue date: DEC 2011



**east**THAMES

Calls may be recorded and monitored for training and/or quality purposes.  
All address and contact details correct at the date of publication. Published by East Thames Group.