



Our lettings standard

**What you can expect from
your new home**

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About our lettings standard

At Horizon we are proud of the quality of our homes and we believe that you have the right to know what to expect when you rent a home from us. This leaflet explains what you can expect from the inside and outside of your home when you get your keys.

The condition of your home will meet the standards set down by the Scottish Housing Quality Standard, The Scottish Social Housing Charter and the Energy Efficiency Standard for Social Housing (ESSH).

This lettings standard has been shaped by our Residents Improvement Group (RIG) which is made up of Horizon tenants.



General cleanliness

- Your new home will be clean and tidy.
- All furniture, items or rubbish belonging to the previous tenant will be removed.
- Items should not be stored in the attic and any items left by previous tenants will be removed.

Decoration

- All walls, woodwork and ceilings will be in good decorative order and ready for you to decorate.
- If the decoration is in a poor condition, we may offer you decoration vouchers.

Doors & windows

- We will change door locks and give you a minimum of two sets of keys.
- Your front door will have a letterbox and back flap.
- All windows will be secure, fully operational and with safety catches in place.
- All glass panes will be crack free.
- Blinds left by previous tenants will be left unless you wish them removed.
- Internal doors will be fully operational and have no cracks or holes.
- Your bathroom and toilet door will have a locking device.

Floors

- Will be sound, level and even to allow flooring to be laid.
- Carpets and flooring left by the previous tenant will be uplifted unless you want to keep it.
- Slip resistant flooring will be fitted in kitchens, bathrooms and shower rooms of wheelchair accessible properties.

Bathroom & Kitchens

- Will be adequately ventilated, and fans will be in good working order.
- Plumbing and drainage will be free from leaks and in working order.
- There is an adequate hot and cold water supply.

Bathroom/WC

- All handbasins, sinks, shower (if provided) and baths will be clean and free of cracks, chips or significant staining.
- We will fit new toilet seats on all WCs.
- All walls adjacent to bath and handbasins will have intact splash back or tiling and an effective seal.
- If there is a shower, there will be a shower screen or rail (with new shower curtain) and walls will be tiled and sealed.

Kitchen

- The kitchen will have a minimum of 1m³ of food storage space and at least 6 electrical sockets.
- All kitchen fixtures will be clean, safe and in good working order.
- Work surfaces will be provided with an intact splash back

The kitchen will have space for a cooker, fridge and plumbing connections that can be used for a washing machine

Gas & electrics

We take the safety and comfort of you and your family very seriously, therefore in relation to gas and electrics:

- We carry out a full electrical check and rectify any faults.
- We will remove any non-standard/unapproved alterations carried out by previous tenants, all white goods and redundant sockets etc.
- We provide you with a current energy performance survey and provide you with results.
- Where there is a gas supply, a full gas safety test and a CP12 compliance certificate will be issued to you.
- Smoke alarms and CO2 detectors are fitted and checked.
- Your heating system is in good working order.
- We will give you a full explanation of how to operate the heating and hot water controls.

Outside your home

- Grass will be cut.
- Any rubbish will be cleared.
- Overgrown bushes and trees will be trimmed.
- If the existing tenant has left a shed in good condition, we will leave it for you if you wish.
- Clothes poles and washing line or a rotary drier will be in place.
- Communal lighting will be fully functional.
- You will receive a full set of keys for external doors and storage areas where applicable.
- A full set of refuse and recycling bins will be available (and emptied) - any replacements are then your responsibility.

In some cases, we may let a property when there are still some minor repairs to be carried out. We do this to minimise the time the property is empty. If there are still repairs due to be done in your new home, we will tell you about these before you move in and let you know when they will be completed.

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If you need this information in Braille, Audio Tape, Large Print or Community Languages please call **0330 303 0089**

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