

PINE COURT HOUSING  
ASSOCIATION



OUR  
LETTABLE  
STANDARD

我們出租的標準

## Our service to you

As our customer, you deserve a commitment from us to provide a certain level of service. Our service standards tell you what you can expect from us, our engineers and contractors.

If your experience does not match the standards that we have set, or you feel we could improve on the service we provide, please let us know by calling **0151 709 6878**.

We monitor our performance against these standards and publish the results in our Annual Report and every three months on our website [www.pinecourt-housing.org.uk](http://www.pinecourt-housing.org.uk)

Every year, we will review the quality of our services with you and make any necessary changes. This may involve adding a new service standard or removing one.

## Introduction

The purpose of this leaflet is to outline the standard of accommodation a Pine Court customer can expect when signing-up to a new tenancy and what is expected when a property is returned to us at the end of a tenancy.

The aim of Pine Court is to provide all our residents with a high quality home, which they can be proud of. You should use the checklist on the following pages to ensure that your property meets the customer designed lettable standard.

Location	Standard we have worked to	You check	Comments
On entering the property	<i>Example: We will provide gas or electricity for cooking</i>	✓	<i>Gas or electricity available</i>
	The property will look in good order and be clean, tidy and secure		
	It will be in good repair, free from damp, mould, rotten wood or infestation		
	Windows will be cleaned inside the property		
	You will be provided with an Energy Safety Certificate		
	Details of how to find the stop tap will be provided when you move in		
	Doors and windows will be watertight and open and will close with ease		
	Floors will be in good condition with no loose floorboards		
	Stairs and handrails will be secure		
	We will ensure a gas safety check has been carried out by the gas maintenance contractor for the start of your tenancy		
	We will clean the floors, replace any missing floor tiles and remove any polystyrene ceiling tiles left by a previous tenant in the kitchen or bathroom		

Location	Standard we have worked to	You check	Comments
<b>Kitchen</b>	Kitchen units and worktops will be clean, will match and be in good condition		
	The sink will be level and free from damage and fitted with a plug and chain		
	Space will be available for a standard 600mm fridge/ freezer, cooker as a minimum		
	Where provided, floor covering will be in good condition and washable		
	We will provide gas or electricity for cooking		
	All cupboards will open and close easily		
<b>Heating and hot water</b>	The property will have adequate heating facilities		
	There will be no leaks in any of the plumbing		
	There will be hot water in the kitchen and bathroom		
	Hot water cylinders will be insulated and if in a bedroom, will be in a cupboard		
	A controllable / programmable central heating system will be in the property		

Location	Standard we have worked to	You check	Comments
<b>Bathroom</b>	All fittings will be clean and in good condition, free from cracks, chips or staining		
	The toilet will be cleaned and have fresh water in the bowl		
	Bathrooms will have: a toilet, a bath or shower, a wash basin		
	Tiles and grout will be clean and sound		
	Seals around bath/sink will be clean and in good condition		
	Where provided, floor covering will be in good condition and washable		
	Plugs and chains will be in place		
<b>Decoration</b>	The property will be ready for decoration or existing decorations will be considered satisfactory		
	We may arrange delivery of a 'paint pack' depending on the condition of the existing decoration		
<b>Electrics</b>	We will make sure that all electrical installations are safe		
	There will be at least two double sockets in the kitchen and one in every other main room		
	All light fittings, switches and sockets will be undamaged		
	Light fittings will have energy efficient light bulbs in them <i>(unless a traditional bulb is already present)</i>		
	The electricity meter will be in a cupboard or boxed in		

Location	Standard we have worked to	You check	Comments
Ventilation	There will be adequate ventilation to the kitchen and bathroom <i>(by a window that opens or an extractor fan)</i>		
	Any extractor fans fitted will be clean and in working order		
Doors and windows	External doors will be safe and secure		
	Internal doors will be in good condition, bathroom and toilet doors will be lockable		
	Windows will be in good condition, easy to open and close, safe and secure		
	Cracked and broken window glass will be replaced. Safety glass will be fitted in glazed doors or in windows which are lower than 800mm		
Outside	Gullies and grids will be clean and free from obstruction		
	Boundary fencing, path / driveways and gates <i>(where applicable)</i> will be in good condition <i>(repairs will be completed soon after the start of the tenancy, if owned by Pine Court)</i>		
	Gardens will be tidy, free from rubbish and with any trees or bushes trimmed so as not to be a security risk <i>(this may be done after the start of the tenancy depending on the condition)</i>		
	Gutters and rainwater pipes will be intact and secured to the building		
	Roofing and external walls to the property will be in good condition, wind and watertight		
	Any outbuildings or sheds will be safe and usable		

## Follow-up visits

Your Neighbourhood Housing Officer will make follow up visits after one month, four months and nine months after your tenancy has begun to ensure that you have settled into your property and try to resolve any outstanding issues you may have.

## Notes

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If you need help understanding the information in this document, or you would find it easier to access in large print, Braille or audio, please contact us on 0151 709 6878.

**Chinese** - 如果閣下需要幫助了解本文件中的資料，或閣下想索取大字體,盲文或音帶,詳情請致電 **0151 709 6878** 向我們查詢。

**Russian** - Если вам нужна помощь в понимании информации, содержащейся в этом документе, или было бы легче получить доступ в более крупном шрифте, шрифте Брайля или аудио, пожалуйста, свяжитесь с нами по **0151 709 6878**.

**Polish** - Jeśli potrzebna jest pomoc ze zrozumieniem niniejszego dokumentu, sporządzenie go z użyciem większej czcionki, w piśmie Brail'a lub w formie audio, prosimy o kontakt pod numerem **0151 709 6878**.

**Portuguese** - Se tiver alguma dificuldade em compreender a informação neste documento, ou se preferir recebê-la em Braille, áudio ou em letras e caracteres de maior dimensão, por favor contacte-nos através do número **0151 709 6878**.

**Turkish** - Bu dokümandaki bilgileri daha iyi anlamak için yardıma ihtiyacınız varsa ya da daha büyük harfli, kabartma alfabeli veya da sesli doküman tercih ediyorsanız lütfen bizi arayın. Numaramız **0151 709 6878**.

**Lithuanian** - Jeigu jums reikia kokios pagalbos suprantant informaciją siame laiske, arba jeigu jums būtų patogiau didesniu šriftu, Brailio raštu ar audio irasu, prasome skambinti situo numeriu **0151 709 6878**.