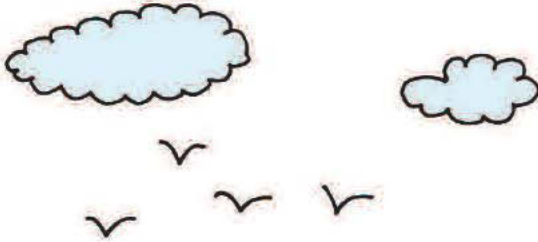


Our Re-let Standard



Resident
Inspector
Approved



SH0065

Inspired to provide **quality homes**

WELCOME

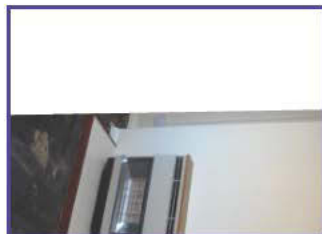
This leaflet explains the standard that you can expect when you move into a Spire Homes property.

Our promise to you:

Cleaning and Clearance

- All cobwebs to be removed.
- Drawing pins, sellotape, blue tack and picture hooks will be removed from all walls.
- Electrical sockets, light fittings and switches will be thoroughly cleaned.
- Kitchen units, all work surfaces, cupboards, drawers and sinks will be thoroughly cleaned and all cleaning residue to be rinsed away. (All cleaning to be completed inside and out of unit, cupboard and drawers).
- All bathroom fittings, such as toilet, sink and bath will be cleaned. Particular attention will be given to the cleaning of taps so they meet a good standard and limescale will be removed where possible.
- Toilets will be cleaned in all areas including back, front and around the U bend and left with a toilet strip to confirm clean.
- Internal windows and frames will be cleaned and washed down.
- All doors, including the front door, door frames, architravings and side casings will be thoroughly cleaned.
- Radiators will be cleaned at the front and as much as possible behind.
- All skirting boards will be washed down.
- All storage cupboards will be swept and mopped.

- Stairways and steps will be swept and cleaned.
- All tiled areas will be cleaned.
- All floors will be swept and mopped. Scuff marks and paint splashes will be removed from finished floor surfaces where possible. All floors will be mopped with disinfectant.
- All rooms will be deodorised.
- Deodorants will be left in the bathroom and kitchen.
- All cleaning to leave no marks, finish streak-free and left dry.
- Paper and polythene will be removed from new sanitary ware.
- Shower curtains left by the previous customer will be removed.
- All sanitary fittings will be chemically cleaned below the waterline.
- All items and contents left by the previous occupant including rubbish, white goods and furnishings will be removed.



Decoration

- The acceptable standard for decoration is that walls and ceilings shall be in a good state of repair.
- Minor indentations and cracks will be considered acceptable. All exposed surfaces to joinery and metal work shall be clean and free from damage.
- Minor damage such as chipping may be repaired to make acceptable providing the remainder of the paintwork is in good order.

If the standard of decoration is unacceptable Spire will prepare and clean to an acceptable standard to enable the incoming tenant to redecorate (except in the case of vulnerable tenants)



The number of rooms requiring redecoration and the vouchers payable shall be determined by the Housing Officer and, the vouchers payable will be in accordance with our agreed voucher rate.



Total redecoration may be considered depending upon the condition of the property.

Where tenants are unable to do their own decoration, information on support with this will be available.



Fixtures and Fittings

- New carpets are not supplied. Existing carpets will be removed unless previously agreed.
- All free-standing white goods will be removed.



Lighting

- There will be a minimum of 1 ceiling light fitting in each room.
- In any elderly persons' accommodation, ground floor properties will be provided with external front and rear lighting, where appropriate.
- All staircases will have lighting, including communal areas for flats and sheltered blocks.



Electric safety

- All electrical installation will be working correctly and safely.
- Where possible there will be at least 2 double electric sockets in each room, except the bathroom.
- Electric immersion heaters (where fitted) will be separately switched and connected.
- All switches, sockets, fuse boxes and other electrical fittings will be free from cracking, burn marks and properly secured.

- There will be at least 1 smoke alarm in the property.
- Upon occupation, we will provide the tenant with an Electrical Safety Certificate following the completion of relevant safety checks.

Gas safety

- There will be no gas leaks at the property.
- The boiler/gas fires will be safe and ready to be reconnected.
- Gas fires are removed if full central heating is installed.
- Any gas cooker point will be safely capped off.
- Upon occupation, we will provide you with a Gas Safety Certificate following the relevant safety checks/commissioning of gas appliances.

Solid Fuel

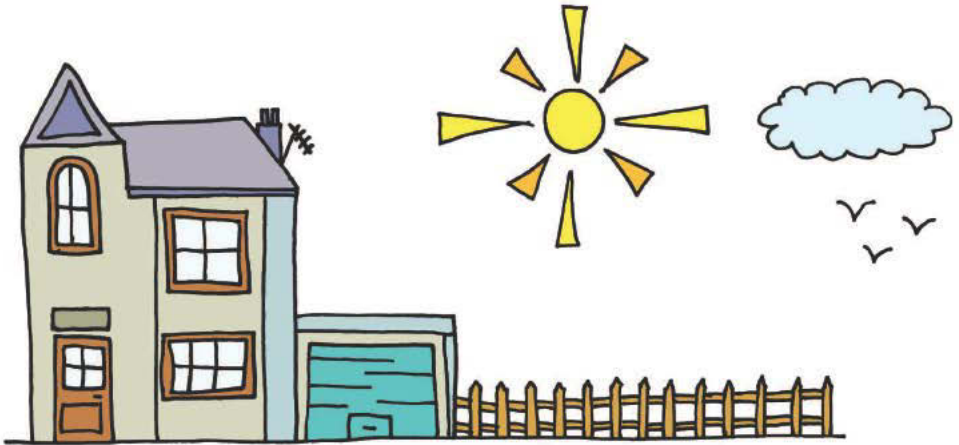
- The boiler will be safe and ready to be reconnected.
- Upon occupation, Spire Homes will provide the tenant with a safety certificate following the completion of relevant safety checks.

Other checks

- There will be hot and cold running water to the property.
- All balustrades and handrails on staircases will be safe and secure, and cover the whole length of the staircase.



- All floor surfaces will be safe and secure.
- The property will be free from damp.
- The loft (where there is one) will be clean and empty.
- We will provide an energy performance certificate for the property.



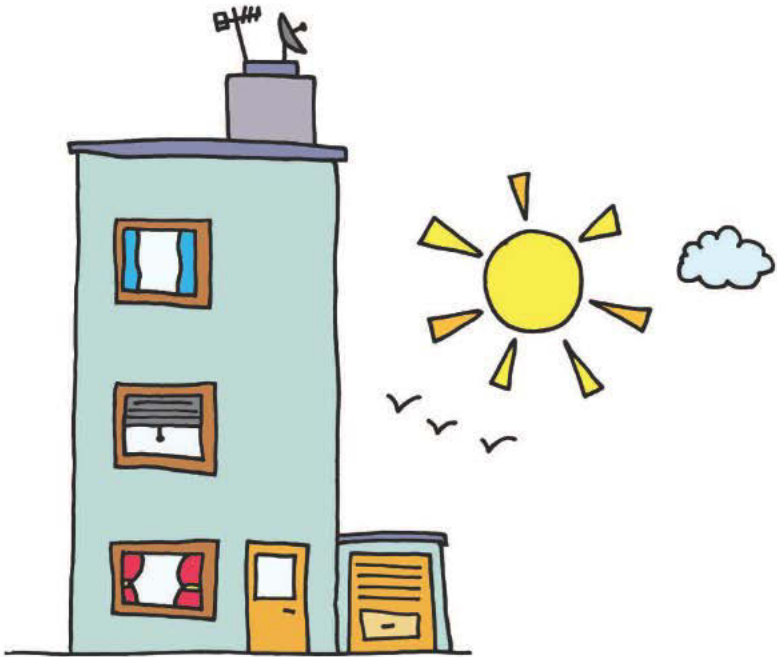
Kitchen

All kitchens (space permitting) will have a minimum of the following units.

- 1 bedroom property
 - 1 x double wall unit
 - 1 x double sink unit
 - 1 x double base unit
- 2 bedroom property
 - 1 x double wall unit
 - 1 x double sink unit
 - 1 x double base unit
 - 1 x single base unit
- 3 bedroom property
 - 2 double wall unit
 - 1 double sink unit
 - 2 double base unit
 - 1 single base unit
 - 1 single wall unit
- All work surfaces will be securely fixed, free from cracks and burns, and safe for the preparation of food.
- Any gas supply pipe to a cooker space will be 'capped off' by the contractor.
- There will be space for a cooker and a cooker connection point. There will be a choice of electric or gas, if gas is available.



- There will be food preparation areas.
- There will be 3 double electric sockets, if space allows.
- There will be adequate space for a fridge and washing machine with supply points, if space allows.



Bathroom

- Sanitary ware will be cleaned and free from severe discolouration, chips, cracks and leaks.
- The WC will have a seat and cover in working order.
- All sanitary ware will have working taps, plugs and chains.
- Any showers provided by Spire must be safe and functional.
- There will be one row of splash back tiles around the bath and wash hand basin.
- Shower areas will be fully tiled.



Windows and doors

- All broken or cracked panes of glass will be replaced.
- Glass panels within 800mm from floor level will be fitted with safety glass where possible.
- External wooden doors and frames will be sturdy and fitted with a 5 lever mortice lock. All external UPVC doors are fitted with a lock suitable to deter forced entry.
- All latches, locks, hinges and handles will operate correctly and safely.
- External doors and windows are watertight.
- Before you move in all external door locks will be changed.
- Keys will be supplied for all windows with locks and for any meter box/cupboard.



External area

- Properties with dedicated gardens will have all rubbish removed.
- Gardens will be cleared and safe for use with grass/vegetation trimmed and removed from the property.
- Fencing and/or gates leading directly onto public areas will be in place.
- Fencing between gardens is the responsibility of the tenant. You will be advised which fences apply to your home.
- The roof will be structurally sound and water tight.
- All downpipes will be safely secured and free from leaks.
- Any permanent outbuilding will be empty.
- Access to the property will be safe and unrestricted.



This leaflet is available in various formats, i.e. different languages, braille, audio formats etc. Please contact us for further information.



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