

Kitchen:

- All unit doors and drawers will be secure and fully operational.
- All seals around worktops and inset sinks will be intact.
- Worktops with severely damaged laminate will be replaced i.e. if particle board is visible.
- *Sinks will be checked and repaired or replaced if not watertight.
- Taps will be checked for ease of operation and should not drip when turned off.
- Extractor fan (if fitted) will be in working order.
- Plug and chain will be attached to the sink.
- All wall tiles will be securely fixed.

If you feel that we have not met this standard, please talk to your Housing Officer in the first instance. If you are still unhappy, you have the right to use the Associations Complaints Policy. You can register a complaint or obtain a copy of the Association's leaflet "How to make a Complaint" from the Customer Services Centre.

**Salvation Army Housing Association
Customer Services Centre**

33/35 Chorley New Road, Bolton, BL1 4QR

Phone: 0800 970 6363

Fax: 01204 375768

Email: servicecentre@saha.org.uk

Registered Offices: Barber Surgeons Hall, 1A Monkwell Square, London, EC2Y 5BL

LETTABLE STANDARD

*Your Guide to the
Condition of Your New Home*

YOUR NEW HOME

Salvation Army Housing Association (SAHA) knows that moving into a new home can be an exciting as well as an anxious time. In order to ensure that your new home is safe and comfortable, SAHA has a lettable standard. This is the minimum standard of condition you can expect your new home to be in when you move in.

It may not be possible to do all the work before you move in. However, your Housing Officer should tell you which jobs will be done after you move in and give you an idea of when they will be done.

This leaflet clearly sets out the minimum standard of condition. If you feel that your home does not meet this standard when you move in, please tell your Housing Officer immediately.

THE LETTABLE STANDARD

Repairs marked with * must be completed prior to your moving in.

Services:

- All services will be tested for safety.
- *Certificates will be issued for gas and electricity by an appropriately qualified person before each property is let.

Outside:

- All rainwater goods will be intact and secure.
- Pathways will be clear and free of significant trip hazards
- Boundary walls, fences and gates will be intact and free from major defects.
- *The garden will be free from rubbish and furniture.

Windows:

- All glazing will be checked and replaced if cracked or broken.
- Window locks will be tested and keys supplied to a minimum of one in each room where there is a locking window.
- *The opening and closing mechanism will be checked on each window and at least one window in each room must open and close correctly before you move in.
- All windows at first floor and above will have opening restrictors fitted.

Doors:

- All doors will be checked and repaired if they do not open and close correctly i.e. door catch does not hit keep securely.
- *All locks will be tested and repaired if faulty.
- *A minimum of two keys will be provided for each lock.
- All door furniture will be checked and repaired or replaced if faulty.

Decoration:

- Will be to a reasonable standard without major cracking (in excess of 5mm), peeling wallpaper (in excess of 10% of wall area) or graffiti.
- There should be no condensation or damp mould on walls or ceilings.
- If the decoration does not reach this standard after cleaning, we will give you an allowance towards the cost of re-decorating at a rate decided by the Association, on a room-by-room basis.

Stairs:

- All banisters, balusters and handrails will be securely fixed.
- There should not be excessive creaking on the treads.

Walls:

- Any cracks in excess of 5mm will be investigated, filled and made good ready for decorating. Any chips or holes in plaster deeper than 5mm and greater in area than 250mm² will be filled and made good ready for decorating

Floors:

- Loose or damaged floorboards will be re-fixed or renewed.
- Loose or damaged floor tiles will be re-fixed or renewed.
- Where carpets or vinyl lay have been installed, they will either be removed or left in situ if in good, clean serviceable condition.

Bathroom:

- *The bath, wash hand basin, WC and cistern will be in full working order, hygienically clean and free from excessive lime-scale.
- *The WC seat will be clean and intact.
- Plug and chain will be fitted to both bath and wash hand basin.
- All wall tiles will be securely fixed.