



Hastoe
Group

Our lettings standard

What you can expect from your home

Shaped
by
residents

About our lettings standard

At Hastoe we are proud of the quality of the homes we rent 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.

This standard has been shaped by Hastoe residents.

Inside your home

General issues

Your home will be:

- Free of rubbish, including the roof space.
- Free from damp and mould growth.

Also:

- All internal doors and door handles will be in place and correctly fitted.
- All windows will be secure and will open and close easily with glazing intact. Ground floor properties will have locks to windows.
- All floors will be sound, level and in the case of kitchens and bathrooms they will have a slip-resistant finish.

- Where they exist, stairs will be safe, free from major defects and provided with a secure handrail.

Gas and electricity

We take the safety and comfort of you and your family very seriously.

Therefore, in relation to gas and electrics:

- All rooms will have appropriate socket outlets and at least a single lighting pendant. These will all be in sound condition.
- A NICEIC electrical check will be carried out. If any issues are identified full repairs will be undertaken.



- Where a gas supply is present a gas test will be carried out and a landlord's gas safety certificate provided to you for your information.
- The heating system will be in good working order.
- All smoke detectors and emergency alarm equipment will be tested. Your home will have a hard wired (mains) smoke detector.
- An energy performance survey will be carried out and you will be provided with the results.
- Where possible washing machine valves and waste outlets will be installed.
- All hand basins, sink units, shower (where provided) and baths will be clean, with a plug, chain and taps in good working order.
- All walls adjacent to baths and hand basins will be provided with an intact splash back and have an effective seal. Showers (where provided) will be tiled and sealed.

Kitchens and bathrooms

- Kitchens and bathrooms will be adequately ventilated with fans (where fitted) in good working order.
- There will be an adequate hot and cold water supply in the bathroom and kitchen.



- The kitchen will have space for a cooker and a fridge or a tall fridge/freezer. Where there is sufficient space within the kitchen, there will be plumbing for an automatic washing machine. You will be responsible for connecting the washing machine and arranging for the cooker to be connected by a competent person.
- There will be a double base unit, a double wall unit and there will also be two power points and a cooker point. The kitchen fixtures and fittings will be clean, safe and in good working order.
- Work surfaces will be provided with an intact tiled splash back.

Decoration

All walls, woodwork and ceilings will be in a good condition and ready for you to decorate. In some instances we will offer you decoration vouchers to help with the cost of decorating your new home

- If you are elderly or disabled you may be entitled to have part or all of your home decorated. Please speak to your Area Housing Manager for more information and advice.

Cleaning Standard

- Walls will be cleaned down and free of cobwebs, blue tack, sellotape, posters, etc.,
- Kitchen units, work surfaces, cupboards, drawers, and the sink will be thoroughly cleaned.
- All bathroom fittings, for example, toilet, bath, sink wall tiles and floor covering will be thoroughly cleaned and disinfected.

- Internal surfaces such as window frames, door and door frames, radiators, skirting boards will be washed down and left thoroughly clean.
- All stairs, steps and floors will be swept, mopped and left clean.
- All internal and accessible external windows will be cleaned.
- External surfaces will be free from graffiti.
- Pathways, steps and external handrails (where provided) will be secure and safe.
- Out buildings joined to the property will be free of rubbish safe and water tight. Free standing sheds are gifted to the tenant and become their responsibility.

Outside your home

- Your home will be structurally sound and safe.
- The roof will be weather tight, drainpipes and guttering will not be blocked and will be water tight.
- All external doors will be secure and fitted with locks and you will be provided with a full set of keys.
- Your garden will be free from rubbish and broken glass and all boundary walls or fences will be secure. Overgrown lawns, shrubs or trees will be trimmed.

- Where fitted, rotary driers and washing lines will be in working order.

More information

Please remember that in some cases some of the works may be done after you move in. These will be lower priority repairs and will be completed within 21 days. There will have been an asbestos check. More information is available in our asbestos leaflet.

Please contact Hastoe Hub if you have any concerns. Information can also be found on our website at www.hastoe.com

How to contact us

Write

Hastoe Hub, Hastoe Housing Association,
Marina House, 17 Marina Place, Hampton Wick,
Kingston Upon Thames, Surrey KT1 4BH



Alternative formats of this document

If you require this information in another language, large print or different format such as braille or audio CD please contact Hastoe Hub.

Telephone

0300 123 2250

Out of hours emergencies

0345 266 6527

Textphone

18001 0300 123 2250

Website

www.hastoe.com

Email

customerservices@hastoe.com

Accreditations

We value fairness and diversity. We strive to do the best we can and to improve to achieve excellence. External organisations check that we mean and do what we say, and have accredited us. These include:



iN business for neighbourhoods means we have made a set of promises – to customers, neighbourhoods and excellence – in line with other National Housing Federation members.



Positive about disabled people means we have agreed to take action to meet five commitments regarding the employment, retention, training and career development of disabled employees.



SHIFT provides an assessment of our sustainability performance.



Investors in People is a standard which helps organisations transform their business performance through staff development. Gold means we have achieved the highest standard of the award.



Stonewall works with a whole range of agencies- diversity champions - to address the needs of lesbians, gay men and bisexuals in the wider community.