

# Operational Policy



<b>Title:</b> Lettable Standard Policy
<b>Originator:</b> Geoff Muise (Operational Director of Building Services) / Michael Lyons
<b>Approving body:</b> ELT board
<b>Approved Date:</b> 31/10/2018
<b>Date for Review:</b> October 2021

## 1. Introduction

The policy is required in order to comply with legislative changes and to meet good practice within the Housing sector.

## 2. Statement of Intent

Magenta wants all its tenants and leaseholders to enjoy living in their home, and deliver a compliant, safe and responsive repairs service to them. This policy sets out the minimum standard that Tenants can expect to receive when they first move into their new home.

The Magenta approach to repairs and maintenance is set out in the individual tenancy agreement or lease. Where it differs from any other information, the terms and conditions set out in the tenancy agreement or lease will take precedence.

The information in this policy is based on the standard Magenta tenancy agreement and leasehold terms and conditions. It does not make changes to existing agreements.

## 3. Policy

### Relevant legislation

- Regulatory framework for social housing in England (April 2012).
- Control of Asbestos Regulations 2012
- The Gas and Safety (Installations and Use) Regulations 1998
- Regulatory Reform (Fire Safety) Order 2005
- Electricity at Work Regulations Landlord and Tenant Act 1985
- Health and Safety at Work Act 1974
- Occupier's Liability Act 1957
- Common hold and Leaseholder Reform Act 2002
- Housing Act 2004
- Equality Act 2010

- Work at Height Regulations 2005
- Defective Premises Act 1971
- Prevention of Damage by Pests Act
- Environmental Protection Act 1990
- Environmental Permitting Regulations 2010
- Commonhold and Leasehold Reform Act 2002
- Leasehold Reform, Housing and Urban Development Act
- Clean Neighbourhoods and Environment Act 2005
- Housing Act 2004
- Public Health Acts 1936 and 1961
- Home Standard Construction (Design and Management) Regulations 2015
- Regulatory Reform (Fire Safety) Order 2005
- Control of Asbestos Regulations 2012
- Landlord and Tenant Act 1985
- Building Act 1984

### **Specific area standards**

#### **General building condition and external areas**

- The property is structurally sound, weather tight and compliant with all relevant legislation
- The property will be cleaned and in a reasonable condition.
- Paths, paving, steps, boundary walls, fences and gates, plus any garden buildings, are in reasonable repair and safe.
- Gardens are clear of rubbish and grass is cut to a manageable level, maximum height
- Overhanging bushes and trees to be cut back 600mm.
- Trees that are dying, unsafe, or likely to cause problems in the future i.e. roots undermining walls or the property, could be removed at this time.
- Any offensive graffiti will be removed

#### **Floors, stairs, walls and ceilings**

- Floors are safe and level, with no trip hazards and any worn tiles are replaced.
- Non-slip flooring is fitted in kitchens and bathrooms, however if ceramic tiles are already fitted these will be left with the agreement of the resident.
- Stairs and banisters are safe and banister rails are in place.
- Walls, skirting boards and ceilings are free of nails and screws and are ready for decorating (some minor filling may be required).
- Polystyrene tiles and any wooden cladding will be removed
- Loft to be cleared and checked for insulation (any new insulation installed to the minimum standard where possible).
- Asbestos containing materials (ACM) will be clearly identified and either removed or put into a management plan. In the event of the ACM being left in situ the incoming tenants will be made fully aware of the location, nature and their role in the management plan
- Extractor fans and grills to be clean and in good working order

## **Doors and locks**

- All doors and frames are free of rot or decay and doors open and close easily.
- Glazing is in good condition and meets current British Standards.
- Front doors have a cylinder lock and a five-lever mortise lock, each with two keys.
- Side or rear doors are fitted with a deadlock and/or barrel bolt.
- Flats that share an internal communal corridor have a self-closing, 30 minute fire resistant door.
- Loft access is safe and secure and accessible.
- External letter boxes have a new lock and key.

## **Windows**

- Windows and frames are free of rot or decay and open and close easily.
- Glazing is in good condition and meets current British Standards.
- Window locks are working and keys are provided.
- Child restrictors are fitted to windows at first floor level or above.
- Glazing below a height of 800mm is safety glass.

## **Heating and insulation**

- The property is heated by radiators or by electric storage or panel heaters.
- External pipes are lagged and the cold water tank is covered and insulated.
- All stopcocks are labelled and working.
- Lofts are insulated to a minimum thickness of 270mm.
- Where possible, cavity walls are insulated
- Tenants are issued with an Energy Performance Certificate.

## **Gas and electricity**

- There is an electricity supply to the property (most homes have gas too).
- Wiring and gas systems are checked, and valid safety certificates issued (Electrical Installation Certificate and Landlord Gas Safety Record).
- The property has meters, whenever possible (the tenant may need to arrange this with their utility supplier), and there is a key for the meter box.
- Tenants must arrange connection of gas and electricity supplies.

## **Kitchens**

- Stop taps will be located, eased and adjusted
- Worktops, tiling, units and drawers that are clean and functional.
- All worktops to be secure, clean and hygienic. Must be free from chips, deep cuts or burn marks. Worktop trims must be securely in place, undamaged and hygienic.
- All unit doors and draws to be in working order. Check drawer runners working efficiently and door hinges secure and working freely.
- Space for a gas or electric cooker, a washing machine and a fridge (subject to space).

- An electric and/or gas cooker point and at least two double sockets.
- A sink, with a hot and cold water supply and a plug and chain, plus tiled splashback.
- A method of ventilation, either by opening windows or by a clean and working extractor fan.
- A 30 minute fire-resistant door to the kitchen (or the space including the kitchen). ***Applicable for flats and Properties of multiple occupancy only***

### **Bathrooms**

- Wash hand basins, baths, taps, toilets and toilet seats that are clean, free from cracks and chips and working.
- Plugs and chains for baths and wash hand basins.
- Shower curtain rails, if a shower is fitted; the shower will be working.
- Tiled splashbacks that are clean and sealed.
- A method of ventilation, either by opening windows or by a clean and working extractor fan.

### **Electrical**

- All switches, light fittings and sockets will be safe and working.
- Lounge: Preferably three double sockets.
- Main/only bedroom: Preferably three double sockets.
- Other bedrooms: At least two double sockets.
- Hall/landing: At least one single socket per floor.
- Bathroom/WC – none. A shaver point will not be provided unless already fitted.
- A working (preferably low energy) bulb in every light.
- Sealed lights in the bathroom and kitchen.
- A working (tested) smoke detector

### **Decorative Standards**

- Where a void property is found to be in a very poor decorative order decorating vouchers may be issued.
- In certain circumstances, for example where the property is in such a poor state that chances of a quick relet would be reduced, appropriate internal decorations may be carried out
- In designated elderly properties where internal decoration is in a poor condition, the necessary works will be undertaken before the property is offered to a potential new tenant.

### **Security**

- For security reasons a lock change will be ordered on all void properties.
- Where there is considered to be a high risk of squatting, break-in or vandalism, appropriate shuttering and/or door-clamping will be ordered.
- The property will be offered to a potential new tenant with the minimal delay in accordance with the Lettings Policy.

## **Goods, fixture and fittings left by the outgoing tenant**

- Any goods left inside the property, including carpets, by the outgoing tenants will be cleared and disposed of on a rechargeable basis
- Any fixtures and fittings left inside the property will be considered for reuse. Where they are practical, safe and compliant they may be left in the property for the next tenant. In this case Magenta will have formally adopted them and be liable for their replacement and repair.
- Any structural changes made to the property will be reviewed and either adopted, or restored by Magenta on a rechargeable basis
- Any structures outside the property such as greenhouses or non-Magenta shed/outbuildings will either be i) adopted by Magenta and then liable for repair and replacement, ii) remove and disposed of on a rechargeable basis, or iii) “gifted” to the incoming tenants with a signed agreement that the tenant is responsible for the repair and replacement

## **Rechargeable works**

Wherever works are required to a property (except in the case of bereavement) that are not the result of fair wear and tear, Magenta will note these works and raise a rechargeable account for the full cost of the works and administration to the outgoing tenant.

## **Works post relet**

Where it is considered reasonable and practical (e.g. for minor repairs) work may be undertaken after new tenants take up occupation.

## **4. Implementation**

The policy will be effective from November 2018

Electronic copies of the policy will be available on YETI/Website as of the above date

## **5. Consultation**

The proposed policy was discussed with members of the Scrutiny and Consultation Panel on 30/8/18 their views have been fully considered and incorporated where applicable within the body of the policy.

## **6. Equality Analysis**

We believe all people should be treated with dignity and respect regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including, nationality, ethnic or national origins), religion, belief or non-belief, sex, or sexuality or by association with someone with any of these characteristics or perception of having any of these characteristics.

The EA was undertaken on 12/09/2018 by Emma Brown Justin Danher, Anita Kenton and Michael Lyons and was rated as green. The EA will be reviewed on 12/09/2021

## 7. Monitoring Performance

This policy's effectiveness will be measured using the following Performance Indicators, tenancy turnover, KPI benchmarking data, customer feedback/complaints and tenant satisfaction with their new home.

## 8. Scheme of Delegation

Responsible authority for approving this policy SLT Lite 22nd October 2018 and ELT Board 31<sup>st</sup> October 2018. The responsible AD for formulating this policy and ensuring its effective implementation is *Assistant Director of Asset Management* date November 2018.

Responsible officer for formulating, reviewing and monitoring implementation of procedures is Michelle Plimley

## 9. Policy Review

The policy will be reviewed every 3 years or earlier if deemed necessary through the performance monitoring process.

## 10. Amendment Log

Date of revision:	Record of amendments:	Reason for revision:
2 <sup>ND</sup> January 2019	Added wording for component in kitchen section ( <b>Applicable for flats and Properties of multiple occupancy only</b> )	For clarity as to when applicable