

## LETTABLE STANDARD POLICY FEBRUARY 2026

---

### 1. PURPOSE

- 1.1 This policy sets out the Lettable Standard of the properties of Quadrant Brownswood Tenants Cooperative (“the Co-op”) – the minimum standard that all homes must meet before they are let to a new tenant.
- 1.2 It aims to ensure that a property is clean, safe, secure, and in good repair when a new tenant moves in.

### 2. POLICY STATEMENT

- 2.1 The Co-op is committed to providing good-quality, safe, and well-maintained homes.
- 2.2 This Lettable Standard Policy defines the condition that all properties must meet prior to letting. It applies to all the Co-op’s general needs homes.

### 3. GENERAL CONDITIONS

Before you move in, the Co-op will make sure:

- All the previous occupiers’ belongings have been removed, and any loft spaces have been cleared
- All gas and electric safety checks (including smoke and carbon monoxide alarms and emergency stair lighting if installed), and energy efficiency checks (if appropriate) have been completed
- Your new home is structurally sound and weather-proof
- The locks to the main doors have been changed, the doors operate correctly and all windows are secure - you will be given two sets of door keys and one set of keys for window locks if these have been installed
- Glazing has been checked for cracks and replaced where damaged
- All floor surfaces are safe and clear of trip hazards
- Handrails and balustrades are secure
- A working heating system is installed
- Stop valves have been tested and clearly labelled
- The property is clean
- All sanitary ware is clean
- There is no vermin or pest infestation.

### 4. INSIDE YOUR HOME

The Co-op will ensure that:

- All internal doors are in working order
- Any large areas of defective plaster have been repaired
- Any polystyrene tiles have been removed and surfaces made good
- Your home has been neutrally decorated
- There is an aerial connection point to a communal aerial if you are moving into a flat
- Smoke alarms and heat detectors have been fitted and are in working order
- If you have a gas boiler, a carbon monoxide detector has been installed and checked.

## 5. KITCHEN

In the kitchen of your new home, there will be:

- a sink and drainer over a base unit and at least one double base and wall unit in place
- at least 2 rows of tiles above the sink top and work surface
- a plug and chain fitted to the sink or suitable alternative
- space for a standard cooker, washing machine and undercounter or alternative space for a fridge
- a washing machine connection point.

The Co-op will also ensure that:

- A gas or electric cooker point is fitted
- All pipes and taps have been checked and are free of leaks and damage
- Non-slip flooring has been fitted
- The sealant around the work surfaces and flooring is in good condition.

## 6. BATHROOM AND TOILET

In the bathroom and toilet(s) of your new home, the Co-op will make sure that:

- All sanitary ware is in good condition and free from cracks
- Toilet(s) have been fitted with new toilet seats
- There is a plug and chain, or suitable alternative, fitted to the bath and washbasin
- All pipes and taps have been checked and are free of leaks
- Non-slip flooring has been fitted
- The sealants around the bath, toilet and washbasin are all in good condition.

## 7. OUTSIDE THE HOME

The Co-op will ensure that:

- Gutters and drains have been cleared of any blockages
- Gardens are free from rubbish.

In addition:

- Ponds or large holes in the garden will be filled and levelled, unless otherwise instructed by you
- Fencing that is the Co-op's responsibility will be repaired or replaced as required
- Any small-scale external works e.g. minor leaks to roofs and guttering detected after moving will be repaired.

## 8. POLICY REVIEW

This Lettable Standard Policy will be reviewed and updated if there are any changes to social housing regulation which may affect the Co-op's new and existing tenants.