



Your guide to our
**LETTABLE
STANDARD**



Railway Housing Association

LETTABLE STANDARD

The Association aims to provide safe, comfortable and well maintained homes that meet the requirements and expectations of current and future residents, within a value for money context.

We will re-let properties in good condition that meets our 'Decent Homes Plus Standard'. The 'Decent Homes Standard' is a standard established by the Government to "ensure that all social housing meets set standards of decency".

Our Decent Homes Plus Standard exceeds the Decent Homes Standard. Prior to letting, all properties must meet the following standards as a minimum requirement. However, to enable properties to be re-let earlier, we may agree with the new resident that some of the work will be completed after they move in.

1. External environment

- External walls/render will be in sound condition
- All external paved areas will be free from obstruction, firm, even and well lit
- Access to a hard paved drying area will be provided with firm even access and drying facilities for each property (this may be a shared area)
- Gardens and outbuildings will be free of hazardous materials
- Soft and/or hard landscaped areas will be suitable and well maintained
- Fencing, gates, gullies, drains and guttering will be in sound condition
- Sheds, greenhouses and other similar garden structures provided by previous tenants will be removed, unless these are in good condition and the new tenant accepts responsibility for future maintenance
- Keys for external meter cupboards will be provided, if applicable

2. Internal environment

- Free from infestation by fleas, vermin and cockroaches
- Roof in sound condition and waterproof
- All rooms, cupboards, drawers and loft space will be empty of furniture, carpets and rubbish
- Internal doors will be fitted to all rooms (unless designed as open plan), which open and close easily
- Heating will be combined with appropriate levels of ventilation and insulation
- Heating systems will be provided to ensure good distribution of heat within rooms
- All habitable rooms, including the bathroom will have heating
- All habitable rooms, excluding the bathroom, will have at least one electrical plug socket
- All single electrical sockets in each habitable room will be changed to double sockets
- Opening windows or trickle ventilation will be provided. Mechanical extractors will be provided in areas difficult to ventilate

- Any evidence of damp will be investigated and appropriate action taken
- Natural and/or artificial light adequate for safety will be provided, especially in staircases and communal areas
- Floors will be generally level, clean and suitable to receive floor coverings
- Floor coverings in kitchen and bathroom will be hygienic, easy to clean and moisture resistant
- All sinks and baths will have plugs and chains fitted
- Polystyrene ceiling tiles will be removed
- All nails, hooks and screws will be removed from walls and any loose plaster made good
- Plumbing will be provided for a washing machine wherever practical, unless communal laundry facilities are provided

3. Kitchen

- All fittings will be in clean and serviceable condition
- Work surfaces will be hygienic, easily cleaned and uninterrupted by circulation space
- 1.2m run of work surface will be provided between cooker and sink, wherever practical
- A minimum 600mm space will be provided for a cooker
- Gas and/or electric cooker point(s) will be provided. Residents are responsible for arranging connection by a registered gas or electrical engineer
- At least 2 double socket outlets will be provided in addition to the cooker point
- Any seals will be complete and in good condition

4. Bathroom

- Sanitary fittings will be in good clean serviceable condition
- New toilet seat will be fitted, unless recently renewed
- Minimum 2 rows of tiles as splash back to the bath and wash hand basin will be provided
- Tiling or panelling up to the ceiling will be provided to the bath if there is a shower
- Any seals will be complete and in good condition

5. Safety & Security

- All external doors will be secure
- Two sets of keys will be provided
- All windows will be glazed
- Safety glazing will be fitted for window glass below 800mm, glazed doors and side screens
- Windows will be safe and easy to operate
- Windows and balconies to provide protection against falling for vulnerable tenants
- Restrictors will be fitted on upper floor windows where appropriate
- All windows will have locks, with or without removable keys
- All banisters and handrails will be secure
- All Central Warden Call equipment will be in working order
- Gas and electric installations will be certified as safe by qualified persons
- Suitable controls for heating, mains water, gas and electrical supplies will be provided

6. Decoration

- All internal and external decorative surfaces will be in clean, safe and serviceable condition. Internal decoration, including the filling of plaster cracks, is the tenant's responsibility. A decoration allowance may be given towards the costs of redecorating

Information can be made available in other languages, or other formats such as Braille or Audio Tape, on request. Please ask a member of our staff for more information, or if you need any other help or advice. (They can arrange to speak to you in your own language if you need them to.)

L'information peut être rendue disponible dans d'autres langues, ou en d'autres formats tels que braille ou bande magnétique audio, sur demande. Veuillez demander à un membre de notre personnel pour plus d'information, ou si vous avez besoin de tout autre aide ou conseil. (ils peuvent organiser de vous parler en votre propre langue si vous avez besoin qu'ils le fassent.)

Bilgiler istenildi inde di_er dillerde de temin edilebilir ayrıca görme özürülürin kullanabilece_i kabartma alfabesiyle veya Teyp kaseti _eklinde de hazırlanabilir. Daha fazla bilgi için veya herhangi bir konuda yardım ve tavsiye ye ihtiyacınız varsa lütfen görevli personelden birisiyle konu_unuz. (E_er ihtiyacınız varsa personelimiz sizinle kendi dilinizde konu_abilmek için bir tercüman ayarlayabilir).

نستطيع توفير المعلومات بلغات اخرى وصيغ اخرى مثل البريل (لفاقدي البصر) والشرائط الصوتية، حسب الطلب. يرجى الاستفسار من احد موظفينا للحصول على المزيد من المعلومات او للحصول على المساعدة او الارشاد. (يستطيع موظفونا توفير وسائل اخرى للتحدث معكم بلغتكم اذا احتجتم الى ذلك.)

该资料已被翻译为其它的语言，也有诸如盲文或录音磁带的其它形式供选。请询问我们的职员以便获得进一步的资料、其它帮助或建议。(如果你有需要，他们可以安排用你自己的语言来和你交谈。)

در صورت درخواست ، اطلاعات به زبانهای دیگر در دسترس قرار خواهد گرفت و یا به هر شکل دیگر از قبیل خط برجسته و یا صدا. جهت دریافت اطلاعات بیشتر و یا دریافت راهنمایی و کمک، لطفاً از یک کارمند سوال کنید. (آنها میتوانند ترتیبی بدهند که در صورت لزوم با زبان خودتان با شما صحبت کنند.)

ز انباریانه به زمانی خواتن ده ست ده که ویت، و یا به شیوه کانی دیکه، له وانه به خه تی گه وره و یا به ده نگ. نه گه ر پیویسنت به ز انباری زورتر، یارمه تی و یا ناموزنگاری هه یه، تکایه پرسیار بکه له که یکیک له کارمه نده کان. (نه وان کاریکی واده که ن که به زمانی خوت له گه لئا قسه بکه ن.)

ਬੇਨਤੀ ਕਰਨ ਤੇ, ਜਾਣਕਾਰੀ ਦੂਸਰੀਆਂ ਬੋਲੀਆਂ, ਜਾਂ ਹੋਰ ਰੂਪਾਂ ਜਿਵੇਂ ਕਿ ਬਰੇਲ ਜਾਂ ਆਡੀਓ ਟੇਪ ਤੇ ਵੀ ਦਿੱਤੀ ਜਾ ਸਕਦੀ ਹੈ। ਹੋਰ ਜਾਣਕਾਰੀ ਵਾਸਤੇ, ਜਾਂ ਜ਼ੋਰ ਤੁਹਾਨੂੰ ਹੋਰ ਸਹਾਇਤਾ ਜਾਂ ਸਲਾਹ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਡੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਮੈਂਬਰ ਨੂੰ ਪੁੱਛੋ। (ਜੇਕਰ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਉਹ ਤੁਹਾਡੇ ਨਾਲ ਤੁਹਾਡੀ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਗੱਲਬਾਤ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਨ।)

یہ معلومات گنڈارش کرنے پر دیگر زبانوں یا دیگر صورتوں، جیسا کہ، بریل (بھری ہوئی کھائی، ہینڈا شخص کے پڑنے کی کھائی) کی ای ڈی اور ٹیپ پر بھی فراہم کی جاسکتی ہیں۔ مزید معلومات یا اگر آپ کو کسی مدد یا مشورے کی ضرورت ہو، تو براہ مہربانی ہمارے عملے کے ممبر سے بات کریں۔ (اگر آپ کو ضرورت ہو تو وہ آپ سے اپنی زبان میں بات کرانے کا انتظام کر سکتے ہیں۔)

Contact us

Our office in Darlington, Maple House, 11 Tillage Green, Westpark Village, DL2 2GL is open between 8.30 am and 4.30pm Monday to Friday.

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Member of the Housing Ombudsman Service

