

Lettings (Voids) Standard

Hastoe is proud of the quality of the homes we provide to rent. Our Lettings Standard (Voids Standard) explains what you can expect when you move into your rented home with us.

Please note that some of the works may be done after you move in. These will be lower priority repairs and will be completed within 21 days.

This standard has been shaped by Hastoe residents.

Inside your home



Your home will be:

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

In addition:

- All internal doors and door handles will be in place and correctly fitted.
- All windows will be secure and will open and close easily.
- Glazing will be clean, free from cracks and free from serious failure.
- 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.

Outside your home



Your home will be:

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

In addition:

- All internal doors and door handles will be in place and correctly fitted.
- All windows will be secure and will open and close easily.
- Glazing will be clean, free from cracks and free from serious failure.
- 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.

Safety checks



We will complete an asbestos check before you move in. [Find out more about asbestos safety.](#)

We take the safety and comfort of you and your family very seriously when it comes to gas and electricity.

- 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.
- An energy performance survey will be carried out and you will be provided with the results.

[Read our gas safety advice.](#)

Kitchens



- Plumbing and drainage will be free from leaks and in working order.
- Where possible washing machine valves and waste outlets will be installed.

- All hand basins, sink units, showers and baths (where provided) 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 and baths (where provided) will be tiled and sealed.
- 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.
- If Kitchen floor covering is heavily damaged, it will be replaced with non-slip vinyl.

Decoration



- All walls, woodwork and ceilings will be in a good condition and ready for you to decorate.
- All architraves and skirting boards will be secure and free from loose nails/screws.
- In some instances we will offer you decoration vouchers to help with the cost of decorating your new home.

Cleaning



- Walls will be cleaned down and free of cobwebs, blue tack, sellotape, posters, nails, hooks 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.