



Blackpool Coastal  
Housing

# LETTABLE STANDARD



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# GLOSSARY

## **Nosing's**

Stair nosing's (these are the rounded sections at the front of the step).

## **Cyclical**

this is cycled planned work.

## **Capped off**

This will refer to the gas meter or water pipe being capped off to ensure no gas/water can escape.

## **Glazing**

Windows.

## **'TRV's'**

Heating component.

## **Trunking**

Plastic trunking that conceals any wiring or piping.

## **WC**

Toilet.

## **WHB**

Wash hand basin.

## **Loo block**

toilet freshener.

## **Flashings**

lead flashings, these help stop water penetration.

## **Pointing**

Cement pointing to the mortar joint in-between brick work.

## **Render**

An external render is, in its most basic form, a coating applied to the walls of a building, to provide a protective coating which would prevent rain penetration. It also acts as a decorative finish to enhance the appearance of a building.

## **Balustrade**

a railing or wall to prevent people from falling over the edge of stairs.

# WELCOME TO YOUR NEW HOME

## Our agreement with you

Moving into your new property is an exciting time and it is important that you know what you can expect from us and what you need to do to make sure your tenancy runs smoothly.

As a Blackpool Coastal Housing customer, we want you to be happy in your new home. This guide explains what to expect when you accept a property from us.

Photos contained within this guide are for illustrative purposes only – internal fixture, fittings and decoration will vary with each property’.



# INSIDE YOUR PROPERTY



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## Gas and electric safety checks

We will carry out gas and electrical safety checks to ensure the heating system, electrics and appliances (where fitted) are safe and in a working condition. You will be provided with a copy of the appropriate certificates within 28 days of signing for the property.



## Heating and hot water

For safety, the gas supply is capped off when a property is empty. Once you have registered your details with your preferred provider and the account is set up in your name, you will need to **telephone the Repairs Hotline on 0800 073 0184** to arrange an appointment to get the supply uncapped. We normally require a minimum **24 hours' notice** to do this for you.

**PLEASE NOTE: Until you have requested this you will not have any heating or hot water in your home.**

In addition, water systems may have been drained for frost protection. The engineer will re-fill these when uncapping the gas.





## Energy Performance Certificate (EPC)

In all cases we provide an Energy Performance Certificate to show how energy efficient your new home is. This will be provided within 28 days of signing for the property.



## Windows and doors

Door locks are changed in all cases. You will be issued with two sets of keys at your sign up interview. Keep your keys safe as nobody else has any spares.

All internal and external doors will be free from damage and open and close easily.

If the property has a door entry system, or door closure mechanisms, these will be tested to ensure they are in working order.

All windows will open and close easily. Broken locks and handles will be replaced. Glazing will be free from cracks and any broken windows replaced, normally on the day you move in.



✓ Acceptable standards



✗ Not acceptable standards



## Interior Decoration

Walls and ceilings will be free from any major defects and there will be no large holes or structural cracking.

Minor cracking and surface finishes are your responsibility to fix. Any polystyrene ceiling tiles will be removed.



✓ Acceptable standards



✗ Not acceptable standards



## Smoke Detectors

All smoke detectors will be checked to ensure they are in working order.



✓ Acceptable standards



✗ Not acceptable standards



## Cleaning Standard

You can expect to move in to a property that is clean and tidy and meets the Blackpool Coastal Housing Cleaning Standard.

The standard covers the following:

- Cleaning of all electrical white goods, such as light switches, pendants and plug sockets
- Supply an air freshener for each room

Wipe down and clean of the following:

- Skirting boards
- Doors (including frames and handles)
- Fire places
- Staircases
- Radiators
- TRV's
- Pipework and trunking
- Internal extractor fans
- Internal side of windows, sills and ledges (and where possible, external side)



✓ Acceptable standards



✗ Not acceptable standards



✓ Acceptable standards



✗ Not acceptable standards



- Ensure there are no foul odours in property
- Clean/polish front door furniture
- Cleaning of all waste and plugs
- Sweeping out of all external cupboards
- Removal of all grease and lime scale from tiling
- General deep clean and robust sanitisation throughout



✓ Acceptable standards



✗ Not acceptable standards



✓ Acceptable standards



✗ Not acceptable standards



## Bathroom

All bathroom and toilet fittings will be clean and in good working order and have a minimum of two rows of tiles, with clean grouting and sealant. All taps, waste and overflows will be free from leaks or blockages. The toilet will be clean, securely fitted, watertight and in full working order. A new toilet ring seat and cover will be provided, along with 'Loo Block' and a hygiene strip to prevent use prior to letting'



✓ Acceptable standards



✗ Not acceptable standards



## Floors

Floorboards may have some slight movement and will be free from any major faults that could cause injury. Please note that we do not provide carpets in our properties.



✓ Acceptable standards



✗ Not acceptable standards



## Kitchen

Drawers and cupboard doors will have secure fittings, and open and close correctly. Worktops will be securely fixed, minor scratches and blemishes may be present. Cupboard space will be appropriate to the size of the property. There will be a minimum of two rows of tiles, with clean grouting and sealant. Taps, waste and overflows will be free from leaks or blockages, and in good working order.

Most properties will have gas and electric cooker points and fittings for a washing machine. It is your responsibility to arrange for any connections of your appliances. Please note that for health and safety reasons you should only use a gas safe engineer to install a gas cooker.

- Cleaning and sanitizing of kitchen cupboards and worktops
- Insides of kitchen cabinets are to be emptied, cleaned and disinfected
- Worktops (including joints and seals) to be cleaned, intact and free from grease and surface damage such as scalding, burning and scouring

**For a list of Blackpool Council approved contractors please visit [blackpool.gov.uk](http://blackpool.gov.uk) and type 'Safe and Secure' in the search bar.**



✓ Acceptable standards



✗ Not acceptable standards



✓ Acceptable standards



✗ Not acceptable standards



## Stairs

All stairs (including nosing's), handrails and balustrades will be secure.



## Dampness and rot

The property will be free from water penetration, dampness or rotten timber. Condensation can occur through normal living, i.e. drying clothes on radiators, not venting tumble-dryers and taking showers. We can provide advice on ways to reduce this, please contact the Repairs Hotline on 0800 073 0184 or email [repairs@bch.co.uk](mailto:repairs@bch.co.uk).



## Minor Repairs

In order for us to reduce the length of time you are waiting for a property to become ready, it may on occasion, be necessary to complete some minor repairs once you have moved in. If this is the case, prior to you signing for the property we will discuss this with you and notify you of dates for when the outstanding repairs will be completed.



✓ Acceptable standards



✗ Not acceptable standards



✓ Acceptable standards



✗ Not acceptable standards

# OUTSIDE YOUR PROPERTY



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## Roof

The roof will be watertight and free of major defects, such as loose tiles, defective flashings or loose guttering.



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## Gardens and waste

All gardens will be free from rubbish and, where appropriate, be strimmed.

If you feel you will have difficulty in maintaining your garden, you should discuss this with your Lettings Officer prior to your sign up interview.

Bins will be provided for you ready for when you sign up to the property and rubbish or household waste should not be stored in your garden. You are responsible for bins during your tenancy.

**If you fail to keep your garden and outdoor space tidy and free from rubbish you may be in breach of your tenancy agreement.**



✗ Not acceptable standards



✓ Acceptable standards



✗ Not acceptable standards





## Fences and gates

Existing fencing will be made safe. Fencing and gates are maintained on a planned maintenance programme.



✓ Acceptable standards



## External decoration and works

In order to ensure your safety the following external works will be completed:

- The structure of walls, canopies and outhouses will be safe and watertight including pointing and render
- Windows and doors will be safe, secure and functioning correctly
- External handrails and steps will be safe
- Drainage systems and inspection chambers will be safe and accessible and all grids in place
- Walls will be free from graffiti
- Overgrown bushes will be cut back
- Pathways will be weeded

External decoration work will be on a planned 'cyclical' maintenance programme.



✗ Not acceptable standards



✓ Acceptable standards



✗ Not acceptable standards



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## Contact information

### The Lettings Team

01253 477900 (select option 4, then 1)  
[myhomechoicefyldecoast@bch.co.uk](mailto:myhomechoicefyldecoast@bch.co.uk)

### The Repairs Hotline

01253 477900 (select option 2)  
0800 073 0184  
[repairs@bch.co.uk](mailto:repairs@bch.co.uk)



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