

CORNWALL
HOUSING

Lettable Standard

Our commitment to you



PART OF THE
CORSERV GROUP
A CORNWALL
COUNCIL COMPANY

cornwallhousing.org.uk

Welcome to your new home, we want you to be happy here



We check all of our properties when they become vacant. If repairs are required, we normally complete these before we let the property. We will let you know if we need to carry out any repairs after you have moved in and agree this with you.

When you move in, this is the standard you can expect:



Health, Safety and Security (where applicable)

- your gas supply, oil, solid fuel has been checked and is safe *
- electrical installations have been checked and switches, light fittings and sockets will be safe and working *
- your home has a valid Energy Performance Certificate (EPC)
- smoke alarm(s) have been fitted and are in working order
- carbon monoxide detectors have been tested and are working
- replacement front and back door locks have been fitted
- all available keys and fobs have been provided to you at the start of your tenancy
- external doors, windows and their fittings are sound and lock properly
- there is no damp, mould or structural fault that will affect your safety
- floors are safe and floorboards free from rot
- stairs and handrails are secure and safe
- all water supplies/outlets are safe from bacterial contamination
- any aids and adaptations in the property are in safe working order

* a copy of the certificate will be issued at sign up to show the landlord safety record is up to date.



Heating and plumbing

- heating and plumbing are safe and working
- boilers to central heating systems have been serviced or replaced
- instructions have been provided for your heating, if available



Kitchens and bathrooms

- kitchen units and worktops are in a clean and hygienic condition
- the bathroom is clean, with a new toilet seat, working toilet, cistern, basin, taps and a shower or bath
- any existing shower heads and hoses have been renewed



Decoration

- walls and ceilings have been prepared, ready for you to decorate
- we have provided decorating vouchers where necessary to help with the decoration of your home



Gardens/Outside areas

- gardens and outside areas are free from rubbish
- grass/shrubs/trees are cut to a level where you can maintain them
- walls, fences and gates are safe, and boundaries are clearly marked
- roof coverings, gutters and downpipes are in good order and watertight
- footpaths managed by us are safe



Cleanliness

- your home is clean and clear of any rubbish
- carpets and floor coverings have been removed unless an agreement has been made with you to leave them



Additional work planned for your home after you have moved in

There are certain circumstances where we may plan works to further improve your home once you have moved in. If any future works are planned for your home these will be highlighted to you before you move in, and approximate timescales discussed.



We will monitor these standards by

- customer feedback from new tenants



Contact us

By emailing:

info@cornwallhousing.org.uk

By letter, to:

**Cornwall Housing
Chy Trevail
Beacon Technology Park
Bodmin
PL31 2FR**

By calling:

0300 1234 161

Alternative formats

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If you would like this information on audio CD, audio tape, Braille, large print, any other format or interpreted in a language other than English, please contact: -

Mar mynnowgh hwi kavos an kedhlow ma war son-sidi, sonsnod, yn Braille, prynt bras, furvas aral po styrys yn taves dres Sowsnek, kesteviewgh mar pleg:-

**Cornwall Housing Ltd
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Beacon Technology Park
Bodmin
PL31 2FR**

www.cornwallhousing.org.uk

