

# Our Lettable Standards



## About Lettable Standards

---

At Erimus Housing, we're proud of our high standards and when a home becomes empty, we want to ensure that those high levels can be seen in a property when we offer it to a new tenant.

Our lettable standards are our set criteria so when you move into a home, you know exactly what you can expect in your property from Erimus Housing.



If you want to apply to become an Erimus Housing tenant, please see our Homechoice leaflet which is available at all our offices.

You may also want to have a look at other leaflets, including repairs and maintenance and improving and modernising your home.

## Contacts

---

For more information please contact us on our freephone number 08000 461 600 or log on to [www.irimushousing.co.uk](http://www.irimushousing.co.uk)

# Our Lettable Standards

We want our properties to be of a consistently high standard.

To achieve this, we have worked with our customers to update our lettable standards to ensure that when you rent one of our properties it will be safe, secure, clean and in good condition.

## Bathroom and toilet

Your bathroom and toilet fittings will be clean and in good working order. Your home's surrounds to the bath and sink will be clean and in good condition.



## Cleaning

We will clean the property to the following standard before you move in.

- Sweep and clean the floors
- Clean the kitchen units and worktops
- Clean the bathroom and toilet fittings



## Decoration

You are responsible for decorating the inside of your home including filling small holes and cracks with decorator's filler. We will award decoration vouchers for rooms that need decoration.

All awards will be determined in accordance with company guidelines. Please note that the vouchers are designed to help you towards your decor costs but may not cover all your costs.



## Doors

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

Each external door will have a lock change (one lock per door).



## Heating and mains services

We will carry out gas and electrical safety checks within your home to ensure that the heating system, electrics and appliances are in safe working order.

Appointments for carrying out the safety checks will be arranged with you when you sign up for your tenancy. We will also give you a copy of the latest gas servicing checklist.

**Please note that we can only carry out these safety checks once you have arranged with your preferred utilities supplier to connect the gas and electricity supplies to the property.**



## Kitchens

- Your kitchen units and sink tops will be clean and in good working condition.
- Worktops will be clean and suitable for you to use.

- Tiled splash backs to worktops will also be clean and in good condition.

- The plumbing from the fixed pipe connection to your washing machine will be your responsibility

- Your home will have a gas or electric cooker point ready for you to connect a cooker

1. Please note that you will be responsible for arranging connection of your cooker by a suitably qualified person.

2. If your preferred method of cooking differs from what is provided, it is your responsibility to arrange an alternative supply.

3. Any such work however is subject to approval from your nearest housing office.



## Windows and glazing

Your home's glazing will be intact when you move into the property and all the windows that are designed to open will do so quite easily.



## Internal woodwork

All internal woodwork will be free from damage or decay.



## Post tenancy repairs

To avoid causing you any unnecessary delays in moving into your new home, we may need to carry out some repairs after the start of your tenancy. Any such repairs will be discussed and agreed with you before you sign your tenancy agreement, and you will be provided with timescales for completing the work.

## The garden

All gardens will be free from rubbish and any lawn will be cut back.

Sheds, greenhouses and other similar garden structures will be removed unless they are in good condition. On some occasions bases may be left.

## Floors

All floors and fixed floor coverings will be in a good and safe condition. Whilst some floorboards may have some slight movement or minor cracks, they will be free from cracks or other faults that could cause injury.

Please note that it is your responsibility to check that your chosen floor covering and any associated underlay is suitable for the type and condition of the floors.



## Ceilings

We will remove polystyrene ceiling tiles from all rooms.





## Welcome pack

A welcome pack will be left in your new home containing useful information about Erinus Housing and the range of services we offer.



Colour coded information leaflets are available for the following services:

	CUSTOMER SERVICE
	HOUSING MANAGEMENT
	SUPPORT SERVICES
	REGENERATION
	MANAGING YOUR MONEY
	REPAIRS AND MAINTENANCE

We will make this information available in other languages, Braille, large print or other formats on request.

#### Arabic

سوف نقوم بتوفير هذه المعلومات بلغات أخرى أو بلغة بريل أو بخط كبير أو بتسقيقات أخرى عند طلب ذلك.

#### Bengali

আমরা এই তথ্য অনুরোধ করলে অন্যান্য ভাষা, ব্রেইল, বড় হরফ বা অন্য ফরম্যাতে পাওয়ার ব্যবস্থা করব।

#### French

Nous proposerons ces informations dans d'autres langues, en Braille, en gros caractères ou dans d'autres formats sur simple demande.

#### Hindi

आपको मिलने पर हम यह जानकारी अन्य भाषाओं, ब्रेल, बड़े अक्षरों तथा अन्य रूपों में उपलब्ध कराएंगे।

#### Kurdish Sorani

ئەگەر داواکەیت، دەتوانین ئەم زانیاریانە بە زمانەکانی تر، بە بریل (شیوازی نووسینی نابینا)، بە جایی بیستی گهۆره یان بە شیوازی تر، دا بین بکەیت.

#### Polish

Na żądanie udostępnimy te informacje w innych językach, wydrukowane dużą czcionką, napisane pismem Braille'a lub w innym formacie.

#### Punjabi

ਬੇਨਤੀ ਮਿਲਣ 'ਤੇ ਅਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਦੂਜੀਆਂ ਭਾਸ਼ਾਵਾਂ, ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਜਾਂ ਦੂਜੇ ਰੂਪਾਂ ਵਿਚ ਉਪਲਬਧ ਕਰਵਾਵਾਂਗੇ।

#### Russian

Мы сделаем эту информацию доступной на других языках, в виде шрифта Брайля, широкоформатной распечатки или, по требованию, в других форматах.

#### Simplified Chinese

本資訊能按要求以其他語言、盲文、大印刷體或者其他格式提供。

#### Traditional Chinese

本資訊能夠按要求以其他語言、盲文、大印刷體或者其他格式提供。

#### Urdu

درخواست کرنے پر ہم یہ معلومات دیگر زبانوں، بریل، بڑی چھپائی یا دیگر بناؤٹوں میں فراہم کر دیں گے۔



Erimus Housing Ltd, 4th Floor, Centre North East,  
73-75 Albert Road, Middlesbrough TS1 2RU.  
Tel: 01642 773600 Fax: 01642 773611  
Email: info@erimushousing.co.uk  
Web: www.erimushousing.co.uk

Ref No: HM8V1

