

# CYNGOR SIR POWYS COUNTY COUNCIL

## Housing Services

### Quality of Accommodation Service Standard

Reference	SS LL 07
Version	1
Issue date	1 August 2015
Review date	1 February 2017
Agreed by	Cabinet Tenant Liaison Forum

This document is available on request in alternative formats (e.g. Large print type / Braille / on tape).

## **Powys County Council – Housing Services Quality of Accommodation Service Standard**

**We will ensure that the homes we let are of a good standard and are places where people want to live.**

**To achieve this we will:**

- 1. ensure that your new home is clean and in good decorative order. This means that:**
  - a. all hard floors are swept and vacuumed to remove loose dust
  - b. all tiled, concrete and hard floors are swept, mopped and dried to remove dirt and scuff marks
  - c. all storage cupboards are cleaned
  - d. all fixtures, fittings, window sills and ledges, radiators, pipes, door frames, door handles, picture rails, skirting boards and fire surrounds are wiped clean
  - e. cobwebs are cleared from walls, ceilings and cupboards
  - f. graffiti and any blu tack, sellotape, drawing pins, chewing gum and labels are removed
  - g. all windows are cleaned inside
  - h. all kitchen cupboards, drawers, sink, taps, plugs, worktops, wall tiles, grouting and sealant are cleaned
  - i. the shower, bath, washbasin, taps, toilet and pipes are cleaned
  - j. fixtures from previous tenants which are in good working order (for example, washing machine plumbing fittings) will be left in place
  - k. the loft is free of rubbish
  - l. ceilings and walls are safe
  - m. all plasterwork is sound. If the ceiling has an artex coating and it is in a good condition, we will leave it. If it is in a poor condition, we will remove it
  - n. we will remove polystyrene ceiling tiles from the ceilings in the kitchen, stairs and hall
  - o. all walls are free from damp and mould
  - p. front and back gardens, bin stores, and any sheds are free from rubbish
  - q. all paved areas around your home, including the drive and path are swept
  - r. gardens are tidy and free from rubbish
  - s. if your new home does not meet our acceptable standard for decoration, we will give you decoration vouchers when you sign your tenancy to help you pay for the work you will need to do. In exceptional circumstances where you and your family are unable to decorate, we will decorate properties. If we do decorate, we will try to do this before you move in.
  - t. we will decorate your home before you move in, if it is in a sheltered housing scheme or is a designated property, unless the property is in such a good condition that it doesn't need it. Where we redecorate we will paint the interior of the property white or magnolia.
  
- 2. ensure that your new home is safe. This means that:**
  - a. the staircase is securely fixed and safe and incorporates a handrail for the length of the staircase
  - b. all doors and windows are secure and open and close properly

- c. sufficient keys are provided for window locks
  - d. there are new locks to the front and back doors
  - e. all floors are even, in a good state of repair and do not contain protruding nails. Where the previous tenant has left floor covering which is in a good condition we will leave it in the property if you want us to
  - f. all paths to the front, side or rear of the property are safe and do not represent trip hazards
  - g. all roofs, walls, gutters and downpipes are safe
  - h. boundary walls, fencing and gates are safe and complete
  - i. a hard wired smoke detector is located in the property
  - j. if your home has a solid fuel heating system, all functioning chimneys are swept
  - k. at the sign-up we will give you details of the checks we have made about asbestos in your home. We will tell you what asbestos has been found (if any), where it is and how you should manage it safely
- 3. ensure that your new home has a supply of electricity, water and a heating system which works. This means that:**
- a. the electrical supply has been checked in line with the National Inspection Council for Electrical Installation Contractors (NICEIC) inspection procedure
  - b. all sockets, switches and fittings are safe to use
  - c. each room (except the bathroom and toilet) has at least one plug socket
  - d. all water supply pipes are intact and the drainage system operates effectively
  - e. the water stopcock is in an accessible location. We will show you where it is and how to use it
- 4. if your home has a supply of gas, we will ensure that:**
- a. the gas supply and gas appliances have been tested in line with current gas safety regulations to make sure they are in safe, working order
  - b. we give you a copy of the landlord's gas safety certificate at the sign-up
  - c. the emergency control valve to turn off the gas supply is in an accessible and safe location. We will show you where it is and how to use it
- 5. ensure that your new home will have a fully functioning kitchen. This means that:**
- a. all kitchen cupboards, drawers, sink, taps, plugs, worktops, wall tiles, grouting and sealant are cleaned
  - b. the kitchen sink is clean with hot and cold taps which are in good condition and don't leak or drip and has a plug and chain. All new taps will be lever taps
  - c. there is a supply of hot and cold water to the kitchen sink and at least three rows of tiles above the sink, where possible
  - d. all kitchen units are secure, the edging is complete and doors and drawers work properly. The number of storage cupboards in the kitchen will vary depending on the size of kitchen
  - e. there is space for a cooker with either an electricity or gas supply and one electric cooker switch

- f. there is space for a fridge freezer and washing machine. If your kitchen is small there will be space for either one or the other
- g. the kitchen contains a working extractor fan

**6. ensure that your new home has a clean fully functional bathroom which contains a washbasin, toilet and either a bath or shower. This means that:**

- a. the shower, bath, washbasin, taps, toilet and pipes are cleaned
- b. the bath and washbasin each have a plug and chain
- c. all fittings and taps are in good condition and don't leak or drip. All new taps will be lever taps
- d. there are three rows of tiles above the washbasin and bath (if there is a bath). If the property has a shower the shower area will be fully tiled and a new shower curtain will be provided
- e. the toilet is fully working, has no cracks, is securely fixed, has a new secure seat and flush handle or chain

**7. when you move in:**

- a. give you a Tenants Handbook to make sure you are aware of your rights and responsibilities and the council's rights and responsibilities
- b. give you a welcome pack
- c. provide you with a gas safety certificate for your new home
- d. provide you with an electrical safety certificate for your new home
- e. provide you with a copy of the energy performance certificate for your new home
- f. give you a copy of the asbestos report for your new home
- g. provide you with information about your new home
- h. provide you with an instruction for your heating system and how to use it, if you require assistance
- i. ask you whether you have any particular needs that might affect your ability to fully use your new homes and undertake minor works to adapt your home

**8. after you move in to your new home:**

visit you 6 weeks after your tenancy started to see how you're settling in and give you more information about our services and about your neighbourhood.

**To keep you informed about how well we're doing we will publish the following performance measures each year:**

- 1. % of applicants who refuse an offer of accommodation because of the condition of the property
- 2. the average number of days taken to relet accommodation
- 3. % of rental income lost because properties were empty.

**The performance will be discussed with the Tenant Liaison Forum.**