



## **Service standards - Re-let standards**

### **Tai Ceredigion's mission statement**

"To be a first class bilingual landlord and employer that puts tenants first, provides quality homes and benefits communities and the local economy".

### **Standard**

Tai Ceredigion strive to ensure that each property is of a clean habitable standard prior to letting and will provide you with this standard when you move into your new home.

#### ***External***

#### **We will aim to ensure:**

- the gardens will be free of rubbish and will be strimmed when you move in
- the condition of the fencing / walls / paths / steps are safe
- sheds are safe and free from rubbish

#### ***Internal***

#### **We will aim to ensure:**

- that paintwork will be in good condition throughout the property
- all plaster will be free from holes with all screws, nails etc removed
- that an electric safety and gas check (where applicable) will be carried out and provide you with a certificate within 28 days
- all windows and doors will be safe, in sound condition and they will open and close
- that child safety locks will be installed on windows for flats above ground floor and keys will be provided when lockable

**We will aim to ensure:**

- all floors in the hall, lounge and bedroom will be free of all coverings i.e. carpets / lino or laminate. Floor coverings may be left by the previous tenant if they have been assessed by Tai Ceredigion staff as in reasonably good condition. If you do not wish to accept responsibility for these floor coverings at tenancy sign up, then TC will make arrangements to remove at no cost to the incoming tenant.
- the fitting of vinyl or safety type covering, where sound insulation is installed in flats
- that if there are floor tiles or floor coverings in the kitchen or bathroom they will be in a good condition
- all floorboards will be in a sound and safe condition
- kitchen units will be in good working condition, clean and suitable for use
- the bathroom suite will be clean and suitable for use
- all sinks will be clean and in a good condition with a plug and chain
- kitchen and bathroom tiles will be in a good and clean condition
- there will be a gas or electricity supply in the kitchen
- that the property will be cleaned to an acceptable standard
- the floors will be swept and clean
- the loft will be cleared of rubbish
- communal areas will be clean
- that the central heating system and hot water will be in working order
- that polystyrene tiles will be removed

**It is your responsibility to:**

- arrange the connection of your cooker and washing appliances by a suitably qualified individual
- ensure that appliances fit within the standard spacing provided

**These Standards will be reviewed regularly, at least every three years**