

Castle Morpeth

Housing

Quality homes,
thriving communities

A guide to our Lettable Standard



At Castle Morpeth Housing, part of the Isos Housing Group, we aim to provide quality services to the communities we serve. We have Customer Service Standards, which explain the level of service you can expect from us.

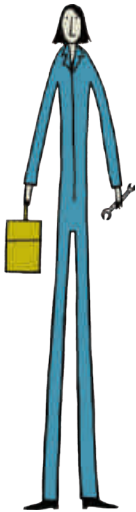
This leaflet explains the standard of accommodation you can expect from us when you let one of our properties.

This leaflet is available in other formats, languages, large print, Braille and audio tape on request.

What are our Lettable Standards?

We aim to make moving into your new home as simple as possible. When you move into your home it will be safe and secure and some works will have been carried out.

Detailed here is the standard that you should expect when you move in. Some other minor works may be carried out after you have moved in. You will be told about this when you view your new home.



In your property we will have:

- carried out a Gas Safety check to test all the standard gas appliances (fitted by Isos Property Services) are repaired/replaced as necessary
- carried out a PIR Electrical check to test that the electrics are safe and that all light fittings and sockets are securely fixed
- carried out an Energy Performance Assessment and provided you with an Energy Performance Certificate, which gives information about energy efficiency in your home.

We will also have made sure that:

- adequate space heating and hot water facilities are supplied
- the property is structurally safe and free from major disrepair
- the water supply is working correctly
- the property is clean
- the property is clear of rubbish
- where appropriate the property has been checked for the presence of asbestos
- any door entry system will have been checked
- garages will have doors that are secure and operational
- gardens are tidy and clear of rubbish.

Floor and Stairs

- These will be safe and in good condition so that floor coverings can be laid.

Doors and Windows

- All external doors will be secure and weather tight
- Two sets of door keys will be available
- All windows will be secure and will open and close easily
- All internal doors will open and close correctly.

Electrics

- All electrics will have been checked and will be working safely
- The kitchen will have a socket for a fridge, and a washing machine where practical, and an electric cooker point or a gas cooker connection point.

Gas

- All gas installations will be checked and a landlord's gas safety certificate will be issued.

Plumbing

- All plumbing will be watertight
- Where practical there will be suitable plumbing for a washing machine.

Bathrooms

- All sinks and baths will have plugs and chains
- All sanitary equipment will be clean and in good working order
- There will be a minimum of two courses of tiles around the bath and as a splash back to sinks
- If there is a shower, adequate tiling will be provided.

Kitchens

- There will be adequate provision for food storage and food preparation
- There will be a minimum of two courses of tiles as a splash back to the worktops
- All work surfaces will be clean.

Decoration

- The property will be left ready for decoration and the walls and ceilings will be free from major defects and those not normally rectified as part of decoration. In order to assist you a decoration pack may be offered to assist you re-decorate your home to your taste
- Wall and ceiling plaster will be free from major defects.

Your comments

When you receive the keys to your new home, we will send you a questionnaire. This enables you to comment on the standard of the property and our service.

How to contact us

If you would like any further information please contact us.

Our contact details are:

Castle Morpeth Housing

First Floor
Owen House
Sanderson Arcade
Morpeth
Northumberland
NE61 1NS

T 0845 117 0020

F 0845 117 0022

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www.castlemorpethhousing.co.uk

If you would like this document translated, please contact the number below giving your full contact details.

If you would like this form in another language, large print, Braille, or audio tape please telephone Customer Services on: **0845 117 0020**.

Calls may be monitored and recorded for quality and training purposes.



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Spanish	Si necesita la ayuda de un intérprete o desea obtener la traducción de este documento, por favor solicítelo.	Urdu	اگر آپ کو ترجمان کی مدد درکار ہو، یا آپ اس دستاویز کو کسی دوسری زبان میں حاصل کرنا چاہتے ہوں تو براہ مہربانی پوچھ لیں۔

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