

Tenant Alterations

- Permission should be sought for any alterations to the property.
- The Association operates a scheme to award compensation for certain specific improvements, at the end of a tenancy. Detailed conditions apply and are listed in the Policy on Compensation for Improvements.



Manor Estates Housing Association
Suite 4, 5 New Mart Place
Edinburgh, EH14 1RW

Tel:- 0131 510 8540

Email: info@manorestates.org.uk

Web:- www.manorestates.org.uk

Do you need information provided in a different language or format?



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MANORESTATES
Housing Association



Letting Standard

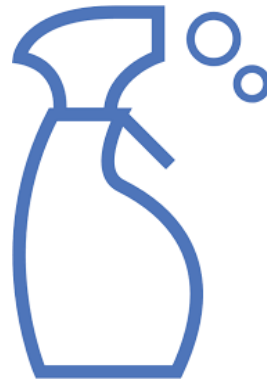
Letting Standard

In accordance with the Housing (Scotland) Act 2001, the Association has a duty to ensure that a house is wind and watertight and reasonably fit for human habitation both at the beginning of a tenancy and throughout its term.

The following minimum standards have been adopted by the Association:

Cleanliness

- The property will be in a clean and tidy condition.
- The surfaces, including the kitchen, woodwork, walls and windows will be wiped and floors swept.
- Baths, basins, toilets and showers will be clean, with water running freely.



Decoration

- Properties will be in good decorative order throughout with rooms in a clean condition and prepared for redecoration alternatively a decoration allowance may be offered to the new tenant.



Gardens

- For new tenancies, footpaths, walkways and allocated bin stores, will be swept and clear of refuse, garden and contractors debris.
- During the growing season grass will have been cut within 4 weeks prior to tenancy sign-up.
- Trees and shrubs will not cause blockage to any footpath, walkway or be overgrown into neighbouring properties.
- Gates, if available, will be checked to ensure they open and close properly and are secure.
- Fencing, if available, will provide continuous boundary demarcation with no sharp extrusions on either side.
- Clothes poles or rotary dryer, shall be in place and secure.

External Works

- External painter-work will be included in the Associations regular 7 year cyclical programme.
- The roof and flashings will be in good condition, structurally sound and water tight with no evidence of slipped tiles or slates.
- Gutters and downpipes will be free from blockages. If plant growth is visible the property will be added to the existing gutter clearance programme and work undertaken within an agreed timescale.



Electric and Gas Services

- Metered electricity will be available.
- Metered Gas will be available if there is gas fired central heating or gas fire.
- The gas meter is capped at the commencement of the void period. The gas safety check is carried out together with recommissioning the system when the new tenancy commences. A copy of the gas service record will be handed to the new tenant by the Gas Contractor.
- The property will have facility for either a gas or an electric cooker.
- Meters will be read before occupation, and details recorded.
- SSE will commence utility supply. Tenants will be responsible for setting up accounts and can switch to their preferred supplier at any time.



Electrical Services

- Electrical systems will be checked and certified.
- Electrical sockets, switches, pendants and extract fans will be clean and free from cracks, paint or staining.
- Light fittings will be provided in every room.
- T V aerial / connections to a communal TV aerial and satellite aerials or distribution cables may be available from previous tenancy. Tenants will be responsible for checking condition and arranging preferred supplier.



Stairs / Steps / Handrails

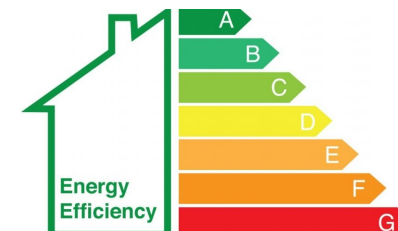
- All stair and step treads / risers will be level and free from trip hazards.
- All banisters will be in place and fixed secure.
- Internal balustrading will be sized in line with child safety requirements.
- Any handrails or grab rails will be fixed secure.

Flooring and floor coverings

- All floor boards will be level and free from trip hazards.
- Floor coverings in wet floor shower rooms will be clean and free from any rips or significant staining.

Insulation / Energy Efficiency

- Gas boiler or electric storage heating system will be less than 20 years old.
- Attic spaces will have a minimum of 100mm insulation, tanks and pipes will be insulated.
- There is no communal loft access.
- Hot water cylinders, where available will have tank jackets. Cavities will be insulated.
- Where insulation does not meet this standard the property will be placed on an existing programme and upgrade work undertaken within an agreed timescale.



Kitchens

- Sinks, worktops and units will be clean and free from grease, inside and out, and substantially free from chips or staining.
- Tiling and seals will be of a reasonable standard, tiling should be free from cracks and paint.
- Taps will be free to turn.
- Sinks will have plug fitted.
- All white goods to be removed from property, with the exception of built-in goods such as hob, oven, refrigerator or washing machine.
- A minimum of 1.0 m³ of enclosed storage space will be provided either in the form of traditional larder cupboard or fitted units.
- Washer / dryer appliance will be supplied in certain modern complexes where traditional garden drying facilities are not available.



Heating and Water Services

- Mains water and gas stopcocks will be clearly labelled.
- All installations for the supply of water, hot and cold, and heating and ventilation systems will have been checked, free from blockages and in good working order.
- All radiators and storage heaters will be fixed secure.
- Arrangements can be made for boiler and timeclock instructions, storage heater or solar panel operating instructions to be issued. Tenants will be offered a demonstration when the gas service is recommissioned.

Detection Equipment

- All smoke, heat and carbon monoxide detectors will be tested and replaced if necessary. Batteries or the complete unit will be renewed as necessary.
- The Association tests these annually, tenants are encouraged to run their own regular tests, monthly as a minimum.

Windows

- Glass panes will be complete and free from cracks and significant scratches.
- All windows will be checked to ensure that they open and close properly and are secure.
- Where fitted all window locks will be working and have keys.



Doors

- All flat / house entrance doors will be secure with door, surrounds, thresholds and ironmongery in good condition.
- Glass panes will be complete and crack free.
- All external entrance doors should have a letter box. All letter boxes, spy-holes and chains will be checked and replaced as necessary.
- Door chains will not be permitted in all retirement schemes due to master key entry systems.
- Internal doors will be undamaged and in presentable order with door, surrounds, thresholds and ironmongery in good condition.



Keys and Locks

- One lock on each of the property's ground floor entrance doors or main entrance door of upper flats will have been changed for a new tenancy (excluding retirement housing).
- Two complete sets of house keys will be supplied to the new tenant.
- Where applicable keys will also be provided for stair entrance door, back green door, bin store / pram store, car park, and window locks.
- Fobs will be provided for door entry systems, and for retirement housing to access the community building and laundry.
- Keys/fobs will be supplied with written identification labels.

Bathrooms

- Baths, basins and WCs will be clean and substantially free from chips, staining or burn marks.
- Where a shower is provided it will be in good working order and electrically safe.
- Shower screens or shower curtains will be provided. Shower screens will be clean and stain free and replaced as necessary. Shower curtains, flexi hose and spray head will be renewed.
- Tiling and seals will be of a reasonable standard, tiling should be free from cracks and paint.
- Taps will be free to turn.
- WC seats will be renewed.
- Baths and wash hand basins will have plug fitted.

