

# Lettable Homes Service Standard

It is important to us that all our homes we let are of a high standard. With this in mind, we have developed the following standards with our customers, which will tell you what you can expect when you view one of our homes.

## A safe home:

- Electrical systems will be checked and brought up to current regulations
- Heating appliances and systems within the property will be safe and functional
- A gas service and safety inspection will be carried out to all properties. This will be arranged by appointment at a convenient time for you, we will leave instructions and explain how to use the system
- You will receive your own copy of the Landlord's Gas Safety Certificate
- We will provide you with a copy of the properties energy performance certificate

## Your new home's fixtures and fittings:

- Kitchen units and work surfaces will be in good condition
- Glazing to windows and doors will be intact and to safety standards
- Handrails and balustrades will meet safety requirements
- Bathroom, fittings and sanitary ware will be in good condition
- A gas or electric cooker point will be provided in the kitchen
- Kitchens plumbed and electrical supply for automatic washing machines (where possible)
- Internal doors and their furniture will be serviceable and correctly fitted

## A clean home:

- The loft space will be checked & cleared of any rubbish
- Properties will be cleaned to a reasonable standard
- All building debris will be removed



## Outside of the house:

- Windows and doors will be secure and fully serviceable
- Window keys will be supplied where applicable
- Pointing and rendering will be safe and watertight
- The roof will be watertight
- Steps and handrails will be safe
- Rainwater goods will be in working order

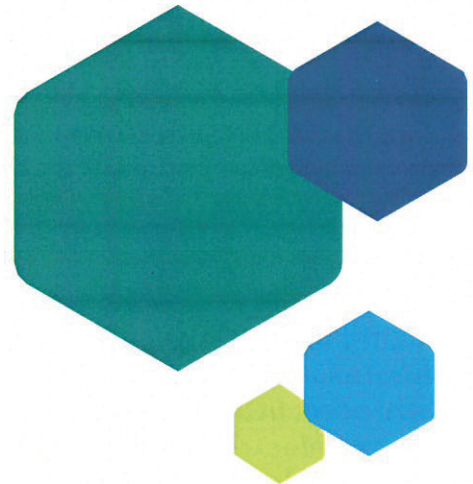
## The gardens:

- Gardens will be tidy, not overgrown and free from rubbish
- Existing boundary fencing, walls and gates will be safe, complete, in good repair and graffiti free
- Ponds will have been removed, filled in and the garden reinstated
- Footpaths or paved areas will be safe for your use within the boundary of your home

When you view one of our homes a member of the Housing team from North Star will accompany you.

Decorating the inside of the property is your responsibility. There are times when the decoration inside the property is not in particularly good condition, we are able to offer financial assistance to purchase decorating materials. When you are viewing the property you will be advised if any decoration allowance is available for the property

Sometimes there will be repairs required that can be carried out when you have moved into the property, if this is the case we will let you know and arrange them by appointment at a convenient time to suit you.



Endeavour House, St. Mark's Court,  
Thornaby, Stockton-on-Tees, TS17 6QN

14A Redwell Court, Harmire Enterprise  
Park, Harmire Road, Barnard Castle,  
County Durham, DL12 8BN

For more information, contact  
Customer Services on: **03000 11 00 11** or  
email [info@northstarhg.co.uk](mailto:info@northstarhg.co.uk)