

trust

Affordable homes.
Exceptional care.

The Standard of Your Home





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Exceptional care.

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Introduction

We are proud of the homes we provide and we hope you will be too. In this document we will detail the standards you can expect when you move into your Trust home. We will work with you during your tenancy to maintain your home to this standard by carrying out repairs, cyclical works and planned investment works.

We ask that you look after your home to the best of your ability, by letting us know about any repairs as soon as you can and allowing us access when works are needed.

For further information, take a look at the Repairs & Maintenance section of our website:

www.trustha.org.uk/your-home-services/repairs-maintenance



Lettable Standards

Safety

Your home will have:

- had a Gas Safety Check (if applicable), with the certificate provided.
- a carbon monoxide detector with a valid expiry date (where required, depending on the type of heating in your home).
- a valid Electrical Safety Certificate with at least one year left before its five-yearly renewal.
- an L2 category smoke and heat detector system: one smoke detector in each hall/landing and living room along with a heat detector in the kitchen.
- secure entry (where there is a warden call or door entry system, this will be working well with instructions provided where available).

Energy & Plumbing

Your home will have:

- credit in the meter if the meter is prepayment.
- heating that works well, with instructions provided where available.
- a hot and cold-water supply that works well, including toilet flush.
- no leaks from the plumbing system.

Electrics

Your home will have:

- clean and undamaged electrical fittings.
- lighting and sockets that are in full working order.
- light bulbs fitted in any enclosed light fittings and low energy light bulbs fitted throughout.

Windows & Doors

Your home will have:

- safe and secure external doors.
- three sets of external door keys provided.
- door and window handles, safety catches, locks, and closers in good working order.
- clean windowsills and other surfaces.
- no leaks from doors or windows.

Floors

Your home will have:

- level floors with no loose floorboards.
- floors that are swept and mopped where required.
- some of our properties (developments) will come with non-slip flooring in the bathroom and kitchen.

Floor coverings are not provided, unless they are left in good condition by the previous tenant, and we agree they can be left.

These will be your responsibility for maintenance and replacement going forward.

Kitchen

Your home will have:

- space permitting, at least 1m³ of enclosed storage (including kitchen units and/or walk in cupboards).
- securely fixed work surfaces that are safe for food preparation and free from cracks and burns.
- units and drawers in good condition and working well.
- an electric cooker point.
- kick plates and trims in place.

Bathroom

As a minimum, your home will have the following, all in serviceable condition:

- a bath that is enclosed with a bath panel or a walk in shower.
- where a shower is installed, tiling or

shower wall panels will be full height adjacent to the shower, with a shower rail and curtain fitted.

- a toilet and toilet seat
- a wash hand basin
- where ventilation is fitted, it will be clean and working well.

Externals

Your home will have:

- any fascia, barge boards and soffits will be secure and free from significant rot or decay, and will be primed with a base coat as a minimum.
- a sound and watertight roof that is in good condition.
- correctly dressed flashings that should be in good order.
- gutters and downpipes that are free from blockages and leaks.
- fences and walls that are stable and in good condition, where fitted.



Decoration & Plasterwork

Your home will have:

- plasterwork that is free from major defects (no loose plaster, reasonably level surface and no cracks exceeding 3mm wide) and is suitable for decoration.
- if there had been any large holes in the plaster (exceeding 10mm in diameter), these will be filled in and left flush ready for decoration.
- if there are textured surfaces, these will be free from damage and if repairs are necessary, these will be finished as close to the original texture as possible.

The decoration of your home is your responsibility – make it your own!

We will only look to repaint in a property if:

- wallpaper is considerably torn.
- walls or ceilings are badly marked, stained or graffitied.
- woodwork is badly chipped or poorly painted and would require extensive work to correct (e.g. peeling paint, painted in a dark or strong colour not normally associated with internal woodwork).
- any redecoration or painting will be completed on a room-by-room basis as required.

Gardens & Communal Spaces

Your gardens and communal spaces will have:

- been brought up to a reasonable standard (e.g. any overgrown bushes



and trees trimmed or removed, any potential trip hazards to paving made good).

- been cleared of rubbish.
- been cleared of any poorly maintained sheds or other outbuildings that may have been left by former tenants.
- paths, fences and/or walls in good condition.

If a shed or other outbuilding has been left by a former tenant and is in good condition, you can choose to retain it.

In this case, it would become your responsibility and Trust would not be liable for any repairs or replacement.

General

Your home will have:

- had all surfaces cleaned down, particularly in kitchens and bathrooms.
- had all woodwork washed down.
- been checked for and cleared of any damp or mould, any remediation works completed with decoration undertaken to the affected areas.
- had any cupboards cleared and any rails or shelves made safe and secure.
- any adaptations such as hand rails that are to be retained from previous tenancies will be safe, secure and available for use.

End of Tenancy

Before you move on to your new home, it is essential that you make sure that the home you rent from Trust is left in the condition in which you would like to receive it.

The follow checklists will help you make sure you have done all you need to for the incoming tenant:

Gas/Electricity

- Read your utility (gas/electric) meters when you leave the property and give the readings to your supplier.
- Tell all your utility suppliers that you are moving.
- Check there are no debts on the meters.
- Give details of your utility suppliers (gas/electric) to your Customer Experience Partner
- Please leave any manuals/ instructions you have for your boiler or heating.

General

- Remove or rectify any particularly poor decorations, such as torn wallpaper.
- If you have changed any of the standard light fittings, switches, or sockets, these need to be changed back to the original fittings by a qualified electrician and the relevant paperwork provided.
- Remove all appliances unless they have been supplied by Trust, and make sure any gas or plumbing fittings which are connected to your appliances are capped off by qualified tradesmen.
- Clear and tidy any gardens.
- Clear the cupboards and any loft spaces.
- Clean vinyl floor coverings in kitchens and bathrooms.
- Remove all other floor coverings (including any underlay and grippers that have been fitted) unless they were supplied by Trust or it has been agreed with Trust that they can remain because they are in good condition.
- Empty the bins.
- Replace broken or missing plugs and chains to sinks, basins or baths, shower rails.
- Replace any damaged windows.
- Restore any alterations you have made to their original condition, unless previously approved by Trust.
- Ensure that three full sets of keys are handed in, including any close keys and entry fobs.



Repairs

Who's responsible for repairs in my home?

Your tenancy agreement outlines who is responsible for which repairs. If we're responsible, you won't need to pay for the cost of the repair.

You're responsible for the cost of repairs that are not our responsibility or any as a result of property damage caused through misuse or neglect, criminal damage or where you have made property alterations.

Please have a read through the following pages for further information.



Repairs

Who's responsible for repairs in my home?

| Repair Type | Our Responsibilities | Your Responsibilities |
|---------------------------|--|--|
| General | <ul style="list-style-type: none"> • Ceiling hatch • Communal lighting • Emergency lighting • Entry phones • Fire extinguishers • Gas appliances • Lifts • Refuse chutes | <ul style="list-style-type: none"> • Cleaning and replacing carpets and flooring • Door nameplates • Floor tiles and floor finishes (unless there is asbestos) • Rubbish disposal • Internal Decoration to Property |
| Bathrooms | <ul style="list-style-type: none"> • Baths and showers • Sinks • Toilets • Some fixtures and fittings (see your responsibilities) • Taps • Tiles fitted by us | <ul style="list-style-type: none"> • Bath and sink plugs or chains • Clearing blockages caused by misuse to baths, sinks and basins • Shower curtains or rails • Toilet roll holders • Toilet seats |
| Kitchens | <ul style="list-style-type: none"> • Cooker sockets • Drawers • Electric cookers provided by us • Extractor fans • Kitchen units fitted by us • Plinths • Sink bowls and drainers • Tiled splash-backs fitted by us • Worktops • Units | N/A |
| Property Structure | <ul style="list-style-type: none"> • Ceilings • Damp-proof course • Floors • Skirting boards • Stairs • Walls • Brickwork • Chimneys • Flashing • Handrails • Render • Roof • Balustrade | <ul style="list-style-type: none"> • Minor plastering to repair a small crack |

Repairs (continued)

Who's responsible for repairs in my home?

| Repair Type | Our Responsibilities | Your Responsibilities |
|--------------------------------|---|--|
| Power & Electricity | <ul style="list-style-type: none">• Electrical wiring• Fuse boxes• Fuses in circuit breakers and fused spurs• Wall sockets• Washing machine fittings provided by us | N/A |
| Plumbing & Heating | <ul style="list-style-type: none">• Banging pipes• Chimney and flues• Domestic cold water supply• Electric storage heating• Electric warm-air system• Boiler, central heating (gas, pipes, radiators, timers, thermostats, etc.), immersion heater and water heating• Gas-fired warm-air system• Smoke detectors | <ul style="list-style-type: none">• Chimney sweeping• Solid Fuel Appliances |
| Windows & Doors | <ul style="list-style-type: none">• All locks fitted by us• Door chains fitted by us• Door entry systems• Doorbells fitted by us• External doors• Handles and latches to internal doors• Internal doors• Replacing glass in doors and screens caused by criminal damage• Window frames and fittings | <ul style="list-style-type: none">• Curtain tracks or battens• Doorbells and alarms (if installed by you)• Hasps, padlocks or door locks (if installed by you)• Internal doors, finishes and fittings damaged by misuse or neglect• Replacing glass in doors and screens (unless due to criminal damage)• Replacing or cutting new door keys• Wilful property damage |

Repairs (continued)

Who's responsible for repairs in my home?

| Repair Type | Our Responsibilities | Your Responsibilities |
|-------------|---|--|
| Outdoors | <ul style="list-style-type: none">• CCTV• Downpipes (rain and soil)• Fences between gardens (Where owned by Trust)• Footpaths• Gates• Gutters• Manholes and drains• Outside decoration• Outside woodwork• Posts and wires that are boundaries (Where owned by Trust)• Steps to entrances• Trees in communal areas not adopted by a local authority• Communal parking area and access roads (where owned by Trust)• Communal Play Areas and Equipment | <ul style="list-style-type: none">• Cutting grass, hedges or shrubs within your property• Sheds• Trees and tree roots within your garden• Washing lines or rotary dryers• Stair cleaning, window cleaning, gritting of paths and driveways (unless covered by a service charge)• Garden huts, sheds and greenhouses (unless supplied by us) |



Emergency, Urgent & Routine Repairs

Some repairs are classed as 'emergency' repairs and these are given priority. If a repair is not classed as an 'emergency', it will be classed as either an urgent or routine repair.

Emergency Repairs

Some repairs are classed as 'emergency' repairs and these are given priority.

When a repair is an 'emergency', someone will attend within a target of 4 hours. They may not be able to completely resolve the issue, but will make things safe and begin the process of getting the repair completed in full.

Any follow up works will be completed within a routine timescale.

Your own circumstances can also mean that a repair needs to be classed as an emergency.

Special circumstances, for example if you have just come out of hospital or are very unwell, might mean something that is not normally classed as an emergency can be treated in this way.

Routine & Urgent Repairs

If a repair is not classed as an 'emergency', it will be classed as either an urgent or routine repair:

- Urgent repairs will be completed within 3 working days
- Routine repairs will be completed within 20 working days*

*Routine timescales may vary depending on your location and the type of repair.

For example, it may take slightly longer for certain repairs if you live in the highlands or somewhere rural.

Rechargeable Repairs

If we carry out a repair that is classed as being your responsibility, we will ask you to pay back the cost of the repair. The following sections outline some of the occasions where this may occur.

Tenant Damage or Neglect

If a repair has arisen because you have not taken proper care of your property or because you, a member of your household or a visitor has damaged it, you as the tenant will be held liable to either:

- Repair the damage to a standard acceptable to the organisation
- If we have to carry out the work, pay the costs incurred

Lost Keys & Entry Damage

- You should never attempt to force entry to your home by forcing the door as this damages the door itself, the frame and the lock. Should you do this, you will incur the costs to have the damage repaired. If it is necessary to gain entry into your home, we can arrange this.
- We advise you to leave a spare set of keys with a trusted neighbour, a nearby relative or a friend.

Access

When you report a repair to us, you will be asked to let us know when our contractor can get access to your home. If you give a specific date and time but do not provide access, you will be charged for the call out, including any travelling time.

Criminal Damage

If you've been a victim of criminal damage, we may pay for the repair. You must report it to the police and get an incident number.

You'll need a valid crime reference number if the police have been in attendance - you may be responsible for the cost of the repair if this is not provided.



Cyclical & Investment Works

Cyclical Works

Cyclical maintenance is work that is carried out annually or as part of an ongoing cycle.

The Cyclical Maintenance Programme is designed to make sure that our properties are kept to a good standard and includes works such as:

- Gutter cleaning
- Gas checks
- External painting works
- Grounds maintenance (where applicable)
- Smoke Detector and Carbon Monoxide checks.
- Warden Call or Dispersed Alarm Maintenance (if applicable to property)

Investment Works

Investment or planned works are usually major jobs that we know will be required in the future as the structure of properties and/or fittings in homes get old and need to be replaced or changed to meet modern day standards.

Planned maintenance would include works such as:

- Renewing roofs
 - Replacing kitchens or bathrooms
 - Upgrading central heating systems
- Major repairs would be carried out to properties where serious defects have been identified. Usually these would be structural.

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