



## **South Oxfordshire District Council Vale of White Horse District Council Housing Lettable Standard– May 2026**

**A checklist of the standards you can expect when renting a South & Vale Council home or moving into one of our Hostels - Elmside or Tiverton House.**

### **What is the Lettable Standard?**

This document sets out the standard that **all** our properties will meet before they are offered to new tenants or residents. It applies to our general housing stock **and** our two hostels (Elmside and Tiverton House).

It ensures every property is **safe, secure, clean, and in good condition** before you move in.

Where hostels have shared facilities, the same standards will apply to communal kitchens, bathrooms, and shared internal/external areas.

### **Safe and Decent**

Your home (or hostel room/unit) will be safe, free from hazards and will meet the lettable standard before you move in.

### **Your home will:**

- Have had a valid and satisfactory gas and/or electrical safety check documentation. This means we will have checked your heating and hot water system.
- The Housing Landlord Team will provide copies of the relevant certification to all new tenants at the signing of the tenancy agreement.
- Have an asbestos survey where applicable. The Housing Landlord Team will provide details of the most recent survey carried out to all new tenants at the signing of the tenancy agreement. Any identified asbestos-based materials will be removed or safely managed in line with current legislation and Health & Safety procedures.
- Have an appropriate number of working smoke alarms for the property.
- Have a working carbon monoxide detector.

- Be free from damp and mould.
- Be structurally sound.
- Have a valid EPC certificate rated C or above.

### **Cleaning Standards**

- Homes will be clean and free from rubbish, and debris.
- Floors will be cleaned or vacuumed where appropriate.
- Rubbish will be removed from the loft, outhouses, gardens, and all external areas.

### **Decorative Condition**

- The inside of your home will be in a good decorative condition (although this may not be to your personal choice).
- We will fill larger holes and any defective plaster and make good the decoration in these areas.
- Walls will be free from graffiti.

### **Doors, Internal Woodwork, Flooring, Windows and Glazing**

- All windows and doors will be operational, in good condition, and will open and close easily.
- All internal woodwork (skirting boards, architraves, window boards, and door frames) will be in reasonable and safe condition.
- All timber flooring will be fixed securely with no significant gaps between joints.
- Window restrictors will be fitted where necessary.
- Any cracked or broken windows will be replaced and keys provided where applicable. Misted ("blown") glazing will form part of our planned maintenance programme.

### **Flooring**

Any flooring left in the property will be clean and in a reasonable condition.

If the flooring needs to be replaced this will be on a like for like basis for example an existing carpet will be replaced with carpet or existing vinyl/laminate will be replaced with vinyl/laminate.

### **Kitchen**

- A specific list of any white goods provided to the property will be given at the start point of the tenancy where required.

- As a minimum, your kitchen will have a single bowl and drainer sink, double base unit and worktop, and double wall unit (or equivalent matching design).
- Kitchens, work surfaces, and units will be in reasonable condition.
- Tiling above work surfaces will be in good order, and grouting will be in place.
- Extractor fans will be cleaned and in working order.
- There will be an electric or gas cooker connection point. (We will fit connecting taps for washing machines and appropriate drainage pipework where applicable).
- If you have your own kitchen appliances it is your responsibility to arrange connection of your kitchen appliances by a qualified gas engineer, electrician or plumber – as required. You will be asked to provide proof of the relevant certificates.
- If we provide the kitchen appliances, we will take responsibility for installation and fitting of these appliances.

### **Bathroom**

- The bathroom will be in good condition with a bath and/or shower, washbasin, and toilet.
- Bath, washbasin, and toilet will be free from excessive stains and chips, fitted securely with watertight seals.
- Taps will be in good condition on the bath and washbasin and will not leak or drip.
- Tiles/cladding above the washbasin and bath (and full tiling/cladding around any shower) will be in good, clean condition and properly grouted.
- The toilet will be in working order. The toilet seat will be replaced if the previous one was cracked, broken or in poor condition.
- Extractor fan will be cleaned and in working order.

### **Garages, Outhouses, and External Structures (where provided)**

- All garages and outhouses (including roofs) will be watertight and in good structural order.
- Any electrical sockets will be safe and in working order.
- They will have a lockable door in good working order.
- We will not provide sheds, greenhouses, lean-tos, or similar structures. If they are left by the previous tenant in a good, serviceable, and safe condition, we will be responsible for maintaining them.

### **External Areas and Gardens**

- Rubbish will be removed from front and back gardens.

- Overgrown hedges, lawns, and trees will be cut back.
- Pathways, steps, and patio areas will be in good order and free from tripping hazards.
- Fencing for which the Council is responsible will be in good order.
- Access paths and steps will be checked for safety.

### **Additional Service Standards**

- The property will be made safe and secure. We will change the locks and provide two sets of keys on sign-up.
- Where possible, we will meet outgoing tenants for a pre-termination inspection to guide them through the moving process and help avoid recharges.
- Outgoing tenants may be recharged for damage to the property or garden, and for clearance of rubbish or items left behind.
- We will remove needles or other hazardous materials found in an empty property, if required.

### **Hostels only**

- We will carry out a weekly flush of all water outlets.
- We will carry out regular fire alarm tests.

**If you feel the property does not meet the lettable standard, please contact the Facilities Team us straight away by emailing [facilities@southandvale.gov.uk](mailto:facilities@southandvale.gov.uk).  
The team will arrange a further inspection.**

### **How You Can Help Us Maintain These Standards**

- Keep the inside of your home in good condition and clean during your tenancy.
- Ensure your home is well ventilated periodically, and that windows are opened or fans are used to allow water vapour and steam to escape from inside the home when necessary.
- Report any required repairs to us that are the council's responsibility.
- Leave the property clean and tidy when you move out.
- Clear the garden of rubbish before you leave.

**Note:** Some works may be carried out after you move in. We will tell you if these are required.

Any issues reported after 28 days will be treated as repairs.

### **Feedback and Contact**

Your feedback is welcomed.

This standard is available to view by all tenants and stakeholders on the websites of both councils. Please visit the South & Vale Council website ([www.southandvale.gov.uk](http://www.southandvale.gov.uk)) or contact Housing Services.

All comments, complaints, and suggestions will be responded to.

This standard is based on current best practice and will be reviewed regularly.

### **Alternative formats**

Please do not hesitate to contact a member of the Housing team if you would like this policy in an alternative format, via email: [tenants@southandvale.gov.uk](mailto:tenants@southandvale.gov.uk) or telephone 01235 422422.