



RELETTING STANDARDS

What is this fact sheet about?

This fact sheet gives information about when and how the Co-operative recharge current and former members. Full details can be obtained from our offices in Aberdeen and Peterhead or on our web site at:

<http://tenantsfirst.com/about-us/policies/policy-library.asp#propman>

Questions & Answers

Q Who defines the Reletting Standards?

A Members like you. The Property Management and Development Sub-Committee review these periodically and decide what the Standards should be.

Q Who checked that my property was up to these standards before I moved into it?

A Your property was checked by a qualified member of Tenants First staff before it was let to you.

Q How was it done?

A There are standard checks carried out on every empty property to ensure that the electrical system and gas system (where installed) are safe. The rest of the property was checked using a standard 'check list' type form to make sure all the items were checked. These records are kept for at least 7 years.

Q I'm not happy with the condition of some items in my house. How can I get them fixed?

A You can either report the problem to any member of staff, in any of the normal ways. Or you could wait to speak to the Property Management Officer when they do their post let visit at your home.

Q Can I get a copy of the Standards?

A Yes. You can ask us for a copy, or they are on our web site, within the Property Management Policy.

Please let us know if you find this Fact Sheet helpful, or would like additional information on this subject.