



PROPERTY STANDARDS

What is this fact sheet about?

This fact sheet gives information about the standard at which the Co-operative expects its properties to be maintained at. You are responsible for some of the items, and the Co-operative is responsible for others. Details of responsibilities are contained within the Tenants Handbook. 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>

Specification of Standards

1. Internal Walls & Ceilings

- 1.1. Walls will be reasonably even, sound and free of holes larger than 10mm.
- 1.2. All loose or hollow plaster will be repaired.
- 1.3. Fungus or mould stains will initially be treated with fungicide. (The cause of the condensation will be investigated and remedied where possible).
- 1.4. Polystyrene tiles on ceilings and wall are not acceptable.

2. Internal Doors

- 2.1. All doors will be sound (not de-laminated), free opening and not foul on the door frame. (trimming for floor coverings will be the tenants responsibility)
- 2.2. Locks, latches etc. will function correctly, where appropriate locks with internal springs will return handle to the correct position.
- 2.3. The exposed face of doors will be free of holes, small screw holes <10mm will be acceptable. Large holes or dents will be filled on painted doors. Prefinished doors will be replaced where there is such damage. If possible door finishes should be similar throughout the property.
- 2.4. Glass in doors, screens, etc. must be identifiable as toughened, or laminated.
- 2.5. Doorstops will be fitted where there is a possibility of damage being caused by the handles.
- 2.6. Where new doors have been fitted by a tenant, these must be of an acceptable standard (e.g. 35mm min thickness), and competently

fitted.

- 2.7. Flats must have ½ Hour fire check rated pass doors in kitchens and lounge's.
- 2.8. Cupboard doors will have functioning catches where needed.

3. Floors

- 3.1. Floor coverings such as laminates, ceramic tiles etc. will be the sole responsibility of the tenant member.
- 3.2. Floors will be reasonably even and have a surface finish that does not cause damage to an appropriate floor finish, such as carpets of more than 10mm thick in general rooms, vinyl in kitchens, etc.
- 3.3. Hatches will be supported on all sides.
- 3.4. Flooring will prevent solemn draughts from entering the living area.

4. Internal Joinery

- 4.1. Skirting, facings etc. will be complete, in all rooms, cupboards, cooker spaces etc.
- 4.2. Staircases will be secure with intact nosing on all treads.
- 4.3. All staircases and landings will have appropriate balustrades or handrails.
- 4.4. All windows will have curtain rails.
- 4.5. All roof voids will have walk boards to the water storage tank (where fitted).

5. Bathrooms

- 5.1. Sanitary ware will be hygienic, and free of significant cracks or chips (>10mm).
- 5.2. Contact surfaces will have a smooth surface.
- 5.3. Sinks and baths will have plugs and chains fitted.
- 5.4. When properties are let Toilet seats will be secure with properly operating hinges and a lid. (Toilet seats will be the tenant's responsibility during the tenancy)
- 5.5. Toilet cisterns will flush with moderate ease.
- 5.6. If a shower has been properly fitted by a tenant and it complies with the safety checks it will then become the responsibility of the Co-operative once the property has become void.

- 5.7. Wall tiling will be 450mm high around recently installed and new baths, and 150mm above the WHB. It must be appropriate for showers etc. and properly grouted
- 5.8. All baths and WHBs must be sealed to prevent water penetrating below then.
- 5.9. Baths must have bath panels fitted.
- 5.10. Bath panels will be black or white or if available match the colour of the bath.
- 5.11. Shower curtain rails must be positioned so that it hangs inside the bath when in use.
- 5.12. Curtains and Shower hoses will be the responsibility of the tenant.
- 5.13. Taps will be secure, have indicators, and allow easy operation by the tenant.
- 5.14. Replacement elements will be white where a matching colour is not readily available.
- 5.15. In new or replacement installations temperature regulators will be fitted.

6. Kitchens

- 6.1. All units must be fixed securely to walls.
- 6.2. Work surfaces will be free from significant (>10mm) burn, knife and other marks, and will be hygienic.
- 6.3. Unit doors will be securely hung, not foul on other components and be less than 8mm off square to frames.
- 6.4. Drawers will operate smoothly.
- 6.5. Unit fronts will be securely fixed.
- 6.6. A 610mm space will be left between base units for a minimum of 2 appliances. (1 space in particular properties)
- 6.7. There will be 450mm of wall tiling above work surfaces.
- 6.8. Wall tiling will be properly grouted with silicone sealant between wall tiles and worktops.
- 6.9. Fans, where fitted, will operate effectively without fouling casing.
- 6.10. Tenants are responsible for the cleaning of fans filters and the replacement of light bulbs, where fitted.
- 6.11. Replacement kitchen unit elements will be similar in colour, and texture to original units, exact match is not required.
- 6.12. Where installed, plumbing for a washing machine will be properly clipped and provide adequate falls.

- 6.13. Clothes dryers will only be permitted where there is a specific ventilation facility, or where a condensing dryer is used.
- 6.14. A Gas supply pipe will be provided for gas cookers, where needed.
- 6.15. Facilities for security ties will be fitted for gas cookers.

7. Windows

- 7.1. Windows will be draught free and watertight under normal weather conditions.
- 7.2. Opening on windows higher than the ground floor will be fitted with opening restrictors.
- 7.3. Hinges, latches, stays, restrictors, locks will function correctly.
- 7.4. Trickle vents, where fitted, will work effectively and be airtight when closed.
- 7.5. Where fitted, lockable handles will function correctly.
- 7.6. Frames will be sealed to prevent water ingress.

8. Glass

- 8.1. All glazing will be free from cracks or blemishes, inspection will be made by standing 2mts back from window.
- 8.2. Double glazing units will be generally free from moisture between the panes.
- 8.3. All glazing in doors/screens will be identifiable as laminated or toughened glass.

9. External Doors

- 9.1. Doors will lock securely. Locks will ideally be 5-lever, where only a cylinder lock is fitted this will have a deadlock facility. Tenants will be issued with a minimum of 2 keys for each main lock.
- 9.2. Doors will be draught proof and watertight under normal weather conditions.
- 9.3. Letter plates will be draught proof and watertight under normal weather conditions.
- 9.4. Frames will be sealed to prevent water ingress.

10. Electrical system

- 10.1. Electrical systems will be thoroughly checked and repaired when

there is a change in tenancy.

- 10.2. All switches, sockets etc. will be securely fixed.
- 10.3. All equipment showing signs of overheating, or damage will be replaced.
- 10.4. Painted equipment will be replaced.
- 10.5. Bathroom and kitchen pendants will have skirts fitted.
- 10.6. Metal switches will be earthed or replaced.
- 10.7. Consumer units will have labelled switches/fuses.
- 10.8. Cooker and other kitchen switches will be labelled.
- 10.9. Equipment installed by a tenant will only be accepted if appropriate for its situation and competently installed.
- 10.10. Extract Ventilation will generally be provided in both bathroom and kitchen, or input ventilation will be fitted throughout.
- 10.11. There will be a working smoke alarm on each floor.

11. Heating equipment

- 11.1. Heating systems will be of adequate size to heat the complete property to standard design temperatures.
- 11.2. Systems will have both time and temperature control.
- 11.3. Radiators/heaters will be securely fixed in position, not leakage and be capable of individual regulation. (except heat leak radiator)

12. External

- 12.1. Paths, steps etc. will, under average weather conditions, be free from standing water, be free from trips and have a regular surface finish.
- 12.2. Steps with an adjacent fall of <600mm will have handrails.
- 12.3. Handrails will be securely fixed, and be of sufficient strength to provide restraint.
- 12.4. Walls and gates will be structurally secure.
- 12.5. Fences will be maintained as originally installed.
- 12.6. Gates will have a positive catch to close.
- 12.7. Clothes poles/Whirly line will provide 10 linear metres minimum of drying space over 1.5m high.
- 12.8. Garden will have a generally even surface, any grass will be at a manageable height (i.e. less than 150mm)
- 12.9. Gardens will be free from standing water, under average weather conditions.

- 12.10. Shrubs and trees must be appropriate for their location, and must be removed if they pose a threat to members or to property, either currently or in the future.
- 12.11. Portable Garden sheds, bunkers, etc. will be appropriately placed to allow painting of fences, walls etc.
- 12.12. Portable sheds, bunkers, etc. will only be left at void properties with the express written agreement of the incoming tenant. At which point they will become the responsibility of the new tenant.
- 12.13. External property walls will be sound, and free from significant (>10mm) cracks.
- 12.14. Boss Harling will be repaired.
- 12.15. Pointing to stone/brickwork will be complete.

13. Garages (where included)

- 13.1. Garage roofs will prevent the ingress of running water
- 13.2. Doors will be secure and open with ease.
- 13.3. Under normal weather conditions there will be no standing water within the garage.

14. Insulation Standards

- 14.1. All water storage tanks will be insulated with a minimum of 50mm insulation.
- 14.2. All roof voids will have 200mm insulation on internal surfaces.(working towards 250mm)
- 14.3. Roof voids will generally be ventilated (dependant on property design).

15. Cleanliness in Void properties

- 15.1. All loose items belonging to the former tenant will be removed from properties (including gardens, lofts, garages etc.)
- 15.2. All floors will be swept clear.
- 15.3. All exposed surfaces on Bathroom and Kitchen fittings will be in a hygienic condition when a property is relet.
- 15.4. In extreme cases a full wash down of doors, internal joinery, windows etc. will be carried out.

16. Internal Décor in Void properties

16.1. Generally the Co-operative will not redecorate a void property.

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