



SAXON WEALD

LETTABLE STANDARD POLICY

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Next Review: May 2028

1.0 Introduction

- 1.1 Saxon Weald's tenancy agreements require us to *'let the property in a reasonable state of repair to the agreed Saxon Weald lettable standard and with all fixtures and fittings in working order.'*
- 1.2 The purpose of this policy is to:
- Define the minimum standard that all of our empty properties will meet before they are re-let.
 - Set out what incoming tenants can expect when they move into a re-let property.
 - Ensure a minimum consistent standard of quality for re-let properties.
 - Enable flexibility for colleagues involved in the re-letting of empty properties, including to meet the needs of different customer groups.
- 1.3 This policy is supported by a Lettable Standard Specification and Checklist, which provide the full guidance on Saxon Weald's minimum standards for empty homes.
- 1.4 This policy applies to social and affordable rented properties.
- 1.5 We would like to thank those customers involved in the review of our Lettable Standard and this policy for their valuable support and insight.

2.0 Legal and regulatory requirements

2.1 Legal requirements

- Decent Homes Standard – sets a minimum standard for the condition of social homes.
- The Gas Safety (Installation & Use) Regulations 1998.
- Requirements for Electrical Installations: BS7671:2008 and IET Wiring Regulations, 2011 and subsequent amendments.
- The Control of Asbestos Regulations 2012.
- The Energy Performance of Buildings Regulations 2007.
- The Equality Act 2010 - sets out how reasonable adjustments must be made for disabled people.

2.2 Regulatory requirements

- Regulator of Social Housing Consumer Standards - registered providers must ensure that tenants' homes meet the standard set out in section five of government's Decent Homes Guidance.

3.0 Policy

- 3.1 Saxon Weald, in accordance with its duties under the above legislation, regulation and good practice, will ensure that all empty properties being re-let meet the lettable standard.
- 3.2 Every property will have quality checks carried out following completion of the works to ensure that the lettable standard has been met. We will record and monitor any cases where the standard has not been met for training and improvement purposes.
- 3.3 Incoming tenants will be issued with a copy of the lettable standard before they move in, which will explain what they can expect and what they should do if they consider that the standard has not been met. Details will also be available on the Saxon Weald website.
- 3.4 We will clearly mark the location of the mains water stopcock and isolation points for gas and electricity.
- 3.5 We will provide the incoming tenant with information on the location and type of any asbestos-containing materials identified inside or on the property together with guidance and contact details for further information.
- 3.6 We will always aim to complete all works before the incoming tenant moves in. In some circumstances, we may agree with the incoming tenant that we will complete works after they have moved in. For example, where they may need to move quickly due to domestic abuse or harassment. Where this occurs, we will provide details of the work that will be carried out and the timeframe for completion.
- 3.7 Depending on the circumstances, we may be able to offer an element of choice to the incoming tenant, particularly as to whether they would prefer us to leave existing flooring in situ.
- 3.8 Communal areas are not included in the lettable standard. However, any issue with communal spaces will be noted at the void inspection and flagged to the Neighbourhood or Asset teams.
- 3.9 Where a property has had a shower installed instead of a bath, we will aim to let that property to someone who has need of a shower. However, we will not replace a shower with a bath as standard if the shower is in good working order.
- 3.10 Any aids or adaptations required by the incoming tenants will be arranged in accordance with Saxon Weald's Property Adaptations Policy. Where necessary, for wellbeing or safety reasons, these will be installed before the tenant moves in.

4.0 The Lettable Standard

4.1 The basis of the lettable standard is the following six criteria. (Full details are set out in the Lettable Standard Specification.)

Criteria	Minimum standard
Safe	Properties (including any communal areas) will meet our landlord health and safety obligations. They will have safe, legally compliant and operational electrical and/or gas (where available) and water supplies. They will also have working smoke and carbon monoxide detectors, and adequate ventilation systems to support prevention of damp and mould.
Secure	<p>Locks to the main entrance doors to properties will be changed, with two new keys issued to the incoming tenant.</p> <p>Doors and opening windows will be fitted with locks and/or devices that meet British and/or EU security standards.</p> <p>Communal door entry systems will be fully operational, with access keys/fobs provided to the incoming tenant. Access gates (e.g., to front and/or rear gardens) will have working bolts or latches.</p> <p>Property boundaries will be clearly identified (e.g., by fencing, walls, hedges or other suitable structures). These structures are primarily there to mark the property boundary, rather than to act as a security measure.</p>
Clean and clear of rubbish	<p>Properties will be cleaned thoroughly and be clear of any rubbish or possessions of the previous tenant.</p> <p>Carpets put in by the previous tenant that are in good condition will be left in place. All other carpets will be removed.</p> <p>Gardens will be cut back and free from items or debris that could pose a potential hazard or prevent them from being properly maintained by the incoming tenant.</p> <p>Garden structures (e.g., sheds and greenhouses) that are considered unsafe will be removed. However, where they are in a safe and useable condition, they will be retained and become the responsibility of the tenant.</p>
Energy efficient	<p>Properties will be wind and weatherproof and have appropriate levels of thermal insulation. The standard of energy efficiency for a property will be identified in the Energy Performance Certificate, a copy of which will be issued to the incoming tenant.</p> <p>All properties will have operational heating and hot water systems that are appropriate for the type and size of property concerned.</p>

Criteria	Minimum standard
In working order	<p>Fixtures, fittings and facilities will be useable, fit for purpose and operate effectively. This includes a kitchen, toilet and bathing facilities that provide hot and cold water, drinking water and adequate drainage.</p> <p>Kitchens will have cupboard space appropriate for the size of the property and at least one surface for food preparation.</p>
Ready to decorate	<p>Large cracks, damaged plaster and coverings to walls and ceilings will be made good.</p> <p>Decorating, where necessary, will be carried out to all properties.</p>

4.2 Colleagues have the discretion to instruct or carry out works that exceed this standard. This is generally where a property is proving difficult to re-let and raising the standard would act as an incentive.

5.0 Data protection, information exchange and confidentiality

5.1 All information regarding the lettable standard will be dealt with in accordance with General Data Protection Regulations (GDPR). All information is stored securely and will not be disclosed unless there is a clear duty to do so.

6.0 Value for money

6.1 Effective processes are in place for the inspection and completion of the works to empty properties to ensure they are made ready to let as quickly and efficiently as possible.

6.2 The majority of properties will be completed by the in-house works team, HomeFix. A contract is in place with a sub-contractor to provide support if required. This contract has been procured in line with our procurement policies to ensure we derive best value and robust financial controls are in place.

6.3 We will ensure that all works are delivered efficiently to minimise revenue loss and to provide empty homes that meet the required lettable standard. Responsibility for this lies with the Executive Director for Customer Operations and the Assistant Director for HomeFix and will be delivered by HomeFix's Planned Works Manager and Empty Homes Team operatives.

7.0 Monitoring and review

7.1 We will monitor customer satisfaction with the condition and cleanliness of their new home along with any complaints, or any refusals of offers due to condition of property. This information will be published in the annual report to tenants.

7.2 This policy will be reviewed at least every three years to ensure that it reflects the needs of our customers, good practice, and changes to legislation or regulation.

8.0 Equality and diversity

- 8.1 We will provide access to information on the lettable standard in a range of formats to meet diverse needs.
- 8.2 Equality and diversity affect all aspects of our business and, as such, its principles are integral to everything we do. As a landlord and an employer, Saxon Weald aims to recognise and respond positively to people's differences, while providing equality of opportunity in relation to the services and careers we provide and support.
- 8.3 This means that no person or group of people, either working for Saxon Weald or seeking housing, services, employment or contracts from us, will be treated less favourably because of their or their partner's, family's, friend's or associated person's protected characteristics, which are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race and ethnicity, nationality, immigration status, religion or belief, sex and sexual orientation.

Version	Amendment	By	Date
2.0	Major review	Lance Kester	Mar 2014
2.1	Review to 5.5 and 5.6	Steve Dennis	Dec 2014
3.0	Major review	Jim Dean	Aug 2018
4.0	Three-year review	Kath Hicks	Nov 2021
5.0	Three-year review (including recommendations from the Task and Finish Group)	Kath Hicks ED Customer Operations	May 2025
5.1	Interim update to include roles and responsibilities at 6.3 as per an RSM audit recommendation.	Andy Mitchell Planned Works Manager	May 2026