

Our Letting Standards

This is how we ensure our empty properties are made ready for new tenants. Our promise:

Hackney Homes aims to ensure that every home we let meets our Letting Standard.

This means that prior to new tenants moving into their new home, the property will have had essential and necessary repairs carried out, standard checks for cleanliness and condition of services including gas, electricity and water supply. Also, checks will have been carried out to ensure the proper operation of appliances including water and heating.

If you have any questions concerning your new home or what your responsibilities will be as a Hackney Homes tenant, you can discuss these during the viewing and letting interview or by reading the 'Repairs and Maintenance for Tenants' leaflet or by phoning the **Repairs Contact Centre on 020 8356 3691.**

VC9



HackneyHomes

In partnership with  Hackney Council

Works we promise to do before you move into your new home

ITEMS/ LOCATION

GAS ELECTRICITY WATER

WORK THAT WILL HAVE BEEN COMPLETED

- We will carry out thorough repairs, including replacing any damaged or defective fittings. We will give you a copy of the inspection certificates.
- The gas and electricity supplies may have been turned off/capped and isolated, for safety reasons.
- There will be a mains cold water supply.
- There will be an adequate supply of hot water once you have an electricity supply (and gas supply where applicable) connected.
- All plumbing and drainage will be free from leaks and in working order. In very cold weather we may drain down the water system.

ANYTHING YOU NEED TO DO?

We will provide you with information on how to arrange for your gas (if applicable) and electricity to be reconnected, when you contact your preferred supplier.

Once connected, you must arrange for Hackney Homes to call and turn on your gas supply, we will tell you how to arrange this.

If your water system has been drained and needs to be refilled, **please ensure you remain in the property while the system fills up** (in case there is a problem).

Do not turn on water heaters until the system has refilled with water. If you have problems, please contact us for assistance.

THROUGHOUT THE PROPERTY

- There will be no health and safety risks for new tenants, such as protruding nails etc.
- Handrails and stairs, where provided, will be safe/secure.
- Floor tiles will be replaced as required.
- Windows will be properly glazed. Any damage caused by the removal of any security measures will be repaired.
- Windows will open and close correctly; child restrictors will function properly and keys will be provided where required.
- Doors and frames will be secure and work correctly; keys will be provided where required.
- Ventilation/extractor fans will function and be fit for purpose, according to the room type.

Please take 5 minutes to check we have completed all work to the property next time you visit or when you move in to ensure we have delivered on our letting standard promise.

If you find any problems, please let us know immediately so we can arrange for any minor repairs to be carried out at a time convenient to you.

We will not normally decorate your new home, leaving you to make your own choices, using our decoration pack if you wish.

Please let us know if you are unable to decorate your new home yourself, we may be able to advise you of schemes that could help if you fall within our vulnerable tenants' policy.

**ITEMS/
LOCATION**

**WORK THAT WILL HAVE
BEEN COMPLETED**

**ANYTHING YOU
NEED TO DO?**

**THROUGHOUT
THE PROPERTY**

- Walls, internal woodwork and ceilings will reasonably be able to be decorated, without the need to use expensive or special tools and materials.
- Damaged or defective fittings will be repaired or replaced.
- Plugs and chains will be fitted as required.

BATHROOM

- You will have a clean/hygienic bath, wash hand basin and toilet.
- A clean and hygienic toilet seat.
- Clean and hygienic floor and/or wall tiles

Please make sure the bathroom is suitable for your family, as we will not routinely remove any previously fitted showers etc. for new tenants.

**CLEANLINESS &
DECORATION**

- Your new home will be swept and cleaned to a householder's standard.
- Paint work will be washed down and wall tiles will be cleaned.
- Windows will be cleaned internally and externally (where access is available).
- Any items left by the previous occupier will be removed, including anything left in lofts where applicable.

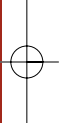
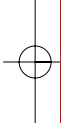
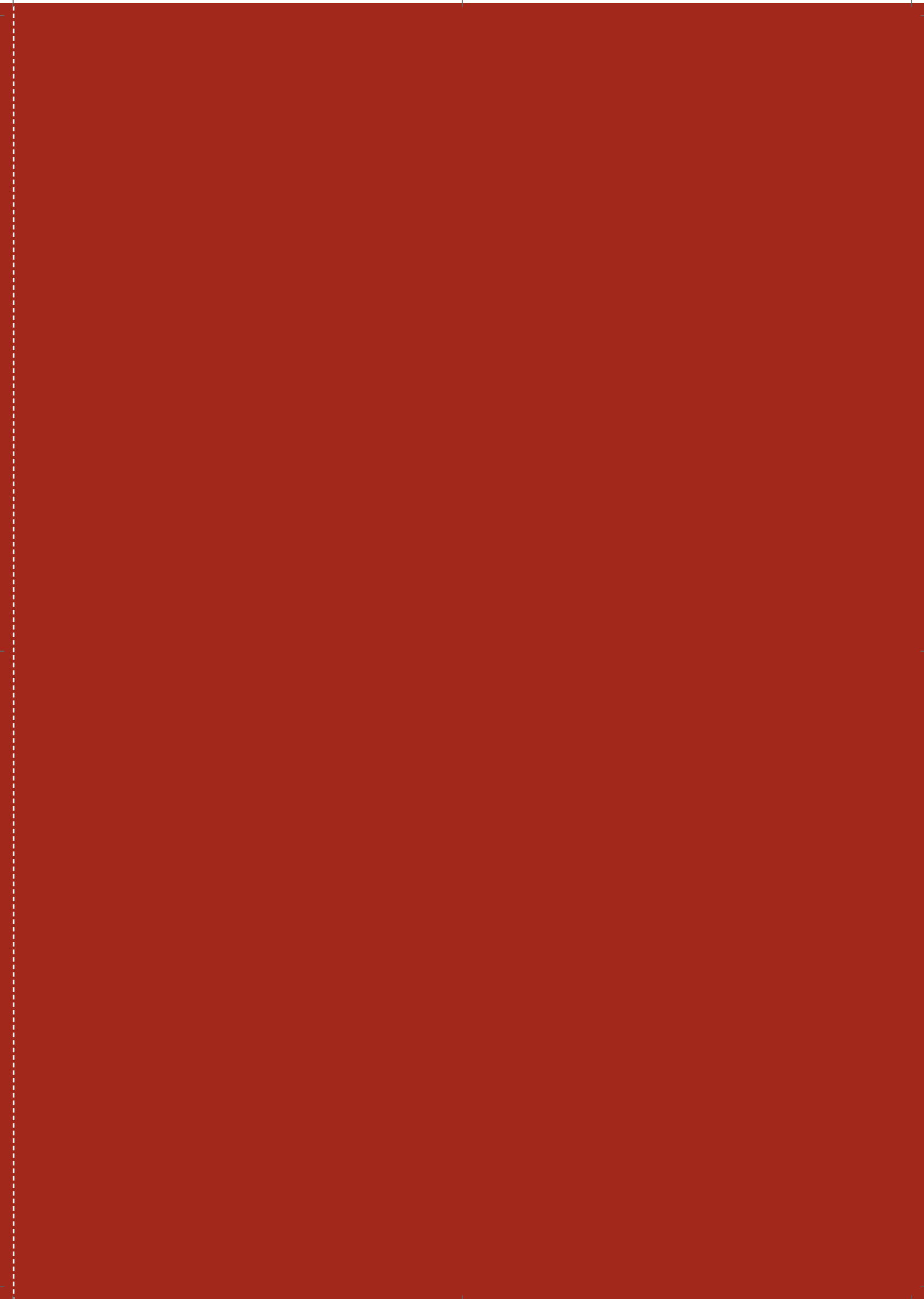
It is likely that you will want to clean your new home to your own standards as soon as possible. However, to give you a good start we will ensure we clean up after ourselves.

KITCHEN

- We will ensure you have access to gas and/or electrical cooker connections.
- Kitchen units will be clean, hygienic and fit for purpose.
- Surfaces and tiling will be clean and hygienic.
- Floors will be sound, washable and clean.
- Where possible, we will provide fittings for the connection of washing machines etc.

Due to the different sizes of kitchens, we are sometimes unable to provide as many units as you may like. We will provide a minimum of one double base unit and a wall unit.

Please ask about gas supply while viewing the property as some of our properties DO NOT have a gas supply.



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Bengali



এটি একটি লেটিং স্ট্যান্ডার্ড বা ভাড়া মান সম্পর্কিত দলিলা। হ্যাকনি হোমস্ এর লক্ষ্য হলো এ বিষয়টি নিশ্চিত করা যে আমরা যেসব বাড়ি ভাড়া দিয়ে থাকি সেগুলি যেন আমাদের লেটিং স্ট্যান্ডার্ড পূরণ করে। আপনার নতুন বাড়ির বিষয়ে যদি আপনার কোন প্রশ্ন থাকে অথবা হ্যাকনি হোমস্ এর একজন ভাড়াটে হিসাবে আপনার কি ধরনের দায়-দায়িত্ব থাকবে, সেগুলি সম্পর্কে আপনি পরিদর্শন এবং ভাড়া নেয়ার সাক্ষাৎকারের সময়ে অথবা রিপেয়ার্স কন্টাক্ট সেন্টারে 020 8356 3691 নম্বরে ফোন করে আলোচনা করতে পারেন।

Somali



Kani waa dokumeentiga Standard-ka Kireysiga (Letting Standard). Hackney Homes waxay dooneysaa in ay hubiso in guri kasta oo aan kireyno uu ku jaan go'anyahay Standard-keena Kireysiga. Haddii aad qabto wax su'aalo ah oo ku saabsan gurigaaga cusub ama waxa ay mas'uuliyadahaagu noqon doonaan kireystaha Hackney Homes ahaan, waxaad arintan nagala hadli kartaa inta lagu jiro indha indheynta iyo wareysiga kireysiga ama waxaad telefoon ugu soo diri kartaa Xarunta Xiriirka Dayactirrada (Repairs Contact Centre) halkan 020 8356 3691.

French



Voici le document des Normes de location (Letting Standard). A Hackney Homes nous voulons être sûrs que tous les logements que nous louons sont conformes à nos Normes de location. Si vous avez des questions concernant votre nouveau logement ou vos responsabilités en tant que locataire de Hackney Homes, vous pouvez en discuter pendant l'interview et la visite pour la location, ou appeler le Centre de contact des Réparations (Repairs Contact Centre) au 020 8356 3691.

Spanish



Este es el documento de Estándar de Arrendamiento (Letting Standard). En Hackney Homes, queremos asegurarnos de que todas las viviendas que arrendamos cumplen con nuestro Estándar de Arrendamiento. Si tiene alguna pregunta relativa a su nueva vivienda o sobre sus responsabilidades como inquilino de Hackney Homes, podrá hablar de ello durante la visita y la entrevista de la vivienda o llamando al Centro de Contacto para Reparaciones (Repairs Contact Centre) al 020 8356 3691.

Kurdish



Ev dokumenta Standarda Kirêdayinê ye. Hackney Homes armanc dike ku her xaniyekî ku em didin kirê li gora Standarda me ye Kirêdayinê be. Heke li ser mala we ya nuh an jî wek kirêdarekî Hackney Homes, berpirsiyên we yê çî bin, pirsên we hebin, hun dikanin wan di dema dîtîin û hevpeyvîna kirêdayinê de gotûbêj bikin, an jî telefon bikin bo Navenda Têkiliyê ya Tamîran li 020 8356 3691.

Turkish



Bu, Kiralama Standartı dökümanıdır. Hackney Homes kiraya verdiğimiz her konutun Kiralama Standartı'mıza uygun olmasını sağlayamı amaçlamaktadır. Yeni eviniz veya bir Hackney Homes kiracısı olarak sorumluluklarınızın neler olacağıyla ilgili sorularınız varsa, bunları konutu görme veya kiralama mülakati esnasında tartışabilirsiniz, ya da Tamir İlişki Merkezi'ne telefon edin: 020 8356 3691.

Polish



Ten dokument omawia standardy jakości w zakresie nieruchomości wynajmowanych przez firmę administrującą Hackney Homes. Celem Hackney Homes jest zagwarantowanie, że wszystkie mieszkania spełniają standardy jakości miasta Hackney. Odpowiedzi na wszelkie pytania na temat Państwa nowego domu lub obowiązków jako lokatora Hackney Homes uzyskać można podczas wstępnej wizyty w mieszkaniu i rozmowy w sprawie wynajmu lub dzwoniąc do Centrum Napraw (Repair Centre) pod numer 020 8356 3691.

Vietnamese



Đây là tài liệu Tiêu Chuẩn Cho Thuê Nhà (Letting Standard). Hackney Homes muốn đảm bảo rằng mỗi căn nhà chúng tôi cho thuê phải đáp ứng Tiêu Chuẩn Cho Thuê Nhà. Nếu quý vị có bất kỳ thắc mắc nào liên quan đến ngôi nhà mới của mình hoặc quý vị có những trách nhiệm nào khi là một người thuê nhà của Hackney Homes, quý vị có thể thảo luận những vấn đề này trong cuộc phỏng vấn xem nhà và cho thuê hoặc điện thoại đến Trung Tâm Liên Lạc Sửa Chữa (Repairs Contact Centre) qua số 020 8356 3691.

Urdu



یہ دستاویز برائے کرایہ داری معیار [Letting Standard] ہے۔ ہیکنی ہومز کا عزم یہ یقینی بنانا ہے کہ ہر وہ گھر جو ہم کرائے پر دیں وہ ہمارے کرایہ داری معیار کے مطابق ہو۔ اگر آپ کو نئے گھر یا ہیکنی ہومز کے کرائے دار کی حیثیت سے اپنی ذمہ داریوں کے بارے میں آپ کے کچھ سوالات ہوں تو آپ ان پر گھر دیکھنے اور کرایہ داری اٹرویو کے دوران یا رابطہ مرکز برائے مرمت [Repairs Contact Centre] کو 020 8356 3691 پر فون کر کے بات چیت کر سکتے ہیں۔

Chinese



這份是出租標準 (Letting Standard) 檔。哈克尼之家 (Hackey Homes) 旨在確保我們出租的每個寓所都符合出租標準。如果您對於新家有任問題或者作為哈克尼之家租戶有哪些義務，您可以在看房和租房見面時商談，或者打電話給維修聯繫中心 (Repairs Contact Centre)，電話號碼是 020 8356 3691。

If you would like this document in any of the following formats or in another language not listed above, please complete and send the form to the address below.

In large print

In Braille

On Disk

On audio tape

In another language, please state:

Name:

Address:

Tel:

Return address: FREEPOST NAT21828,
Hackney Homes, 136-142 Lower Clapton Road, London E5 0QJ

Works we promise to do before you move into your new home

ITEMS/ LOCATION	WORK THAT WILL HAVE BEEN COMPLETED	ANYTHING YOU NEED TO DO?
<p>EXTERNAL AREAS</p>	<ul style="list-style-type: none"> • Gardens, sheds and storerooms will be cleared of dumped refuse. • Excessive vegetation will be cut back. • External paving and steps will be safe. • Damaged fencing will be repaired or replaced. • Door numbers and a letter box will be fitted. 	<p>If you have problems coping with your garden, please contact your local Neighbourhood Office for advice.</p>
<p>OTHER ISSUES</p>	<ul style="list-style-type: none"> • Any external rotted timber will be renewed. • The roof will be weather tight. • Any infestation will have been treated. • Rainwater goods will be clear and water tight. • Open fire places will be completely removed. • Polystyrene tiles will be removed. • Decorative textured coatings will be removed where they are a risk to safety. • We will supply a welcome pack for you. • We will deliver decoration materials to you, as agreed when you sign up. 	<p>Please report promptly any repairs that are required to keep your home in good condition.</p> <p>Some building products, supplied over past years, may contain asbestos. We will have surveyed the property and dealt with any risks, before you move in.</p> <p>Please see our information leaflet 'What is asbestos?' for more information.</p> <p>We will provide you with a battery operated smoke alarm for you to fit, please fit this as soon as possible, following the guidance in the fire advice leaflet in your welcome pack</p>

DECLARATION BY HACKNEY HOMES

To ensure that all homes comply with our Letting Standard, properties are inspected following completion of repairs works to make certain that they are re-let in an acceptable condition.

I confirm that (address of property)

.....

has been inspected and meets the Hackney Homes Letting Standard.

Signed Date of inspection.....

Officers Name (print name)