

Hexagon

Lettable Standard

Introduction

New tenants can expect their home to be clean, tidy, functional and for all the necessary fixtures and fittings to be in place and in working order. If your new home doesn't meet any of the requirements set out below, please contact Hexagon to raise a repair.

Type of Work/ Component	Lettable Standard	Notes
Aids & Adaptations	Repair where necessary. As much as possible during renovation and refurbishment works, ensure general minor works are incorporated to make the property accessible in general. Such items of redecoration as visually contrasting finishes between floors, walls, door openings and ironmongery for example. Where aids and adaptations are already provided such as specialist equipment, these should be retained, or removed where the new occupant does not need them.	
Asbestos	Removal/encapsulation as part of a repair. Removal/encapsulation of damaged asbestos including remedial works Individual asbestos testing in relation to a repair.	
Category 1 Hazards	All properties must be free from Category 1 hazards under the Housing Health and Safety Rating System (HHSRS) prior to letting	Void inspection includes a structured hazard check but not a formal HHSRS assessment

Cleaning	<p>All areas within the footprint must have been swept, vacuumed or thoroughly washed ensuring that all dust, debris and dirt is removed.</p> <p>Internal rubbish to be cleared from dwelling.</p> <p>All surfaces must be cleaned and free from dirt, dust and grease, be ready for food preparation if appropriate and safe use (cleaning should be carried out using hot water and an anti-bacterial cleaner/detergent).</p> <p>Some ingrained dirt may not be able to be removed. This will be assessed by the inspecting surveyor and renewal may be ordered if the item is damaged.</p> <p>Windows will be clean inside.</p>	
Clearance	<p>No rubbish or other property relating to the previous tenancy remaining including that in loft, cellar, cupboards etc.</p> <p>All built in cupboards must be empty, clean and hygienic.</p> <p>Understairs cupboards will be cleared and left rubbish free.</p>	

Cold Water Storage tank(s)	Repair or replacement as required.	
Damp and Mould	<p>Homes will be free from significant damp and mould hazards at the start of the tenancy. Where damp or mould is identified before letting, Hexagon will investigate the cause and complete appropriate remedial works before the property is let.</p> <p>Anti-fungicidal wash and stain block.</p> <p>Identify cause and apply appropriate remediation.</p> <p>Decoration to be left as described in Decorations below.</p>	Contractor to inspect and check for Category 1 damp and mould hazards, list on void specification log and evidence what causation remediation was completed before redecorating was completed
Curtain Battens (NOT Rails)	Repair, replacement or new installation as necessary.	
Decent Homes Standard	<p>All homes will meet the Decent Homes Standard and will be:</p> <ul style="list-style-type: none"> • safe • weather-tight • warm • reasonably modern facilities • free from serious hazards 	
Decorations	Wallpaper – if dirty, will be cleaned or removed. If wallpaper is hanging loose or there is defective plaster, then this will also be removed, and walls left ready for redecoration. If there are areas of minor loose	<p>Major cracks and holes to be filled as required.</p> <p>Repairs to internal and external finishes to be decorated to match existing. Where matching existing means not meeting visual contrast</p>

	paper, and if in a fair condition, this can be stuck back.	<p>requirements, this should override decorating to match existing, unless where these are protected.</p> <p>All wall and ceiling finishes to match existing. Same comment above applies.</p> <p>Decorative coving to match existing where possible.</p> <p>Removal of wallpaper where required.</p>
Door Entry System	Handset to be repaired or replaced as required. Ease of operation should be ascertained, and location of these door entry systems must be accessible – height and clearance.	
Doors (Internal - Not Fire Doors)	On the bathroom there is to be a door with a working lock.	<p>Repair or like for like, to current regulations, replacement as necessary.</p> <p>Borrowed/Fan lights to be repaired as necessary.</p> <p>All doors to have a doorstop, repairs, replacement and installation.</p> <p>Bathroom locks to be thumb-turn and repaired, replaced and installed as required.</p>
Doors (Internal - Fire Doors)	Kitchens will have a half hour fire door and door set.	<p>Repair or like for like replacement as necessary</p> <p>Must meet current regulations.</p>

	<p>Fire doors will be fitted in accordance to building regulations at the time of construction of the property. (Upgrading will be under instruction of fire risk assessment carried out by the appropriate qualified surveyor).</p>	<p>No new fire doors, outside of like for like replacement, to be installed without agreement of Client surveyor.</p> <p>Fire door repairs/installations certified on completion, with certificate handed to Client.</p> <p>All doors to have a doorstop, repairs, replacement and installation included as required.</p>
Door Furniture	<p>All doors to have operable furniture. Lever handles preferably. As much as possible, avoid the use of doorknobs when replacing door handles. Internal doors and door handles will function adequately.</p> <p>All door closers overhauled and to function correctly. These include door closers fitted to the external of the frame as well as those fitted internal to the frame.</p>	<p>Repair or standard replacement as necessary.</p> <p>Internal doors to have levers only, where internal locks have been fitted these are to be removed and made good with the exception of a privacy lock on the bathroom/WC.</p>
Doors – External Patio & French Doors (Fire and Non-Fire Doors)	<p>All windows and doors will receive a service, consisting of lubricating hinges and locking mechanisms, repair and/or replacement of handles as required to ensure good working condition.</p>	

	<p>Safety glass will be fitted in accordance with regulations.</p> <p>An external letter box with keys or letter plate to main entrance door should be provided.</p> <p>Secure front and rear doors (with lock change) and windows. If appropriate, ensure that doors comply with the current fire regulations with intumescent/smoke seals and be self-closing.</p> <p>The rear door is to have an adequate lock fit for purpose.</p>	
Drainage/Waste Pipes	Plumbing and drainage free from leaks and in good working order.	
Ducting/Boxing	Repair or replacement where required.	
Electricals	<p>A valid Electrical Installation Condition Report (EICR) including Heat, Smoke and Co2 detectors must be provided to the tenant at the start of the tenancy.</p> <p>Any urgent remedial works identified through the report (all C1 and C2 failures) must be resolved before the property is let and a satisfactory certificate must be provided to the tenant at the start of the tenancy.</p> <p>Electrical Installation: All electrical fittings should</p>	

	<p>be in good order and clean.</p> <p>Old lamp shades, bulbs and wall fittings will be removed.</p> <p>Old electrical bathroom heaters will be removed and electrical outlet blanked off.</p> <p>Smart meters and external gas/electric meters will remain the responsibility of the electrical/gas provider.</p>	
EPC	<p>An energy performance survey will be carried out whilst the unit is void and an EPC (Energy Performance Certificate) will be provided, unless the existing certificate is less than 10 years old.</p> <p>A new certificate will be provided if the existing certificate is less than 10 years old but there has been an upgrade or improvement to the property.</p>	The EPC will at minimum meet the minimum EPC E requirement
Extractor Fans	A mechanical extractor fan that is humidistat controlled will be in the bathroom. This will be provided only if there is not an operable window, or the size of the room means this is necessary.	
Fascia's/ Soffits	Repair or replacement as necessary.	
Fencing	Hexagon owned fence abutting public areas secured.	

	<p>Fences and gates – individual panels will be replaced if in poor condition and present a health and safety risk at the discretion of the void surveyor.</p>	
<p>Floor Covering (Kitchens and Bathrooms)</p>	<p>Non-slip flooring free from tears or rips, washable and clean will be installed.</p> <p>Repair or replacement as required.</p> <p>Where floor surface is uneven floor to be screeded as an inclusion.</p>	
<p>Floor Covering (Not Kitchen or Bathroom)</p>	<p>Carpets/laminated flooring will be removed, including underlay and grips, unless an agreement with Neighbourhood Officer for them to remain has been made.</p> <p>Repair or replacement of floorboards as required.</p> <p>Where floor surface is uneven floor to be screeded.</p>	<p>Whilst every effort is made to remove nails and tacks from the floor, we advise new residents to take due care and attention when walking on bare floorboards.</p>
<p>Garden</p>	<p>Rubbish removed from garden (in exceptional cases vegetation should be cleared as well as grass and shrubs cut).</p> <p>Where the garden is overgrown, Hexagon may consider a one off garden clearance.</p> <p>Sheds, conservatories and greenhouses will be</p>	

	<p>removed if they are in a poor condition, if they are left they will be gifted to the incoming resident/service user.</p> <p>Trees to the boundary of the property will be inspected on a “risk” basis to inform any necessary works or tree removal.</p>	
Glazing (Internal)	<p>No broken or cracked glazing.</p> <p>Safety glass will be fitted in accordance with regulations.</p>	
Gas Boilers	<p>Where the property has a gas supply, a valid gas safety check will be completed and provided before the tenant moves in.</p> <p>A full service and check will be carried out, this includes capping off the gas supply.</p> <p>Once the property is occupied, the new resident/service user will be required to arrange their own supply account and arrange for the boiler to be commissioned by the Gas Service Provider.</p> <p>Inspection for defects (open-ended pipes, damaged gas fires/boiler, loose or missing radiators etc.).</p>	<p>Satisfactory Landlord Gas Safety Record required including any remedials to achieve satisfactory.</p>
Gas/Electric Fires	<p>Gas fires and supply pipework will be removed leaving the fire location i.e chimney breast fully vented.</p>	

Gas Flues	Repair or replace as necessary.	
Gates and Ironmongery	Repair and replacement as required.	
Garages and Car Ports (within the footprint of a property)	Lock change as standard.	
Guttering/Downpipes	Rainwater goods which are not blocked and are watertight where possible.	Repair or replace as necessary.
Hard Landscaping	<p>External paving to access paths to doors and steps will be level and adequately safe (under 25mm variance in level for paving).</p> <p>Patios and decking will be removed unless in a safe condition, these will be gifted to the incoming resident/service user.</p>	
Insulation (Lofts and Pipework)	Loft spaces will contain a minimum of 270mm loft insulation.	
Internal Joinery	<p>Skirting and architraves will be in good condition and free of infestation (damp, dry rot etc.). They will be clean and free of mould growth.</p> <p>Stairs will be checked for loose and uneven treads.</p> <p>Handrails will be checked to ensure they are secure and no spindles or support brackets are loose or missing.</p>	<p>Repair or replacement where required.</p> <p>All repaired/replaced joinery to be left as described in 'Decorations' above.</p>

Joists and Floorboards	Structurally sound and safe floors.	Refixing and renewing floorboards.
Keys and Fobs	A minimum of three sets of keys including any window keys to be provided (where possible).	If no keys are present for windows, the Service Provider will endeavour to source replacements. Where this is not possible handles may be changed.
Kitchen Units	<p>Kitchen door and drawer fronts should be adequate and aligned.</p> <p>A minimum of one double wall unit, one sink base unit (inclusive of a drawer) will be provided.</p> <p>Doors and drawers of units to open and function correctly.</p> <p>If units are to be repaired or individual units replaced, all efforts are to be made to match the existing kitchen design.</p>	<p>Kitchen units to match existing colour. If a colour match cannot be made, this is to be as close as possible.</p> <p>To include doors, hinges, handles, and shelves.</p>
Lighting (Luminaires/Lamps)	Adequate lighting (LED bulbs for energy efficiency will be provided where applicable).	<p>A working lamp is to be provided in all fittings as an inclusion.</p> <p>Fluoro and halogen bulbs are to be removed and replaced with an alternative.</p>
Locks	<p>Main entrance door (MED) to have a cylinder night latch with five lever mortice escape lock (snib type) or a euro multi point locking system dependant on the door composition.</p> <p>All main external door locks will be changed during the void period.</p>	Thumb turn lock on bathroom/WC.

	<p>Back door to have a mortice type lock or a euro multi point locking system dependant on the door composition.</p> <p>Side gates to gardens to have an appropriate lock to suit gate arrangement.</p>	
Meter Housings	Doors to meter cupboards and storage cupboards should be operational.	
Outbuildings	Lock change as standard.	
Passive Fire & Fire Stopping Works to Flats	Non fire-resistant ceiling tiles will be removed, as will tongue and groove panelling.	
Pests	<p>No pest infestation must be present.</p> <p>Pest infestations must be investigated and resolved with appropriate proofing works completed to prevent recurrence.</p>	
Radiators/Storage Heaters	<p>All habitable rooms will be heated.</p> <p>Individual radiators or storage heaters will be checked to ensure they are functioning correctly and are free of rust or other defects.</p>	
Resident Installed/Gifted Fittings	Any improvements or alterations made by the previous resident/service user will either be removed or modified to comply with Hexagon's standards. Non-standard fitments are to be removed.	

	Fittings/Fixtures – items such as mirrors, shelves, and posters etc., will be removed and any holes made good.	
Roofing	A roof that is wind tight and weather tight where possible.	Repair as necessary.
Shower	Existing showers will be tested and left in functioning order in conjunction with the Client.	
Shower Cubicles (installed by Client).	Repair or replacement of shower cubicles.	
Hair Washing Facilities	Existing shower head and hose replaced as standard.	
Shower Curtains & Rails (installed by Client)	A new shower curtain will be provided where applicable.	Shower curtain to be replaced as standard. Rail to be repaired or replaced as necessary.
Shower Screens (installed by Client)	Where over bath screens require replacement, this is to be with a curtain and rail. Level access shower screens repaired or replaced as necessary.	
Sinks, Baths, Basins, Sanitary ware	An empty, clean, and hygienic kitchen sink unit with drainer, plugs, chains and taps.	Repair and replacement of individual appliances. Sanitary ware to match existing colour. If a colour match cannot be made,

	<p>A clean and hygienic bath or shower with plugs and taps.</p> <p>A clean and hygienic hand basin with plugs and taps.</p> <p>A clean and hygienic WC pan, seat, and cistern.</p> <p>An effective bath, basin, and shower seal.</p> <p>All sanitary wares will be fully functional, descaled and cleaned as required.</p>	<p>this is to be as close as possible.</p> <p>Plug and chain to be replaced as standard.</p>
Smoke Detectors/CO/Heat Detectors	<p>One working smoke detector per floor.</p> <p>Carbon Monoxide alarm (in every room containing a fixed combustion appliance other than a gas cooker).</p>	
Specialist Survey Reports	Damp surveys, structural surveys and the like to be carried out only at the request of the Client.	
Taps	<p>Adequate supply of hot water and cold water i.e., hot water taps connected to a water supply system appropriate to the needs of the property.</p> <p>Bath taps with shower mixer attachments will be fully functioning where present.</p>	Where replacement is required, this is to be lever-type.
Toilet Roll Holder	<p>To be in place.</p> <p>Repair, replacement, or new installation as necessary.</p>	
Toilet seats	Replace as standard.	

<p>Wall tiling</p>	<p>Kitchen splash back tiling, or waterproof finish placed with a minimum of 300mm (two rows of 150mm x 150mm tiles) above working surfaces and sink units.</p> <p>Tiling will be replaced if it is cracked, or in poor condition.</p> <p>Bathroom clean and hygienic tiling or waterproof finish (minimum of two rows of tiles in height to basin and full height to bath, defective tiles will be replaced. Where tiles cannot be matched, they will be replaced with tiles which are specified in line with Hexagon's MTC).</p>	<p>Repair and replacement included depth as existing.</p> <p>Where existing cannot be matched the closest possible match will be used.</p> <p>Renew of silicone seal if missing, damaged or mouldy.</p>
<p>Water Butts</p>	<p>Where these are in good condition they will be left.</p> <p>Where they have been installed by the resident, they will be removed as part of the void clearance and any pipework made good as an inclusion.</p>	
<p>Welcome Pack</p>	<p>Provision of a welcome pack in each void.</p>	
<p>White Goods</p>	<p>At least one cooker point will be provided within the statutory requirements of supplies of gas, electricity as applicable.</p> <p>Where a gas point is in situ, there must also be an electricity supply.</p>	<p>Every property must have an oven point. Where white goods are to be left (including cookers), these will be PAT tested as an inclusion.</p>
<p>Windows</p>	<p>Windows will be checked to ensure they are safe,</p>	

	<p>secure, compliant and fit for letting.</p> <p>We will inspect frames and glazing for damage, rot or misting, confirm windows open and close properly, and ensure seals are intact with no signs of water ingress.</p> <p>We will check fire escape compliance, safety glazing requirements with property safety. Check restrictors are fitted where required, (It is now a requirement to have child-resistant window restrictors that can be overridden by an adult on all windows that present a fall risk), confirm trickle vents are present and working and ensure locks and handles are secure.</p> <p>We will repair where economical and replace where windows are unsafe, non-compliant or beyond practical repair.</p>	
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Prepared by: Responsive Repairs Manager

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Hexagon