



## Management Standards

- No discrimination on any grounds.
- Prospective tenants are allowed to view properties prior to signing.
- Details of the rent, bond, and any other fees provided to the tenant including details of what the bond is to be used for
- No fees are demanded from tenants prior the signing of the tenancy agreement, other than a deposit. A receipt to be given for any monies paid as a deposit, bond, service charge etc..
- If requested copy of the tenancy agreement given to the prospective tenants.
- The tenancy agreement must be written in plain English and not contain any unfair terms.
- The tenancy agreement to contain a clause concerning nuisance, anti social behaviour.
- Tenancy agreement should specify who is responsible for payment of utilities, rates, council tax.
- The name and address of the landlord (in England or Wales) included in the tenancy agreement.
- Tenants to be provided with contact telephone number during working hours and for emergencies.
- A valid gas safety certificate to be provided to the tenant and renewed annually.
- Clear written operating instructions must be available for the safe use of Gas installations, Electric heating installations, shower and washing, etc.
- An inventory is completed on commencement of tenancy.
- Scheme members to conduct their business in a professional, courteous and diligent manner.
- At least 48 hours notice is given to tenants for inspections and repairs (except in emergency).
- Reported/ identified repairs should be carried out within the timescales specified in the code.
- The visual appearance of the property, out buildings, yards, gardens (trees and hedges) and boundaries are to be kept clean, free from rubbish, waste materials etc.
- Any complaints to be dealt with professionally and within designated timescales.
- The bond must be returned to the tenant within four weeks of the tenancy being terminated and a written account provided showing any deductions.
- Tenant is informed of the reasons for any deductions from the bond.

## Property Standards - Commended

- The property has building and public liability insurance.
- The property should be fit for habitation, safe, in reasonable condition, not overcrowded
- External decoration should be in good condition.
- Internal decoration should be in good condition.

- Carpets and floor coverings should be in good condition and able to be cleaned.
- Kitchen should contain sufficient, cupboards, worktops, cooking facilities and free from hazard.
- There should be a gas/electric cooker point in the kitchen.
- Any furniture provided should be clean, in reasonable condition and compliant with the Furniture and Furnishings (Fire) (Safety) Regulations.
- There should be suitable fixed heating in the living room.
- Each bedroom should have equivalent of one double socket
- Each living room or kitchen should have equivalent of two double sockets
- Electric installation tested and inspected by a competent electrician every 5 years.
- Hot water cylinder, pipes lagged and roof void insulated.
- External doors at front and back must be of strong/solid/safe construction, door frame strong and well secured at the jambs and fitted with, five lever mortice deadlock
- Windows with easy reach from outside should be fitted with window locks.
- Any burglar alarm must have with 20 minute cut-out device and nominated key holder.
- A suitable number of dustbins should be provided by the landlord, if not by the local authority.
- In single family dwellings mains wired or sealed ten year long-life battery fire alarms fitted in hallways and landings.