Reviewed: **Oct 2026**

Orwell Housing

The Standard for Letting a Property

Checklist and guide



The standard for letting a property

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Address: _____

Post Void Inspection completed by: _____

Post Void Inspection: _____

Languages



Если вам необходим перевод какой-либо информации пожалуйста, пошлите запрос в Orwell Housing Association. Если вам необходима помощь переводчика, пожалуйста, пошлите запрос на:



Aby uzyskać przetłumaczenie dokumentów z Orwell Housing albo gdy potrzebna jest pomoc tłumacza na żywo, proszę wysłać następujące dane:



Se precisar de traduzir qualquer informação da Housing Association Orwell ou caso necessite da ajuda de um(a) intérprete envie os seu detalhes para:



如果你需要任何有關Orwell 房屋協會的資訊翻譯版，或需要傳譯員協助的話，請把以下資料送回



যদি আপনি ওরওয়লে হাউজিং অ্যাসোসিয়েশনের কোন তথ্যের অনুবাদ চান অথবা কোন অনুবাদকের সাহায্য চান নিচের অংশটি লিখে এই ঠিকানায় জানান:

Get in touch:

If you need to get in touch with Orwell, require help understanding any information we provide, or need support in another language, we're here to help.

0345 60 100 30 orwell-housing.co.uk info@orwell-housing.co.uk

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General

- Property fully secure, weather tight and free from any mould and condensation.
- Any mould found will be treated with anti-mould treatment product.
- All external doors and windows secure, lockable and weather-tight within the limits of the window design.
- Property is cleaned after repair work including external building where required.
- Adequate ventilation, heating and hot water.
- All radiators and storage heaters to be checked and be fully functioning with a Thermostatic Mixing Valve (TMV) fitted to all radiators.
- All window restrictors are in place and work correctly.
- Window handles with locks to have keys provided where missing.
- All final exit doors fitted with a new lock and two sets of keys provided.
- All drains and wastes free of blockages and leaks.
- Water tanks and cisterns have a lid.
- Hot and cold water supplies to be fitted with isolators.
- All ceramic tiling clean, free of cracks and with proper grouting.
- All ceramics and taps are cleaned of limescale. If unable to be cleaned, they should be replaced.
- Main water stopcock, if applicable, to be working and free of any leaks.
- Unless the existing flooring is in good condition and suitable for a new resident, we will remove all flooring including any underlay and grippers except kitchen, bathrooms and separate WC's.
- All flooring will be provided, including carpets throughout and vinyl flooring in the kitchen and bathrooms (Market Rented Properties Only).
- Fire doors will be fitted to kitchens in flats where the kitchen leads to a hallway or means of escape. This is a best practice as kitchens are deemed as high-risk rooms.

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General (continued)

- Under regulations none of the internal doors need to be fire doors, unless they are currently a fire door.
- Ensure any glass above a fire door is fire rated and replaced when required.
- Cookers and hobs to be supplied and tested prior to each letting (market rented properties only).

External

- Property and gardens/outbuildings are tidy and clear of rubbish, and previous tenants' belongings.
- All sheds to be gifted to new resident to be in a good condition. Minor repairs only to bring up to a good standard, otherwise these are to be demolished and disposed of.
- Check all guttering, downpipes and gullies are clear and free flowing.
- Fencing will be repaired, gates will be full secure, and all latches and locks replaced where required.
- If complete replacement of fencing is required we will provide one privacy panel at property, then chain link to the boundary between other properties. If the boundary runs along a communal area or public footpath, we will fit close board fence panels.
- Any ponds, vegetable patches etc will be filled and reseeded. We will not fit astro turf.
- All gazebos, decking and other structures will be removed.
- Meter box door free of damage and cracks.
- Paths and drain covers within the curtilage of the house free from trip hazards.

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Bathroom

- Sinks and baths have a fixed plug and chain.
- New toilet seat.
- New shower hose, spray, and a shower screen to be fitted. Only fit a shower curtain where a screen cannot be fitted e.g. due to excessive alteration pipework.
- All bathrooms will have a shower fitted and all walls to be boarded with aqua board. Check existing shower tiles (if applicable) are in good condition and that they are fitted from floor to ceiling. If not, remove existing tiles and fit aqua board.
- Vinyl floor covering in place on a suitable subbase and free of tears or other damage.
- Cracks/chips in the bathroom suite repaired with enamel repair kit. If damage is extensive then replace bath (if applicable).
- Extractor fan cover to be removed and clean.

Cleaning

- Hard floor surfaces swept and vinyl floor coverings mopped. Carpets vacuumed (where applicable).
- All fixtures, fittings, windowsills and ledges wiped.
- All walls and ceilings cleaned and cobwebs removed.
- Bathroom suite, tiles and other surfaces clean, free of grease and dirt, and free of limescale. WC pan fully clean and disinfected.
- Kitchen fully cleaned and grease removed from all worktops, tiles, floor, units, walls and ceilings.
- Mastic cleaned or replaced around windows, kitchen units and bathroom suite.
- Check externally for any cleaning needed, e.g. guttering, windows, doors, cladding. This may include mould and/or moss.
- Grass to be cut.

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Kitchen

- The kitchen will have suitable cupboards, and work surfaces suitable for preparing food. These will be clean and free of grease and dirt, including the sink. The sink will be free of limescale.
- Cupboard doors will work properly, any damaged doors will be replaced. We will try and match the colour as closely as possible to the existing doors but these are not guaranteed to match including the grain with wood effect.
- Worktops will be replaced if there are any burn marks, cuts, gouges or holes that could lead to bacteria build up. Cosmetic damage will be left as this does not affect the operation of the work surface.
- There will be 600mm space to allow for a fridge, cooker and washing machine.
- There will be a gas and/or electric point for a cooker.
- Please remember that if you are installing a gas cooker you must, by law, employ a Gas Safe registered gas engineer to do this.
- There will be plumbing connections available for a washing machine.
- There will be a suitable three tiled splashback to the worktops.
- There will be a vinyl floor covering in place that is laid on a suitable subbase free of tears or other damage.
- Extractor fan cover to be removed and cleaned.

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Loft

- Loft insulation to be 300mm thick.
- Check for any damage or tears to roofing felt.
- Check insulation is adequately laid including into the eaves.
- Ensure adequate ventilation gap over insulation.

Internal decorations

- We will not normally decorate your new home for you. However, any property that is heavily nicotine stained or previously painted in dark colours will have one or two base coats applied and left ready for you to decorate.
- Where applicable, bathrooms and kitchens will be painted using an anti-condensation paint.
- Any existing wallpaper left in place (if applicable).
- Large holes filled and sanded (if applicable).
- Polystyrene ceiling tiles and coving removed (if applicable).
- If required, decoration will be completed to a very good standard prior to each letting (market rented properties only).

Woodwork and Joinery

- All architraves, sills and skirting boards securely in place, no splits, nails, or fixings sticking out. Caulking will be replaced to meet a good standard and left clean and neat.
- All floorboards, stairs in good condition with banisters and handrails where required.
- Internal doors undamaged, open and close correctly, have appropriate handles and fittings.

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Electrics and gas services

- We will make sure all fixed electrical systems have been checked and that they are working safely.
- Existing electric car chargers will be removed unless agreed to be taken on by the new resident.
- All lighting will be returned to standard fittings throughout the property and any heavily stained or damaged items will be replaced.
- Bathroom and kitchen lighting will be low energy type.
- Any external electrics (i.e. within the garden from external buildings or light areas) will be removed and returned to standard.
- All gas installations will be serviced and given a landlord's gas safety certificate. This certificate is valid for one year. By law, we must visit you at least once a year to carry out your gas service.
- We will take meter readings before you move in to make sure you are not paying for someone else's electricity or gas.
- We will install smoke detectors in your home. It will be your responsibility to ensure that batteries are in working order and that you test regularly.

Energy, gas & electrical certification

- We will issue an Energy Performance Certificate.
- We will issue a Gas Certificate.
- We will issue an Electrical Certificate.
- CO2 Cert (market rented properties only).

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Notes