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Policy:	Minimum Lettable Standards Policy
Legal Requirements:	<p>The Housing (Scotland) Act 2001 and any subsequent amendments.</p> <p>The Gas Safety (Installation and Use) Regulations 1998 as amended by The Gas Safety (Installation and Use) (Amendment) Regulations 2018</p> <p>The Energy Performance of Buildings (Scotland) Regulations 2008</p>
Regulatory Standards:	<p>The Scottish Housing Regulator has set out Regulatory Standards for all Registered Social Landlords (RSLs) to ensure that RSLs deliver good outcomes and services for its tenants and service users through good governance and financial management.</p> <p>This policy evidences that the following Regulatory Standards are being met:</p> <p>Standard 1. The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</p> <p>Standard 2. The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.</p>
Notifiable Events Guidance	In compiling this policy, consideration has been given to the Notifiable Events Guidance issued by the Scottish Housing Regulator and the impact of that guidance on the policy.
Equality and Diversity:	<p>The Association is committed to Equal Opportunities and will endeavour to ensure that all services are carried out in an undiscriminating manner in line with the Association's Equality and Diversity Policy.</p> <p>In particular, the Association will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender, gender reassignment or sexual orientation.</p>
Human Rights	<p>In compiling this policy, consideration has been given to "The Right to Adequate Housing" (Fact Sheet No. 21/Rev.1) published by the Office of the United Nations High Commissioner for Human Rights and the impact of that guidance on the policy.</p> <p>In particular, the Association is satisfied that this policy promotes the key aspects of the right to adequate housing – that it contains freedoms; entitlements; provides more than four walls and a roof; and protects against forced evictions.</p>
Complaints:	Although the Association is committed to providing high levels of service, we accept that there may be occasions where customers may not be satisfied with the service they have received. The Association values all complaints and uses this information to improve the services that it provides. The Association's Complaints Policy describes our complaints handling procedure and how to make a complaint.
General Data Protection Regulation (GDPR):	The Association will treat all customers' personal data in line with its obligations under the current data protection regulations and our Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in the Association's Fair Processing Notice.



Policy Author:	Kevin Freeman
Policy Review:	In order to ensure that any change in circumstances is accommodated this policy will be subject to review every three years in the month of January.
Policy Approval:	This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Thursday the 27th of January 2022.



Statement of Policy Aims/Principles

The aim of this policy is to ensure that every property which is relet by the Association is in good condition and meets minimum standards set by the Association. This is known as the Minimum Lettable Standard and is the standard which ensures a property is safe and secure for occupation. Before a property is re-let, all repairs which are considered essential to ensure the property is habitable must be carried out.

This policy also aims to balance the requirement to minimise the period that a property is void, with the requirement to ensure that it is re-let in an acceptable condition.

The Scottish Government, through the Scottish Social Housing Charter (SSHC), sets the outcomes it expects Housing Associations to achieve for its residents. This policy reflects the Association's commitment to fully comply with Outcomes 4 and 5 of the Scottish Social Housing Charter which state that:

Outcome 4 – Quality of housing

Social landlords manage their businesses so that:

- Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (EESH) by December 2020.

Outcome 5 – Repairs maintenance and improvements

Social landlords manage their businesses so that:

- Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

Policy Details

When a property becomes void, an inspection will be carried out by a member of the Maintenance department to assess the condition of the property, identify any works required and take record photographs to be held on the property scheme file. Once such works are completed, a further inspection will be carried out to ensure the works instructed have been completed satisfactorily and further record photographs are taken. Information relating to Void Procedures is detailed in the Association's Void Management Policy and Procedures.

The Association recognises its responsibility to ensure that properties available for re-let are clean, tidy and in a good state of repair.

As a minimum lettable standard, works will be instructed to ensure all void properties comply with the following:

- A full landlord's gas safety check will be carried out prior to the property being re-let. A certificate will be issued and the Maintenance Department will provide Housing Management with a copy of this certificate to be given to the incoming tenant when signing their tenancy agreement. A paper and electronic copy of this certificate will be held on the maintenance files and details of the inspection will be recorded on the Property Ledger.
- An electrical check will be carried out to ensure all electrical installations are safe, including smoke alarms, carbon monoxide detectors and heat alarms, and do not present a danger to the incoming tenant or the surrounding properties. Any essential works arising from the electrical check will be carried out prior to the property being re-let. A paper and electronic copy of this certificate will be held on the maintenance files and details of the inspection will be recorded on the Property Ledger.
- The boiler will be fully operational, ensuring the tenant has access to hot water and heating facilities.
- An Energy Performance Certificate (EPC) will be provided to give information on the property's energy performance and carbon emissions. This will be given to the incoming tenant when signing their tenancy agreement.
- Properties will be free from rising damp and mould growth due to condensation.
- Any evidence of water penetration will be investigated and any water damage to the property will be repaired.
- Flooring and internal stairs (where applicable) are in a safe condition.
- Bannisters, railings and balustrades where fitted, are in a safe condition.
- Mechanical extractor fans, where fitted, are clean and fully operational.
- The property will be fitted with a full operational door entry handset (where applicable) to ensure controlled access to the common close.



Policy Details (continued)

- All windows and doors are serviced to ensure their safe operation.
- Properties will be clear of all items, rubbish etc. (If floor coverings are in good condition they may be left, at the discretion of the inspecting officers from the maintenance department.
- All kitchen units, surfaces and drawers are clean and operational.
- The wash hand basin, toilet, bath and shower (where applicable) are clean, free of leaks and operational, with plugs and chains on the bath and wash hand basin.

Internal decoration is the responsibility of the incoming tenant. Redecoration will be carried out only where the property is in such a condition that Housing Management and Maintenance are in agreement that re-letting the property in its current condition is unreasonable. A Decoration Allowance may be given where decoration is considered poor, but where the condition of the property does not warrant redecoration by the Association. Information relating to redecoration is detailed in the Association's Decoration Allowance for Void Properties Policy.