

Lettable Standard

WHAT TO EXPECT WHEN YOU MOVE IN

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1. Introduction

- 1.1. At Sage Homes we strive to provide the best affordable homes with the best customer support. The energy efficiency and specification of our homes are designed to provide the best possible foundation for our customers. This is backed by the continuous pursuit of providing the best customer support, driven by empathy and the ambition to continually improve.
- 1.2. Sage Homes has a minimum standard that you can expect when you move into your home called our 'Lettable Standard'. Before you move in, we check your home and make sure it meets this standard. You will find more information in your "Guide to a new Sage Home" and we recommend that you read it once you have settled in. You can find the guide on our website or request a hard copy via the [Contact us](#) page on our website.
- 1.3. In this document you will find details of the standards you can expect when you move into your new home. When we hand over the keys, your new home will be safe, clean and in a good state of repair. We will try to carry out any necessary repairs before you move in; when repairs are not urgent, we may make arrangements with you to carry these out once you have settled in.
- 1.4. We regularly review feedback from new tenants about the condition of their homes when moving in to continuously improve our lettable standards and ensure properties meet residents' expectations.
- 1.5. This standard has been developed in line with the following acts and standards:
 - Housing Health and Safety Rating System
 - Decent Homes Standard
 - Hazards in Social Housing (England) Regulations 2025 (Awaab's Law)
 - Social Housing (Regulation) Act, 2023 and Consumer Standards
 - HM Government Directive Carbon Monoxide Detection for Social Housing Residential Dwellings 2022
 - BS:5839 Part 6 2019 Fire Protection/Smoke - Heat Alarm
 - Homes (Fitness for Human Habitation) Act 2018.

2. Pre-tenancy inspection

- 2.1. When you move into your new home it will be:
 - Free of any health and safety risks, such as protruding nails, loose floorboards, etc.
 - Free of stains, grease, and debris so that when touched surfaces will be clean of dirt and grime
 - Free from leaking taps or waste pipes
 - Free from damp, mould, excessive condensation
 - Free from pests (mice, rats, cockroaches, and any other infestations)

- Structurally sound.
- 2.2. In accordance with Awaab's Law all pre-tenancy inspections will use a standardised checklist covering the following:
- Signs of damp, mould, water ingress, or excessive condensation
 - Functionality of heating and ventilation systems
 - Presence of mould (including behind furniture, curtains or in cupboards)
 - Water penetration risks from external structures
 - Mechanical extractor fan functionality
 - Any Category 1 hazards under Housing health and safety rating system (HHSRS).
- 2.3. Findings will be recorded on our housing management system and a summary will be made available to you on request. If any serious hazard is identified and cannot be addressed before tenancy starts, the home will not be let until it is safe.
- 2.4. You will be informed of how to report damp and mould to Sage and of the legal response timeframes in line with Awaab's Law.

3. Electrical, gas, and fire protection

- 3.1. We carry out full electrical and gas safety checks before you move in. You will receive copies of the gas and electrical safety certificates when you sign your tenancy agreement, confirming that all installations in your home are safe and meet required standards.
- 3.2. Once you receive the keys and tenancy agreement to your new home you will need to arrange any services and utilities you need such as gas, electricity and internet connections.
- 3.3. All smoke, heat and carbon monoxide detectors will be tested and working when you move in.
- 3.4. Your property will have a suitable heating system and we will provide instructions when you move in.
- 3.5. All radiators will work properly. If there are gas appliances in your home, we will make sure they have been serviced and the gas supply pipe work is safe when you move in.
- 3.6. Your boiler may be turned off while we complete safety checks. If this happens, contact us immediately and we will send an engineer to turn it back on and show you how to use your heating system.

4. Kitchens

- 4.1. All kitchen units will be checked to confirm they are working properly, clean, fit for use, and plugs and chains will be replaced if missing or damaged.
- 4.2. To make it easier for you to clean, there will usually be tiles above the worktop, behind the cooker space and above the sink.
- 4.3. There will be a space for your cooker with a gas or electricity supply (or both) and an

area for a fridge with a nearby socket.

- 4.4. Where there is space, we may provide an area for a washing machine with hot and cold water connections. Any pipework will be in good working order.
- 4.5. Where fitted, extractor fans will be working and suitable to prevent moisture build-up. Where there is no extractor fan, we will ensure there is adequate natural ventilation.
- 4.6. You will need to arrange for a qualified engineer to connect your cooker - an electrical engineer for electric cookers or a Gas Safe engineer for gas cookers.
- 4.7. Any white goods (such as washing machines or fridges) left in your property are gifted to you and become your responsibility to maintain.

5. Windows and doors

- 5.1. Heating and ventilation systems will work properly to reduce the risk of condensation and mould.
- 5.2. Windows and doors will open and close properly and be sound and secure with relevant keys supplied.
- 5.3. All the windows will have been checked for cracks and you will be given at least one window key per room for those with locks. Keys are left in the window.
- 5.4. Where fitted, window restrictors will be checked and working.
- 5.5. The locks on the front and back doors that exit to a shared or public area will have been changed.
- 5.6. We will fit a self-closing device to any fire rated doors that open onto the escape route out of the property and make sure that any front door opening onto a communal hallway will be fire resistant.
- 5.7. Do not remove kitchen doors where fitted, as this affects fire safety.
- 5.8. All glazing will be intact and free from cracks and misting. We may replace any windows in need of repair after you move in to make sure you can move in as soon as possible.
- 5.9. We will only replace weather-tight windows and doors as part of our planned major works programme.

6. Floors, ceilings, walls, and decorations

- 6.1. Surfaces will be free from any structural defects, with walls and ceilings ready for decorating.
 - There may be minor cracks due to temperature changes or the property drying out after its construction. These are cosmetic, and you are responsible for decorating these areas.
- 6.2. Floors and skirting boards will be clean, sound, secure and free from faults (such as raised nails and screws, rot, and other trip hazards).
 - Sage is committed to enhancing the quality and comfort of its homes by providing floor coverings in all lettable properties. These coverings are gifted to customers at the start of their tenancy and become their responsibility thereafter.

- 6.3. The kitchen, bathroom, and toilet floors will have a waterproof and washable finish.
- 6.4. All parts of the staircase including handrails and supports will be checked and repaired to make sure they are secure and safe.
- 6.5. Loft spaces will be cleared and properly insulated.
- 6.6. Water tanks in loft spaces will be inspected and clean to minimise health risks.
- 6.7. Any damaged or missing water tank lids will be replaced.

7. Bathrooms and toilets

- 7.1. Your home will have either a bath or a walk-in shower and at least one toilet which will be free from damage and working.
- 7.2. All bathroom fittings (toilet, bath, shower, basin) will work properly and have plugs and chains where needed. Everything will be cleaned and disinfected, with a new toilet seat.
- 7.3. The tiling will be sound, grouted and sealed with all sealants intact and free from mould.
- 7.4. Extractor fans will be tested, working, and clear of blockages to reduce condensation and mould. Where there is no extractor fan, we will make sure natural ventilation is adequate.
- 7.5. There will be an adequate supply of hot and cold water, which is checked and tested.

8. Water supply and waste pipes

- 8.1. All taps will be working.
- 8.2. All water supply pipes will be flushed before you move in to make sure there is clean water.
- 8.3. We will also check the waste pipes and make sure they are not blocked and water drains away freely.
- 8.4. Cold water tanks, hot water cylinders and pipes that could freeze will be insulated.
- 8.5. All plumbing services will be checked to make sure they are leak-free and in good working order.
- 8.6. Water stop-valves will be clearly labelled.

9. Outside the home

- 9.1. Homes with private gardens will be free from rubbish. Overgrown gardens will be cut back once and left in a manageable condition.
- 9.2. Any outbuildings will be free from rubbish and structurally sound and secure. Dangerous structures like greenhouses will be removed and uneven and dangerous paths will be repaired.
- 9.3. Where we manage boundary fences and walls next to public areas, these will be repaired to ensure your property is secure.
- 9.4. Drains and gullies will be in good condition and the roofs, walls and down-pipes will be

sound and keep the property water-tight. Signs of water getting in from outside (such as staining, moss, or pooling water) will be checked and fixed.

- Please contact us if you notice any leaks or problems when you move in.

9.5. Trees will be checked in line with our Tree Management Policy.

9.6. External lighting will be working where fitted.

10. We are here to help

10.1. We want you to enjoy your new home. If you find that the property is not in the condition that has been outlined you can contact us to resolve any issues in the following ways:

- [My Sage Home Portal](#) or using the [contact us](#) form on our website
- Calling our Customer Care Team on 020 8168 0500.

11. Equality and diversity

11.1. Sage is committed to making sure all services are accessible to all our customers. Our staff will be trained to make sure they are communicating appropriately with our customers, and they have the relevant information and access to translation services to ensure they fully understand you.

11.2. This standard will be applied in a way which makes sure we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender re-assignment, pregnancy, and maternity, marriage, and civil partnership and any other characteristics defined within the Equality Act 2010.

11.3. On request we will provide translations of all our documents, policies and procedures in various languages and formats including braille and large print. Our website also has accessibility tools allowing you to personalise each web page to make it easier to read.

12. Delivery of these standards

12.1. This should be read alongside:

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| • Lettings and Allocations Policy | Condensation Policy |
| • Emergency Accommodation, Permanent and Temporary Moves Policy | • Tree Management Policy |
| • Damp, Mould, and | • Aftercare Policy |
| | • Helping You Access Our Services Policy. |

12.2. The effective delivery of these standards including training, guidance and support required by staff for implementation of these standards will be provided by the Repairs and Voids Team.

13. Standards review

13.1. We will review these standards at least every three years to make sure they remain relevant and accurate unless:

- Legislation/regulation or industry changes require otherwise, making sure that they continue to meet our aims and industry best practice
- We identify any problems or failures in this standard as a result of customer and stakeholder feedback, complaints, or findings from any independent organisations.

Version	Checked by	Amendments	Approved at/by	Date of Approval	Published by	Date of Review
2.5	Repairs and Voids Manager	Strategic review and update to corporate template	Leadership Team	Jul 23	Office Management	Jul 26
2.7	Head of Repairs and Voids	Awaab's Law compliance	Leadership Team	Oct 25	Office Management	Oct 28