

# LETTING HOMES

What to expect when you move in.  
This leaflet explains our lettings standard  
and how we make sure your home is safe,  
secure, and ready for you.





## ABOUT THIS GUIDE

Encircle Housing has a minimum Lettings Standard for all our properties.

Our Lettings Standard ensures that every home is inspected and meets health and safety checks before you move in.



## SAFE AND SECURE PROPERTY

The property will be in good overall condition and there will be no leaks or water coming in

The windows and doors will be sound, safe and be secure with well-maintained locks and handles

The floors will be sound, level, clean and acceptable floor covering and/or tiles





## FIXTURES AND FITTINGS



We will make sure all fixtures and fittings are safe, secure, and working properly, including sockets, switches, and smoke alarms

All appliances we provide will be clean and working properly

The heating system will be working and ready to use

Your home will have enough light fittings to provide a good amount of light



## BATHROOMS AND KITCHENS

All sinks, toilets, showers, and their fixtures will be clean, work properly, and be securely fixed

All waste pipework will have been checked and free from leaks

The kitchen cupboards and drawers will work properly, open and close easily, and be clean and tidy



## DECORATION AND CLEANLINESS

All walls and woodwork are clean and in reasonable condition

The property will be let to you in a clean condition and clear of rubbish

Any properties not considered to meet this standard will be redecorated





## CONTACT US

If you have any questions or would like some help and advice, please get in touch:

Call: 0330 390 0517

Email: [contactus@encircleha.co.uk](mailto:contactus@encircleha.co.uk)

To report a repair call: 0330 094 0142

Email: [repairs@encircleha.co.uk](mailto:repairs@encircleha.co.uk)

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