



**Rosehill**  
**Housing**  
Co-operative Limited

# **ROSEHILL TENANTS VOICE**

**Lettable Standards  
Review**

# Rosehill Tenants' Voice Report September 2023

## Lettable Standards Review

### **Rosehill Tenants Voice Panel**

Rosehill Tenants' Voice (RTV) is the service scrutiny group for Rosehill Housing Co-operative (RHC). The current panel set up in January 2021 and undertook a 3 month training course on what it means to be a tenants' scrutiny panel. The panel currently has four members who are all tenants of the Co-operative and have an interest in working with Rosehill to look at service delivery and give their input into the improvement of services. We are currently looking to recruit a further 4 members to strengthen the group.

RTV were also trained on the Scottish Housing Regulators Charter for Social Housing and how the work they are undertaking fits into the requirements of this. The training also looked at the Scottish Good Practice Guide for delivering scrutiny and what we need to do to meet the requirements of this guidance.

In April 2021 RTV agreed their terms of reference and code of conduct and these were presented to Committee in June 2021.

#### **RTV Key Aims:**

- To independently review and scrutinise the performance of RHC services to support service improvement;
- To undertake scrutiny activities through an annual programme of reviews and develop reports and recommendations to RHC Management Committee for consideration;
- To report to tenants and other service users on progress being made;

#### **RTV's Work is Based on the Following Core Values:**

- RTV is independent and engages with tenants and staff in its scrutiny duties
- RTV operates within its terms of reference and code of conduct to ensure its accountability
- RTV will scrutinise services in a fair and open way using the Check, Challenge, Co-operation approach
- RTV will have clear roles and responsibilities to its tenants and staff demonstrated by being critical friends
- RTV is committed to working in partnership to improve the services and service performance to both tenants and the organisation

## **Introduction**

RTV, after discussion with Sharon Quinn, Housing Services Manager (HSM) and Barry Marlow the group's independent facilitator, decided to look at the Co-operatives lettable standards document as their scrutiny exercise. This report will look at the scope of the exercise, what they looked at and the information they gathered and the findings. Finally the RTV group have made amendments to the lettable standards document which they consider to be more up to date and reflect the current economic climate.

## **Scope**

The scope of the scrutiny task included:

- To independently review RHC's current lettable standards document;
- To review legislative and regulatory requirements to ensure they are being adequately met
- To identify good practice examples;
- To make recommendations for bringing the lettable standards document up to date and in line with current economic pressures.

## **The Scrutiny Process**

The following tasks were undertaken:

- A discussion group to look at the current document and discuss its relevance
- A review of examples from the housing sector
- A group discussion on what standards should be along with any cost implications this may have on the organisation
- A review of the costs involved to produce the document
- A discussion about accessible formats for all groups of tenants

## **Findings**

The group felt that the document was outdated and no longer fully reflected the present day pressures/standards. They considered how many of the group knew the document existed and what they would deem acceptable standards should they be offered housing within Rosehill.

The group felt that although the content of the document was fairly good, it required some updating, including the use of more up to date photographs of our current properties. They also felt that the layout of the document could be better designed, making it more attractive and easier to read.

It was noted that throughout the current document, components were referred to as being left "in good working order". They felt this was quite evasive as everyone's interpretation of "good" is different therefore this could cause more dissatisfaction amongst new tenants.

The group also felt that there was very little recognition of the involvement they had in producing the lettable standards document and wanted to ensure the updated document would promote their involvement. A logo was designed by the group and this should be endorsed on the front cover of the document.

The group would like to see the lettable standards document issued at pre tenancy visit stage as well as at sign up stage. This would ensure that any prospective tenants are under no illusion as to the standards that they should receive their new home in.

If approved feedback will be sought from new tenants on how they find the new format of the updated lettable standards document and whether it truly reflects the condition that they received their new home in. It was felt this should be done after approx.. 3 months of the tenant moving in.

### **Recommendations**

1. The Lettable Standard Document be updated
2. The document be issued at pre allocation visit as well as at sign up stage
3. Layout of document be changed making it more attractive and easier to read
4. Tenants views of the new format be sought approx.. 3 months after moving in
5. RTV logo to be endorsed on front cover of document





# Lettable Home Standard

We want you to be happy with your new home when you move in. This guide sets out what standard you can expect your new home to be like when you move in.



Our aim is for our houses to be of a high standard. To achieve this, we worked with our Tenants' Group, Rosehill Tenants' Voice, to produce this Lettable Home Standard. This will guarantee that when you rent one of our houses it will be:

- Wind and watertight
- Safe and secure
- Clean
- In useable condition

In the following pages we have set out the standards for the 10 key areas relating to your home. However, this guide does not detail the full extent of all the works we do to empty houses.

To avoid causing you any unnecessary delays in moving into your new home, we may need to carry out some repairs, with your agreement, after the start of your tenancy e.g. replacement worktops, kitchen doors and similar items. However, items for replacement will still be in a useable condition.



# Health and Safety

- The house will have a current Landlord Gas Safety Record and you will be issued with a copy
- A valid Energy Performance Certificate will be displayed in the house
- We also carry out an electrical safety check
- Smoke, heat and carbon monoxide detectors are fitted and are checked to be in working order
- Safety restrictors on windows (where fitted) will be in working order
- The house will be free of polystyrene tiles or coving
- Shower heads, hose and curtains will be changed at every void



# Gas and Electrics

- Gas heating systems will be in working order
- Electrical wiring and all switches, sockets and light pendants will be in working order
- The gas and electricity will be on

# Kitchen

- Kitchen units will be sound and useable- drawers and doors will open and close without catching and worktops will be free from obvious damage such as significant chips, scores and water damage
- Kitchen layouts will vary from home to home and storage space will consist of base and wall units
- As minimum, spaces are provided for a cooker, washing machine and fridge
- Sinks will be in working order with taps being free of leaks or drips and plugs will be fitted
- Plumbing will be visually checked and in working order
- Both electric and gas points will be available for a cooker (where appropriate)
- Where fitted extractor fans will be in working order



# Bathroom

- Toilets/wash hand basins/baths and showers, where fitted, will be secure and free from obvious damage such as leaks, significant chips and cracks
- Taps will be free from leaks or drips and plugs will be fitted
- Plumbing will be visually checked and in working order
- A new toilet seat will be provided and the toilet will flush properly
- Where fitted extractor fans will be in working order



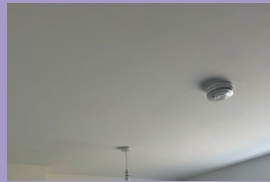
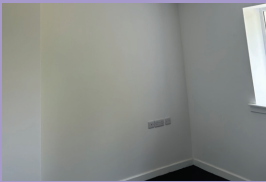
## Windows and Doors

- External doors and windows will be secure and wind and watertight
- All external and internal doors will be free of damage and will open and close properly
- Locks will be changed on external doors and 3 sets of new keys provided
- In tenements, 2 fobs will be issued for the close controlled entry system along with 2 keys for the back close door
- Windows will be checked and in working order
- Where window locks are fitted keys will be provided



## Floors and Stairs

- Allowing for different methods of construction, floors will be as secure and level as possible
- Stairs, handrails and banisters will be safe and secure



## Walls and Ceilings

- These will be sound, free from visible damp, large cracks, loose plaster and large holes
- Walls will be free of Artex

## Decoration

- Responsibility for decorating/re-decorating including filling small cracks and holes with fillers lies with the tenant
- Decoration allowance will be issued where the conditions set out in our Decoration Allowance Policy are met

## Adaptations and Tenant Improvements/Alterations

- In the case of houses that have been adapted for the previous tenant e.g. installation of walk in showers or wet floor bathrooms, the adaptations will be checked and left in working order
- Non-standard tenant improvements/alterations e.g. external lights and burglar alarms will be removed

## Cleanliness (Inside and Outside)

- The house, including the loft, will be cleared of the previous tenants furniture and belongings
- Where possible, floor coverings will be left in property. This will however be decided on a case by case basis
- All fixture, fittings and surfaces will be cleaned and will be free from dirt, grime and grease
- During the months of April to October the garden will be left in a neat and tidy condition ready for the tenant to maintain. However, during the winter months this sort of work cannot be undertaken and will be done in the following Spring



# How to get in touch with us...

If you have any queries about your new home or these standards please contact us using one of the following:

By phone: **0141 881 0595**

By Email: **admin@rosehillhousing.co.uk**

In person: **250 Peat Road,  
Glasgow G53 6SA**

Online: **www.rosehillhousing.co.uk**

## Our office opening hours:

Monday to Thursday: **9:00 am to 5:00 pm**

Fridays: **9:00 am to 4:00 pm**

In the event of an emergency repair out with office hours please contact - **0141 552 8647**.

We can produce this guide in other formats e.g. large print or other languages if required. If you need this service please let us know.

