

Dorset Council

Lettable Standard

Document Control

Title	Lettable Standard – Temporary Accommodation
Author	Miriam Smith– Team Leader , Supported and Temporary Accommodation
Version	V2 (Final Draft)
Date	24 July 2026
Next Review Date	July 2028
Approved by	Sharon Attwater, Head of Housing
Distribution	Internal Teams, Surveyors, Approved Contractors, Partner Landlords
Related Documents	Void Policy, Void Management Procedure, void specification document

Contents

1. INTRODUCTION	3
-----------------------	---

2.	LEGISLATION & REGULATORY REFERENCE	3
3.	GENERAL	3
4.	SHARED ACCOMMODATION / ROOM-ONLY	4
5.	GENERAL STANDARDS	5
6.	GENERAL CLEAN/CLEARANCE/FLOORING	6
7.	GENERAL REPAIRS	7
8.	DECORATION	7
9.	FURNISHING (where provided).....	8
10.	FRONT DOOR.....	8
11.	INTERNAL DOORS	9
12.	FLOORS AND STAIRS (where relevant).....	9
13.	STAIRS	10
14.	WINDOWS.....	10
15.	LOUNGE	10
16.	KITCHEN	10
17.	BATHROOM	11
18.	COMPLIANCE	12
18.1.	Electrical Test:	12
18.2.	Gas Test:	13
18.3.	Water services:	13
18.4.	Asbestos:	14
19.	ADAPTATIONS AND ACCESSIBILITY	14
20.	PAT TESTING / WHITE GOODS	15
21.	ENERGY PERFORMANCE	15
22.	GARDENS (where applicable)/ EXTERIOR	16
23.	REVIEW.....	17

1.INTRODUCTION

Before residents move into their new temporary accommodation, Dorset Council will make sure the property is safe, clean and in a reasonable state of repair.

This document sets out the lettable standards that Dorset Council to ensure that:

We are consistent in the quality and standard of all properties managed through the relet process.

We provide safe properties at an acceptable standard for residents to start living in their new home.

We achieve value for money in the repairs and investments that we make.

We achieve an efficient relet time and minimise rent loss through the relet process.

Dorset Council will ensure there is a balance between ensuring the property is safe, clean and in a reasonable state of repair and letting the properties as quickly as possible to reduce income loss and to allow us to house people in need of housing as quickly as possible.

Dorset Council will endeavour to undertake all works before the client moves into the property, but where works are not of an urgent nature, we may give an undertaking to carry out any outstanding repairs after the resident has moved in.

2.LEGISLATION & REGULATORY REFERENCE

This Lettable Standard is underpinned by the following statutory and regulatory requirements:

- Housing Act 2004 (HHSRS)
- Homes (Fitness for Human Habitation) Act 2018
- Landlord and Tenant Act 1985 (repair obligations)
- Smoke and Carbon Monoxide Alarm Regulations 2022
- Gas Safety (Installation and Use) Regulations 1998
- The Electrical Safety Standards in the PRS (England) Regulations 2020
- Energy Efficiency (Private Rented Property) Regulations 2015
- Decent Homes Standard (and proposed Decent Homes 2)

3. GENERAL

Any domestic gas works are to be undertaken by a separate gas contractor employed by Dorset Council (DC); however, DC may request the void repairs contractor to carry out this work.

The voids contractor is, required to manage specialist contractors providing services within the scope of void refurbishment works, such as gas services and asbestos works

The void contractor will install a key safe on the outside wall of each void unless there is a key-safe in existence

Each key-safe must have a unique, secure 4-digit code, ideally generated using a standard format such as the property ID or a rotating monthly code.

The Housing Officer must log and circulate the current key-safe code securely via the agreed internal system (e.g. Huume or designated housing management system). A full set of void keys must be left in the safe **at all times during works**, to allow access for authorised contractors and council officers.

Dorset Council reserves the right to use a separate grounds maintenance contractor for garden clearance, particularly where the scale or nature of the work exceeds standard void responsibilities (e.g. large overgrown areas, tree removal, or fly-tipping). These works may therefore fall outside the core void specification and be commissioned separately.

The purpose of the Lettable Standard is to ensure that a consistent standard of work is carried out by Dorset Council and its contractor to all empty properties before they are re-let.

All properties must meet the Housing Health and Safety Rating System (HHSRS) requirements and have a valid EPC. Properties with a rating below **Band E** must be improved to meet this minimum standard before re-letting, in line with the **Energy Efficiency (Private Rented Property) Regulations 2015**.

Where grant conditions apply (e.g. RSAP or LAHF funding), a **higher EPC target (Band C)** may be required. In such cases, improvement works (e.g. insulation, heating upgrades) must be completed before occupation or agreed as part of a funded works programme.

The Lettable Standard outlines the condition that a property should be let based on the principles of:

- Safety
- Security
- Cleanliness
- All services in working order

4. SHARED ACCOMMODATION / ROOM-ONLY

Where a void relates to a room within shared accommodation or hostel, all individual room standards apply as listed. Shared areas (kitchens, bathrooms, communal exits) must also meet hygiene, fire, and safety standards prior to reoccupation. Certificates should be displayed in communal areas where relevant.

5. GENERAL STANDARDS

Property must be clear of all personal possessions, rubbish and furniture left by the previous occupant.

Property at handover will be clean to a lettable standard.

The property will be secure.

Access to the property will be safe.

All doors and windows will operate as intended

Any watermarks from past leaks should have stain blocker applied and painted over.

Gas and electrical supplies and systems will be checked for safety and will be in good working order. (A copy of the electrical and gas certificate will be issued to the Tenant/client at during the sign up).

Internal glazing will be intact and will comply with safety standards.

Banisters, balustrades and stairs will be safe.

The property will be structurally sound, wind and watertight.

Roofs will be intact and in good repair, If a roof is close to the end of its life expectancy, replacement should be considered during the void period. This will prevent excessive repairs, damp and mould issues from occurring.

Any provided furniture must comply with the Furniture and Furnishings (Fire) (Safety) Regulations 1988 and bear the appropriate fire safety labels.

The expectation is that any property offered as temporary accommodation meets the Decent Homes Standard.

6. GENERAL CLEAN/CLEARANCE/FLOORING

All furniture, rubbish, remaining goods, personal effects, loose electrical equipment, clothes, and loose floor coverings will be removed. The property will be cleared of all discarded drugs or sharps and needles. All waste material will be removed from the property and taken on the day of removal to a licensed disposal or storage site as appropriate.

All surfaces/walls/units/light fittings/sockets/switches should be free of dirt.

Where floor coverings are defective (e.g. ripped vinyl or threadbare carpet), they must be removed and replaced with a clean, durable, and cost-effective alternative, typically vinyl. Carpets will not normally be provided.

Window frames/glazing should be clean.

If the property shows signs of vermin or insect infestation, then fumigation or other appropriate treatment will take place.

All cleaning should be completed using appropriate and safe cleaning equipment and materials.

All floors and stairs should be swept and wet mopped where possible.

Bathroom and WC floors should be disinfected.

All scuffs (where possible) and paint splashes should be removed.

All doors (internal and external), doorframes, windows, window frames, windowsills, skirting boards, radiators and pipe works should be washed down and wiped cleaned

7. GENERAL REPAIRS

The property will be in good repair.

Skirting boards (where present) should be fitted securely, with any gaps filled in. Walls and ceilings will be secure and safe, and without visual signs of damp.

Fittings and fixtures etc will be removed and made good prior to decorating.

Plaster to walls and ceilings will be in reasonable condition at handover. Small areas of loose or blown plaster will be made good/patch repaired; Small cracks will be filled with flexible resin filler; large cracks/movement cracks will be scrim-taped and patch-repaired.

Any Polystyrene tiles/covings will be removed from ceilings and walls and made good.

Attic space, where present, will be clear of rubbish and debris and insulated.

Any signs of damp or mould must be investigated and treated in line with Awaab's Law and HHSRS Category 1 hazard guidance. No property may be re-let where Category 1 damp or mould is present.

8. DECORATION

The property will not always be redecorated before each let.

Walls and ceilings will be free from graffiti or dark colours following works to remove damp.

Decorations will be in fair condition, substantially clean and free from scuffs and stains, with no loose paper.

Existing wallpaper will be left in situ if in good condition and of appropriate design for letting.

Rooms where patch repairs to woodwork or walls/ceilings have occurred will be routinely redecorated.

Other rooms will be redecorated as necessary to bring the property to a lettable standard of decoration.

There will be no holes and cracks in the walls.

9. FURNISHING (where provided)

In properties that are provided as furnished (including supported housing, shared accommodation, or temporary accommodation where furniture is supplied), the following items must be present and in good condition:

- A bed with clean, intact mattress
- A wardrobe or similar clothes storage unit
- A table and chair(s), suitable for dining or desk use
- Curtain poles or blinds fitted to all windows

All furnishings must be clean, free from damage or staining, and suitable for continued use. Upholstered items must display intact fire safety labels. Any damaged, missing, or unsafe items must be removed and replaced prior to re-let.

Fitted furniture, where present at handover, will be in good condition with all doors, drawers etc working properly and all handles/knobs etc in place and secure -in furniture must be intact, secure, and functional.

Any loose, non-fixed or unauthorised furniture must be removed unless approved and risk-assessed.

10.FRONT DOOR

The Door should open and close freely.

Door numerals should be present.

Any signs of damage caused by forced entry should be repaired and decorated to match neighbouring properties.

Letterbox should be operational.

Mains operated doorbell or intercom should be operational where relevant.

A new lock will be installed either by way of interchangeable core/master key system, mortice lock or other designated system.

11.INTERNAL DOORS

All doors on the inside of the property will present and in good condition with secure hinges and will open and close freely, with standard handle (not lockable).

The bathroom and toilet doors will have suitable privacy locks.

All internal glazed doors shall be glazed to current safety standards.

All door furniture shall be present, securely fixed and operating properly.

Doorstops should be present throughout.

12.FLOORS AND STAIRS (where relevant)

Vinyl Flooring

Clean, washable, and slip-resistant vinyl (or similar non-carpet flooring) must be provided in the kitchen, bathroom, and WC. Flooring must be secure, level, and free from trip or slip hazards.

In other areas, where existing carpet or floor covering is damaged, unhygienic, or likely to discourage occupation, it must be removed and replaced with cost-effective, low-maintenance vinyl flooring, except on stairs where carpet may still be appropriate.

This approach supports hygiene, ease of cleaning, and reduces pest control risks. Any exceptions should be agreed with the Housing Team.

Floors and skirting boards

All floorboards will be in a safe condition.

Damaged or loose floorboards will be fixed or replaced as necessary. Damaged or missing sections of skirting/architrave will be replaced and painted to match the existing.

Where carpet is in existence it should be clean and in good condition without signs of excessive wear.

13.STAIRS

There should be at least one handrail per staircase. Handrails, steps, balustrades, newel posts and treads should be securely fitted.

14.WINDOWS

All glazing should be free of cracks/breakages and broken windows will be re-glazed. Security locks to windows on the ground floor. Glazing intact and secure. Windows will be easy to open and close and safety catches operational.

Window restrictors to be fitted to all casements above first floor level. Keys to be available at letting.

15.LOUNGE

Redundant fireplace (if applicable) should be covered/sealed.

16.KITCHEN

All units and utilities should be free of grease.

Cupboard doors should be aligned and hinges adjusted where required.

Cupboard draw handles should be fitted securely.

Any blown worktop/shelving/carcasses/unit doors/drawers/plinths caused by water penetration should be renewed with acceptable close match.

Worktop edges should have a cover bead fitted.

Sinks should be free of dents/rust/scale and sealed to worktop.

Taps should be of standard design, operational and free of scale/corrosion.

Taps to be secure and in good working order with no dripping or leaks.

Chain and plug should be fitted in sink.

Splashback tiling should be present behind sink and hob, tiles should be secure and not cracked/broken, with grout free from grease.

Where tiling needs to be replaced, standardised white tiles should be used, or the nearest match to those in situ.

Worktop/sink/flooring should be sealed, and sealant should be clean.

Cooker points: Gas: clean and capped off with bayonet removed, ready for cooker to be fitted by a Gas Safe engineer.

Electric: power points supplied and clean, ready for cooker to be put in.

Where a waste disposal unit is fitted it will be in good working order.

Where an extractor fan is fitted it will be in good working order. Where no openable windows are present, mechanical ventilation must be provided. Extractor fans must be tested and left in working order, and any covers or filters cleaned or replaced as required.

The area behind the cooker space and the sink/drainage shall be tiled, all tiling and grouting will be clean and intact and free from mould.

Where the layout permits space shall be provided for a washing machine with plumbing and drainage.

There should be a minimum of two double 13A sockets above the worktop level and appropriate electrical/gas connections for appliances below worktop level.

All joints between e.g. worksurfaces and walls/floors shall be sealed with a mastic sealant.

17.BATHROOM

Bathroom door shall be fitted with a privacy lock.

WC/WHB and bath/shower unit should be disinfected and free from corrosion/scale.

WC/WHB pan/cistern should be securely fixed to the floor/wall and be free of cracks/chips.

WC/WHB/Bath/Shower wastewater should drain freely.

WC flush handle/button to be securely fitted and operational.

WC seat should be renewed or deep cleaned as reasonably practicable.

Toilet roll holder should be provided by WC.

WHB/Bath should have chain/plug fitted.

WHB/Bath taps should have Hot/Cold clearly identifiable.

WHB/Shower/Bath should have appropriate and functionable splashbacks fitted.

Where tiling needs to be replaced the nearest match to those in situ will be selected.

Tiles and grout should be clean.

WC/WHB/Shower/Bath Unit/Flooring should be sealed, and sealant should be clean.

Extractor fan should be functional and clean.

Lighting should be bulkhead design and operational.

An extractor fan, switched by the bathroom light switch, but with a separate isolator switch, shall be fitted and in good working order.

Shaver light (if applicable) should be operational.

Pull cord should be renewed where necessary.

A mirror or mirror cabinet should be provided.

18.COMPLIANCE

18.1Electrical Test:

An electrical test and inspection will be carried out by a NICEIC registered electrician. All non-compliant fittings will be removed. All deficiencies identified by the electrical test and inspection will be rectified.

Any sockets and switches which are cracked or loose from the wall will be replaced or repaired; all rooms will have either recessed, surface mounted or wall light fittings and switches in good repair with working bulbs.

The electrical test and inspection certificate together with a record of recommended works carried out will be provided to the tenant (self-contained and copy displayed in communal areas for hostels and shared accommodation).

18.2 Gas Test:

A gas safety check will be carried out on any gas appliances and pipework and a service will be carried out on any gas boiler installed within the property by a Gas-safe registered engineer.

A Safety certificate (CP12) issued by a Gas Safe registered engineer will be provided to the tenant (self-contained and copy displayed in communal areas for hostels and shared accommodation).

18.3 Water services:

The plumbing and water system will be tested to ensure that it works, and visual checks will be made to ensure there are no leaks.

A main stop valve will be provided to the water main entering the property. The main stop valve shall be in good working order. Where the main stop valve is not readily accessible isolation valves will be fitted in kitchen and bathroom.

Where cold water tanks are fitted, they will be in sound condition, clear of debris and with secure lids.

Hot water cylinders shall be free of significant corrosion, properly lagged to current standards and in sound condition.

The Property will have a user-controlled central heating system with independently controllable radiators in each habitable room plus the bathroom and kitchen.

All radiators to be in good condition and free of any significant corrosion estimated. Operating instructions for the central heating system and its controller will be delivered at handover.

Where alteration works to kitchens or bathrooms occur as part of refurbishment works prior to handover, pipework will be inspected and any dead ends or dead legs will be removed to reduce the risk of colonisation by legionella bacteria.

Plumbing and water system checks will be carried out as part of void preparation.

This includes **flushing all outlets**, running taps and showers, and cleaning showerheads to minimise the risk of **Legionella bacteria**.

Checks will cover all tanks, pipework, cylinders, stop valves, baths, showers, basins, toilets, and sinks. All systems will be tested to ensure they are in working order and free of leaks or blockages.

Cold drinking water from the mains must be available to the kitchen sink. All taps and stopcocks should operate easily. Wherever possible hot taps will be installed on the left and cold on the right to support accessibility.

18.4 Asbestos:

The property will be checked for Asbestos.

Where Asbestos has been identified this will either have been removed or made safe. A copy of the report will be provided at sign up, left in the property or on request.

19 ADAPTATIONS AND ACCESSIBILITY

Where present, adaptations and accessibility features (such as grab rails, lever taps, level access showers, or stairlifts) must be safe, clean, and in full working order. All equipment must be securely fitted and appropriate for continued use.

Adaptations must not pose a safety risk or obstruction and should be checked for signs of damage or wear. Any loose, broken, or unsafe equipment must be removed or repaired prior to handover.

Where applicable, stairlifts, hoists, or other mechanical adaptations must be serviced and safe to use, with any required certificates available on file.

20 PAT TESTING / WHITE GOODS

Where white goods are provided (such as fridges, freezers, cookers, washing machines, or dishwashers), all appliances must be clean, safe, and in full working order.

- Appliances must be PAT tested and approved before re-let.
- Any items that are missing or not functioning correctly must be replaced.

All items must be fit for use at the point of handover and meet current safety standards.

21 ENERGY PERFORMANCE

An Energy Performance Certificate (EPC) for the property will be provided at handover. The minimum rating must be **Band E**, in line with the **Energy Efficiency (Private Rented Property) Regulations 2015**, unless grant conditions (e.g. LAHF or RSAP) specify a higher standard (e.g. Band C). Where the Property is rated “D” the Landlord will evidence to the occupier at handover (for self-contained and displayed in communal parts for shared and hostel accommodations) that it has spent an amount at least equivalent to the cost cap under the 2018 Regulations on raising the energy performance of the Property.

Fire Doors and Escape Routes

Where required by fire risk assessment, **FD30-rated fire doors** must be installed on rooms opening onto shared escape routes — for example, bedrooms in hostels, kitchens in HMOs, and flats opening onto communal corridors.

These doors must include **intumescent strips, smoke seals, fire-rated hinges, and self-closing devices** (e.g. Perko-style closers).

In addition:

- All fire detection systems must be functional and tested prior to re-let
- **Emergency lighting and signage** (where required) must comply with the property's Fire Risk Assessment
- Smoke and CO alarms must be interconnected and positioned in line with current regulations

22 GARDENS (where applicable)/ EXTERIOR

Should be free of rubbish.

Any overgrown trees, plants, grass or foliage should be cut back.

Gate should be operational.

Paths/Paving should be free of trip hazards.

Footpaths, drives and concreted or gravelled areas within the boundary of the property shall be free from obstructions, weeds and trip hazards.

Sheds should be clear and in reasonable state of repair.

All rubbish left in gardens, garage and outbuildings should be removed.

Any outbuildings remaining at handover should be watertight and in structurally sound condition.

External walls of the Property will be free of graffiti.

Air bricks and vents will be free from obstruction.

Drains, gutters, downpipes and overflows will be made safe and secure, and free of leaks or blockages.

Boundaries should be safe, secure and in sound repair.

23.REVIEW

This Lettable Standard will be reviewed every 3 years or sooner if required by law, regulation, or internal review. Contractors are expected to deliver works in accordance with this standard.

Any deviation must be approved in writing by the Service Manager for Temporary Accommodation and Supply or designated Asset Management Contract Lead.