



Your guide to lettable standards



This leaflet outlines the standards LMH customers can expect when signing up for a new tenancy.

Overall standard

The overall standard of a property is very important. To ensure that our customers have a home they can take pride in, all LMH properties will be:

- in good order, clean, tidy, safe and secure
- in good repair, without any damp, mould, wet rot, timber decay or infestation

It's your choice

LMH is a customer-led organisation. We want all our homes to meet the LMH standard, so most work will be done before you move in. However if you choose to move in before some of the work has been carried out then we will respect that choice as long as all health and safety requirements are in place. We will also want to agree a time for all outstanding work to be completed.



Customers can expect that windows and the exterior of the property are in a good state. This means that:

- windows will have been cleaned on the inside
- roofs will be watertight
- gutters and downpipes will be intact with no growth
- gullies and grids will be free from any obstruction or blockage
- existing boundary fencing (where applicable) will be fit for purpose
- gardens will be tidy, clear of litter and free from rubbish

Inside

Safety, security and general appearance are all important. When a new customer enters their home for the first time we will make sure that:

- a welcome pack is available
- there is no old mail behind the door
- all gas and electric safety checks will be carried out when the supplies are live
- instructions on safety checks (electricity and gas) and how to find fuse boxes and water stop taps will be provided
- instruction will be provided for all appliances
- there will be adequate heating
- doors and windows will be watertight, secure and open and close easily
- flooring in kitchens and bathrooms will be in good condition. We will also make sure all other floors are in good condition with no loose floorboards
- there will be no leaks
- all visible plasterwork will be in good condition
- any improvements or agreed alterations carried out by previous tenants will have been checked and confirmed safe



Important - about our improvement programme

Since April 2008, LMH has been responsible for over 15,000 homes. We have made promises to complete improvements within five years to bring all those homes up to the LMH standard.

This means that within five years we will make sure that every home has safe and secure double glazed windows and doors, modern kitchens and bathrooms and energy efficient heating systems.

We will complete all home improvements within the five year investment programme by 2013.

If you are moving into a property that has not yet had improvement work done then your neighbourhood housing officer will be able to give you more information about when the work is due.

Use our website to find out more

If you have access to the internet, you can log on to www.liverpoolmutualhomes.org. As well as giving you plenty of information about LMH, the website can also tell you more about when your home is scheduled for improvements, and what those improvements will be.

It can also tell you about annual gas safety checks and when you need to allow us into your home for those to take place.





Around the home

In the kitchen

- there will be at least a sink unit, double wall unit (or equivalent) and a single or double base unit, depending on space
- all worktops and units will be clean and serviceable
- there will be (where possible) space for fridge/freezer, washer (with plumbing and drainage), cooker (with sockets and switches). In some cases it may be necessary to consider narrow appliances. Please ask for advice
- the floor or floor covering will be in good condition and washable
- gas or electricity supply will be provided for cooking



The LMH improvement standard for kitchens

If you're having a new kitchen fitted you can expect:

- a modern high quality kitchen
- a range of units, including lockable cupboards
- new worktops with plenty of workspace
- top quality vinyl floor tiles



Around the home

In the bathroom

- there will be a toilet, wash hand basin, and bath or shower
- all fittings will be clean and in a serviceable condition
- the toilet will be clean and have fresh water in the bowl
- tiles, grouting and seals will be clean and sound
- the floor or floor covering will be in good condition and washable
- plugs and chains will be in place



The LMH improvement standard for bathrooms

If you're having a new kitchen fitted you can expect:

- a new bath that uses less water and has a guarantee of 30 years
- a dual flush toilet that will save water
- a thermostatic shower over the bath
- a high quality sink with modern lever taps
- appropriate ventilation will be provided
- high-quality and stylish tiling to full height around the bath
- a towel rail
- top quality ceramic flooring

Decoration

In the bathroom

We will make sure that all walls and other relevant surfaces are in a condition suitable to be decorated if desired. In certain circumstances customers may be eligible for a decorating allowance and in exceptional circumstances LMH will carry out decorations to properties (in sheltered accommodation for example). Any good decoration will be left in place and gloss paintwork will be cleaned.

Your neighbourhood housing officer will discuss with you any decorating you wish to carry out, and whether you may be entitled to a decorating allowance.

Special requirements

Help with special equipment and adaptations will be available if required. Please ask for details from your neighbourhood housing office (see back page for details).





Satisfaction guaranteed

Once a home meets the LMH standard you will be given a signed certificate to say that is the case.

Within 4 to 6 weeks of you moving in, your neighbourhood housing officer will visit you to make sure everything is ok and discuss any problems or concerns you might have.

A customer satisfaction survey will be given to you to fill out so you can tell us about the quality of your new home and the service we have provided.

If at any time you are not happy please contact your neighbourhood housing officer (see back page for details). You can also ask for a copy of our complaints procedure.

Your guide to lettable standards - Translation, braille, audio tape and large print available on request. Call us on 0800 678 1894

Su guía de las normas de alquiler - Traducción, Braille, cinta de audio y letras más grandes disponibles a solicitud. Llámenos al 0800 678 1894. (Spanish)

Hagahaaga ku saabsan heerarka guryaha lagu kirayn karo - Turjumaad, farta braille ee dadka indhaha la', cajalad dhegeysi ah iyo far waaweyn ayaa la heli karaa marka la codsado Naga soo wac lambarka 0800 678 1894. (Somali)

Руководство о стандартах сдачи жилья вам в аренду - По вашей просьбе информация может быть предоставлена на другом языке, шрифтом Брайля, в аудиозаписи или большим шрифтом. Звоните нам по телефону 0800 678 1894. (Russian)

توص طئ ارشو لى ارب ؤقيرطو تامجرت دجوت - ؤيراجى اىل رى اى عمل اب صاخلا لى لى
مقر ىل ع انب لصتا بلطلا دن ع ؤرفاوتم ؤرى بىك تاوعو بطمو 0800 678 1894. (Arabic)

لى ام هچنان چ - دشاب اراد مرآا ى ارب دى اب لى لم مك ى طورش اب ى اى انش آ ى ارب امش ى امنهار
لى رىب فورح اى ممجرت تروص هب تااعلطانى تفاى ردى ارب دى ناوتى م دى ش اب
اب پاچ اى و ى توص راون ىور رب طبض اى (ناى انى بان صوصم)
دى هد تىس اوخر دى گرزب فورح 0800 678 1894. (Farsi)

出租标准指南 如需翻译、盲文、录音磁带和大字版本，请随时索取。请拨打 0800 678 1894 与我们联系 (Chinese)

 0300 123 2300

 0800 678 1894

 LMH CONNECT

LMH offices

All offices are open Monday to Friday, 9.00am to 5.00pm.

Please note, on Wednesday all offices are closed from 9.00am to 10.30am for staff training.

North West 3 Mark Steet, L5 0RF

North 3 Falklands Approach,
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South 4 Smithdown Place, L15 9EH

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