

NYC Tenant Scrutiny Panel – Recommendations from the Lettable Standard scrutiny 2026

Ref.	Recommendation	Response from NYC and Actions to be taken	Responsible Officer	Completion Date	Notes/Progress or Comments
R1.	Introduce the tenant scrutiny satisfaction survey to be completed as part of the three-month introductory tenancy visits to gather feedback on the condition of the property and identify any issues experienced following sign up. This survey should be returned to the tenant involvement team.	NYC accepts this recommendation. We could work with Acuity, to develop and deliver a post-sign-up survey approximately at approximately 6 weeks. The Tenant Scrutiny Panel will be involved in co-designing the survey questions to ensure tenant priorities are reflected. Survey findings will be made available for periodic review to identify trends and opportunities for service improvement.	Lorraine Larini	March 2027	
R2.	Review existing processes to ensure heating and hot water systems can be fully tested prior to a	NYC partially accepts this recommendation. Whilst gas supplies must remain capped in void properties to comply with safety	Michael Woodhouse	October 2027	

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	property being let, providing assurance that the requirement for a functioning heat source within the Lettable Standard is consistently achieved.	regulations. NYC will instruct a heating system check for properties that have been void for more than six months to provide further assurance that heating and hot water systems are operating correctly prior to letting.			
R3.	Ensure that hot water is available during the final cleaning and inspection process so that cleanliness standards can be fully assessed prior to handover.	NYC accepts this recommendation. Contractors will be instructed to utilise available hot water sources, including electric showers where fitted, when undertaking final cleaning works. The council will also strengthen quality assurance measures around final cleans and update the Lettable	Karl Hankey	September 2026	

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		Standards technical specification to include the use of toilet hygiene seals.			
R4.	Establish a programme of tenant-led inspections, with involved tenants independently auditing a representative sample of at least 10% of properties let each quarter to monitor compliance with the Lettable Standard.	NYC accepts this recommendation. The 10% figure may not be possible at times. The tenant 'inspectors' will be able to see a representative sample of properties to ensure this programme can go ahead.	Karl Hankey	October 2026	
R5.	Update the Lettable Standard to include clear specifications relating to decoration, including acceptable paint colours and finishes, to promote	NYC accepts this recommendation. The council already holds a technical specification alongside the Lettable Standard which includes requirements relating to	Karl Hankey	September 2026	

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	consistency across all properties.	decoration, paint colours and finishes. This specification, including the standard use of Gardenia paint and approved woodwork finishes, will continue to be applied consistently across all void properties. The technical specification can be shared with the Tenant Scrutiny Panel.			
R6.	Develop and provide simple, property specific guidance leaflets for all heating systems, produced by the council with tenant input ensuring these are available within the property	NYC accepts this recommendation. Work is underway to develop clear and accessible guidance materials for tenants on the operation of heating systems. This will include simple leaflets, online resources	Lorraine Larini	March 2027	

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	before new tenants moves in.	and video guides. Tenants will be involved in co-designing the materials to ensure they are practical and easy to understand.			
R7.	Provide all new tenants with clear information on the location and operation of gas, water and electricity isolation points at the start of their tenancy.	NYC accepts this recommendation. Information relating to the location of utility isolation points is already recorded within the Lettable Standard checklist provided at sign-up. Housing management teams will ensure housing officers physically identify and explain the location of gas, water and electricity isolation points during tenancy sign-up.	Carl Doolan	October 2026	This could also be picked up to be included in the work to improve the tenancy sign up pack.

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R8.	Work with relevant service areas to ensure that all properties are provided with the appropriate waste and recycling bins, suitable for the household and local collection arrangements prior to letting wherever possible.	NYC partially accepts this recommendation. Refuse and recycling bins will be emptied during the void period where possible and secured to prevent further use before a property is let. Contractors are prohibited from disposing of waste in domestic bins and any breaches will be addressed. Housing management and waste services will continue to work together to assist with the provision of missing bins wherever possible to ensure tenants have appropriate waste and recycling facilities at the start of their tenancy.	Carl Doolan	October 2026	Conversations ongoing to determine the process.