

What You Can Expect From Your New Home

We provide a moving-in pack to new tenants that has a lot of information you should find useful. When possible, we will ask you to check a property and agree any work before you accept it and we will always show you round the property after the work is finished.

Before you move into the property, we will ask you to confirm that it meets the following standards.

- All rubbish, old or unusable carpets and furniture will be removed. Floors will be thoroughly swept and cleaned.
- All inside doors will be undamaged and in working order.
- The front and back doors will have new locks and you will be given two sets of keys.
- All floors will be in good condition.
- The property will have no damp or mould problems.

Mechanical Services

- The gas will be checked and you will be given a gas safety certificate.
- The electricity will be checked and you will be given an electrical safety certificate.
- The plumbing will be checked to make sure it is working properly and that there are no leaks.

Kitchen

- Tiles will be in good condition.
- All cupboards, doors, drawers, sinks and worktops will be in good condition and clean.
- Where possible, washing machine taps and waste water pipe will be fitted.
- We will provide a gas or electric cooker point.
- We will clean and service extractor fans.

Bathroom

- The bathroom will be cleaned, will have no chips or cracks and will have plugs and chains.

- Tiles will be in good condition.
- There will be a new toilet seat.
- We will clean and service extractor fans.

Gardens

- Rubbish will be cleared and gardens will be tidy. Overgrown hedges and grass will be cut.
- Greenhouses, sheds and lean-tos will be removed, except when they are in a good and safe condition. If you want to keep these, we will ask you to sign a form taking responsibility for their upkeep.
- Paths and steps will be checked for safety.

Lofts

- Lofts will be insulated and cleared.

Warden Call Services

- If you have 'Warden Call' equipment, it will be checked.

Decoration

- Depending on the condition of the decorating, the property may be fully or partly decorated before you move in, or we may offer you a decorating allowance.

Previous Tenant Improvements

- We will leave any improvements previous tenants have made (that meet safety standards) in the property if you ask. If they are left in the property, you will be responsible for maintaining them.

After You Have Moved In

- After you have moved in, we will visit you within four weeks to see if we can help you with anything.

If you, or someone you know, would like this leaflet in another format, for example in large print, on audio CD, in Braille, or in another language, please ask a member of staff.

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