

What to expect in your new home



We are fully committed to delivering high quality services. When you move into your new home, we guarantee it will be fit to live in.

We will check to make sure the property:

- is safe and sound.
- is secure and all windows and doors shut properly and can be locked.
- is clean and free of rubbish and excess dirt. We will also remove any personal effects or furnishings left by the previous tenant, unless we have your agreement to leave them.
- is in good condition and free from damp.
- has all services working and any electrical or gas appliances and fittings are safe. We will make sure you have hot and cold water in the kitchen and bathroom, and the heating system is working.



We want you to enjoy living in your home, knowing that you, your family, friends and visitors are safe and secure.

What to expect when you move in

- The property will be clean and secure, and in a general state of good repair with full working utilities.
- All large items of rubbish that are not collectable as standard household refuse will have been removed.
- You may be entitled to help with the cost of decorating through our voucher system, depending on the size and condition of your home (based on our assessment). (See back page for rates.)

Kitchen

- The sink will be clean and free from grime.
- All taps will be clean and in good working order.
- Units and worktops will be free from grime and grease.
- Unit doors and drawers will be in good working order.
- Where new taps are required in supported housing, they should be lever taps.
- A double row of tiling will be provided above the sink unit, cooker space and all base units.

Doors and windows

- Doors and door frames will be in good order, open easily without binding against one another, and will secure the property.
- Door furniture will be working and in a good state of repair, including handles, latches and locks.
- Windows will open and close effectively and secure the property.



Flooring

- All floors will be reasonably level, clean and free from dirt, grease and plaster.
- Timber flooring will be firmly fixed and broken boards will be replaced to a safe standard.
- Chipboard flooring will be firmly fixed.
- Solid floors will be reasonably level and free from excess cracking.
- Existing floor finishes, such as vinyl tiles, will be in good order. Any damaged tiles will be replaced.
- Any dust or old foam backing left after the carpets have been removed will be cleared. Carpet which is in good condition will be left for you, if required.

Plumbing

- All pipe work will be clipped and secure.
- All service pipe work will be checked for obvious leaks.
- The main stopcock should be accessible and in working order.
- The hot water cylinder will be either pre-lagged, or have a lagging jacket fitted.
- The main water tank, central heating and expansion tank (where installed) will be properly lagged.
- The waste pipes in the kitchen and bathroom will be checked that they are free-flowing and flushed with a de-greaser if necessary.
- Redundant pipe work will be removed, and surfaces made good.
- Hot and cold water services and a suitable waste connection for a washing machine will be installed.



Paintwork

- All painted surfaces (walls, ceilings, doors and woodwork) will be in reasonable condition.
- When the property falls below this standard - if it is a general family home - we may be able to provide decorating vouchers to help you decorate those areas regarded by our surveyor as in poor condition.
- Supported or special needs properties may receive full decoration, dependant upon their condition.

Internal furnishes and finishes

- Cracks to plaster under three millimetres will not be filled, as this is usually within decorating remit.
- Large holes or damage caused by the removal of fixtures and fittings will be filled.
- Wallpaper in poor condition will be stripped ready for decoration.
- Any missing or damaged skirting board or dado rail will either be removed or matched for you to decorate.
- Polystyrene ceiling tiles will be removed.
- Ceramic tiles should be clean and free from grease or grime. Broken or missing tiles will be replaced and grouted, as required.

Gas services

- All gas services appliances will be safe and in good working order.
- Installations will have been checked by a Gas Safe registered engineer, and will be issued with the current Landlord's Safety Certificate CP12.

Heating

- All heating systems will be thermostatically-controlled where possible.
- Radiators will be free from leaks and fully functional.
- Gas fires, which are not permitted by us, will be removed as a safety precaution.

Electrical

- An electrical safety check will be carried out by a contractor approved by, or conforming to, NICEIC (National Inspection Council for Electrical Installation Contracting).
- A domestic electrical installation period inspection report will be issued for each home.
- All electrical accessories will be in safe and good working order.
- Extractor fans, if fitted, will be cleaned and in good working order.

Sanitaryware

- All sanitaryware will be in good state of repair and free from cracks (except hairline cracks).
- Toilets will be clean, disinfected and fitted with a new toilet seat.
- Toilet cisterns will be checked that they are working efficiently.
- Baths and basins will be complete with plugs and chains.
- All taps will be clean and in good working order.
- Baths and basins will have tiled perimeter splashbacks.
- Sealant around the bath and basin will be in good condition.

Outside your home

- Overgrown gardens will be cut back to a manageable level, allowing you to cultivate the ground.
- Where earth has been removed from the garden, this will be levelled ready for cultivation.
- Fish ponds will be removed and filled in level with the surrounding ground.
- All external gates will be in working order.
- TV aerials are not supplied in general family homes. However, in communal schemes, there is access to communal TV aerials.

Sheds, paths and patios

- All external timber structures will be removed unless you are willing to take full responsibility for its repair and maintenance.
- An existing patio in good order will be left for you, if you are prepared to accept responsibility for it.
- Uneven patios will be removed.



Programmed improvement works

- If some of the main fixtures and fittings are not up to our standard, we will include them in one of our improvement programmes and let you know when they will be done.
- We will only let you move into a property if these fixtures and fittings are safe to use.

Decorating voucher rates

We will inspect your new home prior to letting and, if we consider the decorations are not up to our standard, we will issue the following vouchers when you sign your tenancy:

- three bedroom home = £150 worth of vouchers.
- two bedroom home = £100 worth of vouchers.
- one bedroom home = £75 worth of vouchers.

CONTACT US

Telephone: **0800 316 0897**

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