

# Your new home Service Standard

Our empty homes standard is our guarantee that the home we offer you will be:

- Safe and all the services will be in good working order
- Secure
- Clean and in a reasonable condition.

## All our properties will have:

- The locks changed from the previous tenant
- The meter readings taken & these will be given to you
- Electrical and gas safety checks completed and the supplies will be safe and in working order. You will receive a copy of the gas safety certificate and energy performance certificate (EPC)
- Smoke detectors checked and tested or installed where no detection currently exists
- Been cleaned to a good standard including removing all protruding nails, cobwebs, drawing pins, sticky tape and blu tack from walls, cleaning electrical plug sockets, light fittings and switches, all kitchen units, work surfaces, cupboard drawers inside and out, sinks, bathroom fittings (toilet, the sink and bath/shower), bedrooms and living area, internal windows, frames and sills, all doors and door frames, radiators, skirting boards, storage cupboards, stairways and steps, tiled areas and floors.

## Inside your home, we will ensure:

- In the kitchen there will be at least an electric cooker point, a gas cooker point (where gas is to the property and plumbing for a washing machine although this can be dependent on the size of the property)
- Kitchen cupboards and drawers open and close freely, wall tiles are intact, grouted, sealed and clean
- The bathroom suite is clean and in good working order
- A new shower curtain will be fitted
- A W.C seat will be replaced if necessary
- Internal doors open and close properly
- Floors are sound and free from major defects/hazards
- The ceilings and walls are free from major visible defects
- Architraves and skirting boards are complete
- Staircases and handrails are safe
- All water appliances and systems are safe and in working order
- The roof space is clear and free of obstacles
- There is no visible damp or mould growth
- Any mobility adaptations are safe
- Vents are clear, allowing for the free flow of air, including storage heater vents
- Rooms are deodorised and air fresheners left
- Windows and doors are secure, open and close freely with glazing intact.



## Outside your home we will ensure:

- The structural fabric of the property and attached canopies and/or outhouses, including pointing and rendering are safe
- The roof, gutters and downspouts are in good order
- Drainage systems and waste pipes are in working order
- Paths and paving are swept and safe
- Any external handrails and steps are safe
- Any existing fences, walls and gates are safe
- There is no rubbish left from the previous tenant & dustbins will be empty
- Gardens will be strimmed & overgrown hedges cut back although this work may be completed after you have moved in as it is weather dependant.

## Measuring this standard

- We will publish this standard on our website
- We will give every new tenant a copy of the standard and measure their satisfaction
- We will use our resident engagement and scrutiny groups to periodically review the feedback and satisfaction of new tenants, and arrange focus groups where there are issues.

We will carry out our own sample checks of completed homes to ensure the standard is being consistently applied

If you want to get involved in any of our resident engagement activities and groups, please email [involve@togetherhousing.co.uk](mailto:involve@togetherhousing.co.uk) or visit our website to see what opportunities there are.

## Your responsibilities

- To look after your new home and return it to us in the condition you received it including removing your belongings and any rubbish
- To report repairs to us and allow us reasonable access to carry these out so we keep our homes in good condition
- Not to cause any damage to your home.

## Contact us

In the first instance, please visit our website [togetherhousing.co.uk](http://togetherhousing.co.uk) or call **0300 555 5560**

Our opening hours are 9am until 5pm Monday to Friday.

