You can expect to move into a clean property where things work as they should. This leaflet sets out the minimum standard you can expect from your new home. Your home will be safe, secure, and comply with any legal requirements before you move in.

Not all repairs will be carried out before re-letting. Some repairs may be completed once a new tenant has moved in. These will be repairs which wouldn't stop you living in the property.

This leaflet is available on request in large print. A translation service into a wide range of languages is also available. If you have any special need, please tell us so we can help you.
**Introduction**

We need to let our homes quickly and efficiently to ensure we meet housing demand and don't lose valuable rent.

We also need to ensure all properties we relet meet a consistent standard which is acceptable to any prospective tenant.

Our homes are of an age that it should be expected by incoming tenants that fixtures and fittings are in a used condition. The homes we let will have been occupied by other tenants who may have differing standards and decorative tastes.

We offer you a property that you can then make into a home you are happy and comfortable with.

**The Standard**

Your new home will

Be habitable, Safe, Secure and Weatherproof

Be clean

May still need some repairs after relet (this may not always be the case)

Pose you no health and safety risks

Have no substandard previous tenant alterations

Be of a standard which can achieve a quick re-letting

You will be given a list of all repairs which will be completed once you have moved in.

**What we will inspect, repair, renew, clean, deal with or remove before you move in**

All pipe work

All leaks and overflows

All taps and if fitted washing machine taps

All waste systems

Cisterns and storage tanks

Gas central heating system

Electrics

The cold water supply to sink basins baths and wc’s

Damp Woodworm and Infestations

Ceilings and Roofs

Internal walls

Internal floors, stairs and landings

Internal doors

External doors and windows

Smoke alarms

Previous tenant alterations

Sanitary fittings

Kitchen units

The décor

Walls fencing and gates

Paths and Gardens

Polystyrene tiles and polystyrene coving

**Kitchens**

All units will be in a useable condition

Worktops will be clean and sealed where the worktop meets the wall and around the sink

The sink will be clean and free from rust and stains

The kitchen will provide sufficient food storage and food preparation areas

Taps will be useable and marked hot or cold

There will be at least 2 rows of tiles on the walls above the sink where space allows

**Bathrooms and WC’s**

The bath will be clean and sealed where the bath edges meet the tiling on the walls

The WC will be clean, easy to flush with a seat and lid

The wash hand basin will be clean

Taps will operate easily

There will be at least 2 rows of tiles on the walls above the bath and wash hand basin where space allows

**Decoration Grant**

A decoration grant may be given for rooms which we feel do not meet a satisfactory standard in accordance with our policy, and are not given on grounds of personal taste. Decoration Grants help you pay for decoration of your choice. The Grant is intended to help with the cost but it won’t meet the full cost.

We don’t redecorate homes from top to bottom before we relet them.