# 

**Home standard**

# What you can expect when you move into our rented homes

**General property condition**

Before you move in, our trained and accredited staff will check the property to make sure it is safe, clean, secure and in a good state of repair.

We will:

* tell you about any works we’ll be carrying out after you move in and explain the choices you will have
* ensure we check the heating system thoroughly and that the property is properly ventilated and insulated
* test electrical installation and landlord appliances and give you the certificate
* test smoke and carbon monoxide detectors to make sure they work
* ensure that the electrical consumer board has a secure cover
* carry out a landlord’s gas safety check and give you a copy of the certificate
* repair any water leaks and do a visual check on the plumbing system to ensure it’s working correctly
* label the main stopcock to the incoming water main
* check the condition of any asbestos and ensure it’s safe. We’ll give you details of where the asbestos is located to the best of our knowledge
* complete an Energy Performance Assessment and give you the certificate
* make available a copy of the Fire Risk Assessment where it applies
* change the locks and give you two sets of keys and fobs if required
* confirm if there are any gifted items we expect you to take responsibility for
* take photographs to record the current condition of your new home and give you this photo inventory to keep.

**Cleaning and decorations**

Before you move in, we will:

* clean your home throughout, including sink and kitchen work surfaces and cupboards, bathroom surfaces and fittings and floors.
* make sure there is no rubbish left in the home
* make sure walls and ceiling surfaces are sound and ready for decoration
* assess the condition of the property and provide a decorating pack if we think it will help.

**In the kitchen and bathroom**

Before you move in, we will:

* assess the condition of your kitchen and bathroom and make sure they are fit for purpose
* check the WC pan, basin and bath for any significant cracks below the water line

**Other rooms in your home**

Before you move in, we will check that:

* floors and skirting boards are sound, secure and ready for floor coverings
* staircases are safe and any hand rails secure
* adaptations are safe and working properly
* we have removed polystyrene wall and/or ceiling tiles
* air vents are clear
* there’s no water penetration
* there’s no evidence of any kind of live infestation
* internal doors open and close correctly.

**The exterior and garden**

Before you move in, we’ll carry out a visual check on:

* the roof and brickwork to make sure they are wind and watertight with no major cracks
* the drains, gutter, downpipes and overflows to check there are no blockages, weeds and leaks

We will test:

* the front and rear doors to make sure they open and close easily
* the windows to make sure they are safe, secure, wind and watertight. If there are windows first floor and above, we will fit restrictors and there will be working locks on all

We will make sure that (this may be work we will carry out once you have moved in):

* gardens are free of rubbish
* we have emptied and filled in any garden ponds
* we have repaired or replaced any broken fencing depending on the type and location
* paths and paving are safe and free from trip hazards
* identify any sheds/conservatories and other structures that are in reasonable condition and gift them to you