

# General Needs Home standard

This home standard provides information about what work we have completed to ensure the home is safe, clean and secure ready for you to move in

Safety checks and work completed while void	What does this mean to you	Your responsibility
<ul style="list-style-type: none"> <li>✓ Check the heating system thoroughly</li> <li>✓ Make sure the property is properly ventilated and insulated</li> <li>✓ Complete a landlord's gas safety check and give you a copy of the certificate.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Sometimes it is difficult for us to complete gas checks if there is no credit on the meter. We work closely with an organisation to resolve this, however sometimes they need the new tenant to make the arrangements. We will not expect a tenant to move into their new home during the winter months with no heating.</li> </ul>	<ul style="list-style-type: none"> <li>• Make contact with the utility provided as soon as possible to arrange for the meter to be reset and allow West Kent to complete the gas check. If you need help to do this we can offer support.</li> <li>• Allow us access each year to complete a gas safety check of your boiler.</li> </ul>
<ul style="list-style-type: none"> <li>✓ Check an adequate extractor fan is fitted, clean and working.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Any new fans will be fitted during the first three months of your tenancy.</li> </ul>	
<ul style="list-style-type: none"> <li>✓ Test the electrical installation and landlord appliances and provide you with a certificate</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ensure the electrical wiring in the home is safe</li> </ul>	<ul style="list-style-type: none"> <li>• Allow us access every five years to complete an electrical safety check of your home.</li> </ul>
<ul style="list-style-type: none"> <li>✓ Test the smoke and carbon monoxide detectors to make sure they work and replace them if they don't.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Test the detectors to ensure they sound when activated</li> </ul>	<ul style="list-style-type: none"> <li>• Test your smoke detector on a weekly basis to ensure it still sounds.</li> </ul>
<ul style="list-style-type: none"> <li>✓ Make sure the electrical consumer board has a secure cover</li> </ul>	<ul style="list-style-type: none"> <li>▪ The consumer board is also known as the fuse box.</li> </ul>	<ul style="list-style-type: none"> <li>• If the electricity stops working, we may ask you to complete a visual check to see if a fuse has switched off in the fuse box.</li> </ul>
<ul style="list-style-type: none"> <li>✓ Fix any water leaks and complete a visual check on the plumbing system</li> </ul>	<ul style="list-style-type: none"> <li>▪ It can be difficult to ensure there are no small leaks until you have moved in and the system has been fully used. We will flush the toilet and run the taps to make sure they are working.</li> </ul>	<ul style="list-style-type: none"> <li>• Contact us quickly to report any leaks</li> </ul>
<ul style="list-style-type: none"> <li>✓ Label the main stopcock to the water main</li> </ul>	<ul style="list-style-type: none"> <li>▪ The stopcock will turn the main water supply off to your home and stop leaking water.</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure you and your family members know where the stop cock is located so it can be turned off quickly in an emergency.</li> </ul>

<ul style="list-style-type: none"> <li>✓ Check the condition of any asbestos and ensure it is safe.</li> <li>✓ Complete an Energy Performance Certificate (EPC) and give you the certificate.</li> <li>✓ Check the loft space is empty</li> <li>✓ Make sure the walls and ceiling surfaces are sound and ready for decoration</li> <li>✓ Assess the condition of the kitchen and bathroom and make sure they are fit for purpose and ready to use.</li> <li>✓ Make sure the floors and skirting boards are fitted securely and ready for floor coverings</li> <li>✓ Check that the staircases are safe and the handrails secure</li> </ul>	<ul style="list-style-type: none"> <li>▪ We will give you a report providing details of where any asbestos is located to the best of our knowledge.</li> <li>▪ An EPC provides you with information on the energy efficiency of the home. Most West Kent homes are within Band C. If your home is below this band we will review whether any planned works are needed to improve efficiency and let you know</li> <li>▪ We will only remove wallpaper if it is not fitted well. If we identify that decoration is required we will provide you with a decoration voucher so you can choose your own colours and decorate your home. If a new kitchen or bathroom is being fitted we will complete decoration in that room.</li> <li>▪ If a bathroom or kitchen needs replacement we will make sure it is in working use for you to move in and then replace within three-months from the start of your tenancy.</li> <li>▪ We are responsible for providing vinyl flooring to a kitchen, bathroom and separate toilet room. We do not fit flooring in any other room, so you will have to arrange this.</li> <li>▪ Make sure that handrails are in place to keep you safe.</li> </ul>	<ul style="list-style-type: none"> <li>• Do not make changes to the area where asbestos is located without asking us for permission first.</li> <li>• Keep your home well maintained. If you have a disability or long-term health issue that prevents you from decorating, contact us as we may be able to help.</li> <li>• Liaise with us to complete your bathroom or kitchen selection and arrange a fitting date.</li> <li>• Ask our permission if you want to fit wooden/laminate flooring. We will not allow this if you live in flat above the ground floor. If you cannot afford flooring there are some organisations where you can apply for help, if you meet the criteria. Contact us for more information.</li> <li>• If we identify that you have removed a handrail we will ask you to refit it or fit it ourselves and may charge you the cost.</li> </ul>
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<ul style="list-style-type: none"> <li>✓ Make sure any adaptations are safe and working properly</li> <li>✓ Remove any polystyrene wall, ceiling and coving tiles</li> </ul>	<ul style="list-style-type: none"> <li>▪ We always try to allocate our homes to the right person. Some of our homes maybe let with an adaptation like a flush floor shower (FFS) to someone that does not need it. We will not replace the FFS if it is in working order.</li> </ul>	
<b>Outside</b>	<b>What does this mean to you</b>	<b>Your responsibility</b>
<ul style="list-style-type: none"> <li>✓ Complete a visual check of the roof and brickwork to make sure they are secure</li> <li>✓ The drains, gutter, downpipes and overflows will be checked for blockages.</li> <li>✓ The windows to make sure they are safe and secure</li> <li>✓ Change the locks to the front and back doors and make sure they open and close easily and there are secure seals and draft excluders in place</li> <li>✓ Any rubbish in the garden is removed</li> <li>✓ If there are any large trees in the garden we will ask for them to be cut back or removed</li> <li>✓ Garden ponds will be filled in</li> <li>✓ Broken fencing will be made safe during the void. If further work is required, it will be completed during occupation.</li> </ul>	<ul style="list-style-type: none"> <li>▪ It can be difficult to assess there are no leaks from the roof or brickwork or blockages in the downpipes etc and leaks in the windows until there is a period of bad weather.</li> <li>▪ If window replacement is required we will make sure the windows are safe and secure and complete any replacement within the first three months of your tenancy start date.</li> <li>▪ If a front or back door needs replacement it will be completed in occupation within three-months of your tenancy start date. We will always make sure the door is lockable.</li> <li>▪ Overgrown gardens will be cut back, this may take place in occupation and other work maybe discovered after completion.</li> <li>▪ Our contractors will complete this work whilst you are living in the property, rather than before you move in.</li> <li>▪ Fencing will be repaired/replaced within three-months of your tenancy start date.</li> </ul>	<ul style="list-style-type: none"> <li>• Report to us as quickly as possible if a leak or blockage is identified.</li> <li>• Do not allow children to play in overgrown areas until we have cleared the area as there may be glass or bricks hidden in the overgrowth.</li> <li>• Trees can be expensive to maintain, make sure you maintain regularly and do not let them grow out of control.</li> </ul>

<ul style="list-style-type: none"> <li>✓ Paths and paving are safe and free from trip hazards.</li> <li>✓ Identify any sheds/conservatories and other structures that are in reasonable condition and gift them to you.</li> </ul>	<ul style="list-style-type: none"> <li>▪ We may complete a temporary repair to the pathways to allow you to move in and then complete full repairs during occupation.</li> <li>▪ If you do not want the gifted items we will arrange to remove them within three-months of your tenancy start date.</li> </ul>	<ul style="list-style-type: none"> <li>• You must ask our permission to fit any outside structure, including a garden shed. If you erect a shed to close your home we will ask you to relocate it at your own cost.</li> </ul>
<b>Cleaning during the void</b>	<b>What does this mean to you</b>	<b>Your responsibility</b>
<ul style="list-style-type: none"> <li>✓ Remove all rubbish left in the home</li> <li>✓ Clean the property throughout after all void works are completed.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Sometimes a skip maybe outside when you view the property. We will ensure it is removed before you move in.</li> <li>▪ The property will have a basic clean of areas such as work surfaces, floors and taps etc</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure you keep your home clean and tidy and free from clutter so we can complete our essential health and safety checks. There is support available if you ever feel that you are unable to cope with managing your home.</li> </ul>

<b>During sign up we will</b>	<b>What does this mean to you</b>	<b>Your responsibility</b>
<ul style="list-style-type: none"> <li>✓ Show you where the fire notices are located in any communal area</li> <li>✓ Confirm if there are any gifted items – items that have been left behind by the former tenant that you may find beneficial to keep</li> <li>✓ Take photographs to record the condition of the home before you moved in.</li> </ul>	<ul style="list-style-type: none"> <li>▪ If your home is in a block of flats we will identify the fire safety notice in the communal hallway.</li> <li>▪ If you do not want to keep the gifted item we will remove it within three-months of your tenancy start date.</li> <li>▪ We will email you a copy of the photos</li> </ul>	<ul style="list-style-type: none"> <li>• It is important that you read and understand the fire notice information to stay safe.</li> <li>• If you move out of your home we expect it to be in the same condition as identified in the photos when you moved in.</li> </ul>