

Temporary and Supported 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 for you	Your responsibility
<ul style="list-style-type: none"> ✓ Check the heating system thoroughly ✓ Make sure the property is properly ventilated and insulated ✓ Complete a landlord's gas safety check and give you a copy of the certificate. 	<ul style="list-style-type: none"> ▪ 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. 	<ul style="list-style-type: none"> • 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. • Allow us access each year to complete a gas safety check of your boiler or to complete servicing of electric heating.
<ul style="list-style-type: none"> ✓ Check an adequate extractor fan is fitted, clean and working 	<ul style="list-style-type: none"> ▪ Any new fans will be fitted during the first three months of your tenancy. 	
<ul style="list-style-type: none"> ✓ Test the electrical installation and landlord appliances and provide you with a certificate 	<ul style="list-style-type: none"> ▪ Ensure the electrical wiring in the home is safe 	<ul style="list-style-type: none"> • Allow us access every five years to complete an electrical safety check of your home.
<ul style="list-style-type: none"> ✓ Complete PACT testing of any white goods provided 	<ul style="list-style-type: none"> ▪ We usually provide a cooker, fridge and washing machine in our temporary or supported housing. A PACT test ensures that it is safe to turn on, however it does not always identify whether it is working correctly. If an appliance is not working correctly when you move in, we will replace it as soon as possible. 	<ul style="list-style-type: none"> • Keep any appliances clean and report any repairs as quickly as possible
<ul style="list-style-type: none"> ✓ Test the smoke and carbon monoxide detectors to make sure they work and replace them if they don't. 	<ul style="list-style-type: none"> ▪ We will test the detectors to ensure they sound when activated 	<ul style="list-style-type: none"> • Test your smoke detector on a weekly basis to ensure it still sounds and allow us access to complete checks when requested.

<ul style="list-style-type: none"> ✓ Make sure the electrical consumer board has a secure cover ✓ Fix any water leaks and complete a visual check on plumbing system ✓ Label the main stopcock to the water main ✓ Check the condition of any asbestos and ensure it is safe. ✓ Complete an Energy Performance Certificate (EPC) and give you the certificate. ✓ Check the loft space is empty ✓ Make sure the walls and ceiling surfaces are decorated ✓ Ensure blinds or curtains are fitted to all windows ✓ Assess the condition of the kitchen and bathroom and make sure they are fit for purpose and ready to use 	<ul style="list-style-type: none"> ▪ The consumer board is also known as the fuse box. ▪ It can be difficult to ensure there are no small leaks until you have moved in and have the system have been fully used. We will flush the toilet and run the taps to make sure they are working. ▪ The stopcock will turn the main water supply off to your home and stop a leaking water. ▪ We will give you a report providing details of where any asbestos is located to the best of our knowledge. ▪ 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 ▪ We will decorate the home throughout with either white or magnolia paint. If a previous tenant has fitted wallpaper we will only remove it if it is not fitted well. ▪ 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. 	<ul style="list-style-type: none"> • If the electricity stops working, we may ask you to complete a visual check of the fuse box. • Contact us quickly to report any leaks • Make sure you and your family members know where the stop cock is located so it can be turned off quickly in an emergency. • Do not make changes to the area where asbestos is located without asking us for permission first. ▪ Keep your home well maintained. If you have a disability or long-term health issue that prevents you from doing this this, contact us as we may be able to help. • Keep the curtains and blinds in good condition and report any repairs • Liaise with us to arrange access for the kitchen or bathroom replacement.
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<ul style="list-style-type: none"> ✓ Make sure the floors and skirting boards are fitted securely and floor coverings are fitted throughout the home. ✓ Check that that staircases are safe and the handrails are secure ✓ Make sure any adaptations are safe and working properly 	<ul style="list-style-type: none"> ▪ We will provide vinyl flooring to a kitchen, bathroom, lounge and separate toilet room. For all other rooms we will provide carpets tiles. ▪ Make sure that handrails are in place to keep you safe. ▪ We will 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. 	<ul style="list-style-type: none"> • Keep the flooring in good condition and report any repairs. • 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.
Outside	What does this mean for you	Your responsibility
<ul style="list-style-type: none"> ✓ Complete a visual check of the roof and brickwork to make sure they are secure ✓ The drains, gutter, downpipes and overflows will be checked for blockages. ✓ The windows to make sure they are safe and secure ✓ Replace the locks to the front and back doors, check they open and close easily and there are secure seals and draft excluders in place. ✓ Any rubbish in the garden is removed ✓ If there are any large trees in the garden we will cut them back. 	<ul style="list-style-type: none"> ▪ 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. ▪ 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. ▪ We will provide you with two keys for a front and back door and two fobs for any communal entrance door. ▪ If a front or back door needs replacement it will be completed in occupation within three-months of your tenancy start date. ▪ Overgrown gardens will be cut back, this may take place after your tenancy has started and other work maybe discovered after completion. Do not allow children to play in overgrown areas until we have cleared the area. 	<ul style="list-style-type: none"> • Report to us as quickly as possible if a leak or blockage is identified. • You must ask our permission to fit any outside structure, including a garden shed. You must not erect a shed within two meters of any building. • If you have your own garden you need to maintain the grass, hedges and weeding. Any large trees will be managed by West Kent, however you need to let us know if it is overgrowing.

<ul style="list-style-type: none"> ✓ Broken fencing will be made safe during the void. If further work is required, it will be completed during occupation. ✓ Paths and paving are safe and free from trip hazards. 	<ul style="list-style-type: none"> ▪ Fencing will be repaired/replaced within three-months of your tenancy start date. ▪ We may complete a temporary repair to the pathways to allow you to move in and then complete full repairs during occupation. 	
Cleaning during the void	What does this mean to you	Your responsibility
<ul style="list-style-type: none"> ✓ Remove all rubbish left in the home ✓ Clean the property throughout after all void works are completed. 	<ul style="list-style-type: none"> ▪ Sometimes a skip maybe outside when you view the property. We will ensure it is removed before you move in. ▪ The property will have a basic clean of areas such as work surfaces, floors and taps etc. We will also clean any appliance that has been provided with the home. 	<ul style="list-style-type: none"> • 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.

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