

## Extra Care Home standard

### Whiteoak Court (WOC), Hollybush Court (HBC) and Montgomery Court (MC)

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 and make sure it is in good working order</li> <li>✓ Make sure the property is properly ventilated and insulated</li> <li>✓ Test the electrical installation and landlord appliances and provide you with a certificate</li> </ul>	<ul style="list-style-type: none"> <li>▪ We will check the storage heating is working and safe</li> <li>▪ <b>WOC and HBC</b> – have electric storage heating in individual homes</li> <li>▪ <b>MC</b> – has gas central heating in individual homes that is provided by a communal boiler</li> </ul>	<ul style="list-style-type: none"> <li>• Report any repairs promptly.</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>• Allow us access when required to test your detector.</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>• Allow us access every five years to complete an electrical safety check of your home.</li> </ul>
<ul style="list-style-type: none"> <li>✓ Make sure the electrical consumer board has a secure cover and the electrical wiring in your home is safe</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>• Contact us quickly to report any leaks</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>• 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>✓ 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>✓ 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>✓ 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, skirting boards and floor coverings are securely fitted</li> <li>✓ Change the locks to the front door and make sure it opens and closes easily and there are secure seals and draft excluders in place</li> <li>✓ The windows to make sure they are safe and secure</li> <li>✓ Make sure any sole garden is safe and tidy</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>▪ 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 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> <li>▪ We are responsible for providing vinyl flooring to a kitchen, bathroom and separate toilet room. Carpet will be fitted to the lounge, hall and bedroom and will be gifted to you.</li> <li>▪ Provide you with two front door keys and two fobs to the main communal door</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>▪ <b>WOC</b> – some homes have a patio area outside</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>• Liaise with us to complete your bathroom or kitchen selection and arrange a fitting date.</li> <li>• Keep the flooring in good condition and report any repairs quickly.</li> <li>• Keep the patio area maintained</li> </ul>
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<b>Cleaning and decoration</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 and vacuum the whole property thoroughly</li> <li>✓ Make sure decoration is in good condition</li> </ul>	<ul style="list-style-type: none"> <li>▪ All surface, floor and taps will be washed and floor vacuumed</li> <li>▪ The home is normally painted white throughout, we will touch up or repaint where needed</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>▪ We will make sure you understand what to do if the fire alarm sounds in your home or throughout the scheme.</li> <li>▪ If you do not want to keep the gifted item we will remove them.</li> <li>▪ We will email you a copy of the photos</li> </ul>	<ul style="list-style-type: none"> <li>• Follow the guidelines on the notices if there is an emergency.</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>