



Fact Sheet

Property standards

Your guide

Introduction

First impressions are important – we aim to make sure that your new home is safe, clean and in good condition for you to move in to.

This fact sheet has been prepared so that you can be sure of the standards to expect when you move in to your new home. It lists the fixtures and fittings you can expect to find in your new home, what condition you can expect them to be in and what repairs we might not do until you move in.

You will find a list of contact details at the end of the fact sheet.

Before you move in

Mains and services

- We will show you where to find the water stop tap; electricity/gas meters and gas tap.

Doors and windows

- For your added security, locks to front and back doors will have been changed (except in sheltered housing). All fitted locks will be in good working order. Outhouse doors will be fitted with either a lock or latch.
- Keys or door entry fobs will be supplied for communal entrances, letterboxes and meter cupboards where required (not meter cabinets).
- All windows and doors will be in full working order and will have complete window or door furniture, glazing and beading.

Gas, electricity, heating and water

- Gas installations in the property will be checked and certified. We will give you a copy of the certificate.
- Solid fuel appliances will be checked, serviced and chimneys will be swept. We will give you a copy of the certificate.
- Electrical circuits will be checked and tested. Damaged sockets, ceiling roses or pendants will be replaced. We will give you a copy of the certificate.
- The heating system will be in safe working order and the hot water tank will be insulated.

Kitchens

- Kitchen units will comprise of at least a sink unit with a draining board, one double base unit and one double wall unit.

Cupboards will be securely fixed and cupboard doors will be secure.

- There should be space for two of your appliances, i.e. a cooker or a fridge. Cookers belonging to former tenants will have been removed.

Please note that you will need to check that there is a gas or electricity supply to match your own cooker.

- Domestic plumbing fixtures and fittings will be in good working order.
- Valves and waste for an automatic washing machine will be in place if there is sufficient space.
- There will be at least one row of tiles above work surfaces (except where windows etc are in the way).

Bathrooms

- Your home will have a bath or shower, a wash hand basin and a toilet. All will be in working condition. Baths and sinks will have fitted plugs and chains.
- The bath or shower and wash hand basin will have watertight seals and will have tiled splash backs of at least two rows, and baths will have panels fitted.
- The bath, toilet and sink will be clean and the toilet seat(s) will be fixed in place and have a 'cleaned' seal.
- A water saving device will be installed in toilet cisterns - in the absence of existing low use water cisterns.

Ceilings, walls and floors

- Ceilings will be sound and free from polystyrene tiles.
- Disturbance of papered finishes will be covered under the decoration allowance/decoration package.
- Floors, stairs and stair handrails will be safe and secure. Any existing floor tiling will be complete and matched wherever possible.

Cleaning

- All new tenants will have the choice of a builders clean with a move in week rent credited against the rent account or a final clean. (If a tenant has not been matched at the time the dwelling is being prepared, we will default to a builders clean. An explanation of the two types of cleans takes place during the viewing and sign up process.)

Decoration

- Any textured coatings (artex) left in the property will be of a professional standard.
- Architraves and skirting will be complete.
- If you are entitled to decoration vouchers or paint package, we will discuss this with you.

General

- Airing cupboards and pantries will have shelving fitted.
- Battery operated smoke detectors will have new batteries fitted.

- The Empty Homes Team will fit 10 year battery life smoke detectors where none exist.
- Existing extractor fans will be in good working order.
- There will be air fresheners in your new home.
- All new tenancies will receive four energy efficient light bulbs free of charge.

Outside

- The gardens and outside spaces will be free from all rubbish, unsafe sheds, greenhouses or other structures.
- Gardens will be tidied with overgrown hedges/grass cut and the garden areas will be free from rubbish.
- Clothes posts fitted in enclosed gardens.
- Drain pipes and guttering will be in good working order and free from blockages.
- Roofs will be in watertight condition.
- Garden paths will be cleared of weeds and be sound and safe.
- Wheelie bins will be emptied.
- Coal stores will be emptied.
- If the property has a gate, it will be in good working order.

When you move in

To welcome you to your new home, we will leave you a 'welcome bowl' with a selection of things we hope you will find useful.

If required, we will arrange for a heating engineer to visit you and explain the operation of the heating system (gas, electric, solid fuel or district heating). Where your heating is run by gas, our gas engineer will need to visit to uncup and when you move in commission your heating system.

Operating instructions for heating appliances will be given to you.

During the winter months we drain down all water systems to prevent freezing. If you move in these months we will need to charge up the water system. We will arrange for a plumber to be at the property on the day you move in.

After you move in

Any additional repairs identified when you view the property or after you move in will be agreed and we will give you an appointment date and time, am or pm, for these to be completed.

All non-urgent repairs will be completed within 28 days.

We will call and see you within four weeks of you moving in to make sure you have settled in to your new home. We will try to resolve any outstanding issues you may have and will ask for your opinion on the standard of the property.

Who should I contact?

For the first four weeks of your tenancy, our Empty Homes Team will deal with your repairs. Please call 01709 861295 to arrange an appointment for work to be completed.

After the four week period, you should report any repairs through our Repairs Contact Centre on freephone 0808 126 3123.

Customer care

As part of our commitment to customer care, all our staff are asked to wear identification badges at all times and are expected to be polite and considerate.

We monitor performance by carrying out surveys on a regular basis. The responses you give help us to make sure that we are providing the services you really need.

Local offices

Adwick Town Hall 01302 734145

Adwick, Arksey, Askern, Bentley, Braithwaite, Burghwallis, Campsall, Carcroft, Clayton & Frickley, Cusworth, Highfields, Marr, Moss, Norton, Scawsby, Scawthorpe, Skelbrooke, Skellow, Toll Bar, Woodlands

Conisbrough Office 01302 736528

Balby, Hexthorpe, Sprotborough, Edlington, Warmsworth, Conisbrough, Denaby, Adwick-upon-Deerne, Mexborough

Council House 01302 862298

Intake, Clay Lane, Wheatley, Town Centre

Rossington Office 01302 734196

Auckley, Austerfield, Blaxton, Branton, Cantley, Finningley, Stainton, Wadworth, Bawtry, Braithwell, Rossington, Tickhill

Sandbeck Office 01302 736734

Hyde Park, Town Centre

Stainforth Office 01302 734102

Barnby Dun, Dunscroft, Fishlake, Hatfield, Kirk Sandall, Stainforth, Sykehouse

Thorne Office 01302 735831

Armthorpe, Edenthorpe, Moorends, Thorne



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