









Our moving offer and standards

We recognise that moving home is one of life's major events. Our moving offer and standards outline how we'll work to make moving into one of our rental homes as effortless as we can, how we'll make your home a warm, safe, secure and comfortable place to live in and the level of service to expect from us.

Renting a home

We will....

- 
 be open and honest about the costs involved in renting one of our homes, including any advanced payments and service charges.
- 
 give you the opportunity to view your future home before you decide if it's the right home for you.
- 
 keep you informed about the progress of your home, letting you know your moving in date at the earliest opportunity.
- 
 ensure your home is **safe**, by;
 - carrying out electrical and gas safety checks (including testing smoke alarms and carbon monoxide detectors)
 - undertaking an asbestos check (making safe any damaged asbestos material or removing it)
 - completing a visual structural check (removing or repairing any unsafe structures)
 - carrying out water quality checks and treatments (if your home has been empty for a long time)
 - checking that flats that open into a communal area have a fire rated door
- 
 ensure your home is **secure** by;
 - checking doors and windows are working correctly
 - changing external door locks (*if there has been a previous occupant*)
 - providing fencing along any boundaries with public footpaths or highways
- 
 ensure your home is **clean** by;
 - clearing your home (including gardens) of all rubbish and debris
 - cleaning inside your home
 - cleaning and vacuuming carpets (removing these if they are unable to be cleaned)

- treating any areas of mould growth



ensure your home is **warm** by;

- making sure your home has adequate and appropriate methods of heating
- any previous meter debt is cleared
- carrying out an energy performance assessment



ensure your home is in good repair by checking all the key parts of the property, making sure these are useable/in working order, completing any repairs we find and giving you surfaces you can easily decorate.



contact you within the first 6 weeks of you moving into your home (*if you are a first time VIVID customer*), checking in on how you're settling in and answer any questions you may have.

Swapping or moving home

We will....



support you if you're a social rented customer looking to swap home by providing you free access to HomeSwapper, the national mutual exchange service.



keep you informed about the progress of your swap application, providing you with a decision within 42 days.



ensure your home is safe to swap by carrying out gas and electrical checks prior to a swap.

support you if you're a social rented customer looking to:



- downsize or move to specialist housing,
- move due to an urgent need or risk (*in accordance with our Management Moves Procedure*)
- move (either temporarily or permanently) due to your home needing major repair or is due for disposal.

Moving out of one of our homes

We will....



provide a range of ways to let us know if you wish to end your tenancy and let you know when you would need to return your keys, how you would need to leave your home and any money owed.



arrange and carry out an inspection of your home before you move out, informing you of any repairs that you have to carry out before you move out and the amount you will be recharged if you do not carry out this work

We know we've been successful in delivering our offer and standards when....



you are consistently rating your moving in experience 8 or above out of 10.