



Empty Homes

## General Needs Moving In Standard

### Our promise to you

So that your new home is ready for you to move into we'll make sure it is clean, safe, and secure.

#### **What will we do outside?**

We'll leave the outside of your home in a manageable condition ready for you to make your own.

- ✓ We'll make sure that your new home has no structural problems that could cause a health and safety risk.
- ✓ We'll treat any rising or penetrating damp.
- ✓ We'll make sure that there are no fishponds or greenhouses in the garden.
- ✓ We'll remove structure such as garages and sheds which we believe are unsafe, but we'll gift you any items we believe can be left.
- ✓ We'll make sure that any paths which lead to your home are in a satisfactory condition and that you have safe access to all external doors. If we need to do this work after you have moved in, we'll let you know in advance.
- ✓ Where a shed is gifted, we'll make sure it has a working lock and will provide 1 key.
- ✓ We'll make sure that where your rear garden borders a public footpath or highway, that you have a wooden fence.
- ✓ We're not responsible for replacing fencing between properties. However, if there is already a fence in place, we'll make sure that it is left in a safe condition. We'll only replace your garden gate where it makes up part of the boundary to a public footpath or highway.
- ✓ We'll make sure that your garden is in a manageable condition when you get the keys. Depending on the time of year you move in, we may not be able to prune or cut trees, shrubs, or hedges.
- ✓ We'll leave all trees in your garden, unless they are dead, dying, or diseased.

Sometimes we may not be able to do the garden works before you move in. This may be due to materials, the weather or having enough people to do it in time. If this happens, we'll give you a call as soon as we can to book the work in.

#### **Electricity**

We always carry out an electrical test before you move in, and you'll get a copy of this. We'll make sure that;

- ✓ All of the electrical fittings have been tested by a NICEIC approved electrician and are left safe.
- ✓ All appliance manuals are given to you if we have them. But you can usually find these online if we haven't been able to give them to you.
- ✓ Any communal aerials are left.
- ✓ You'll have at least one battery operated smoke or heat detector on each floor of your home.

- ✓ All of the pull cords have been replaced. These are usually in your kitchen and bathroom.
- ✓ Any very dirty switches and sockets will have been cleaned or replaced.
- ✓ We don't leave any electrical fireplaces in the property. We'll also remove the surround and hearth.

We don't provide, fix, or replace television aerials or telephone ports.

## Gas

If you have a gas supply in your home one of our certified Gas Safe Engineers will carry out a gas test before you move in, and you'll get a copy of the Landlord Gas Safety Record. We'll also make sure that;

- ✓ They have checked your home has a working heating system. To make using your heating easier when you move in.
- ✓ You have either a gas or electric cooker point in your kitchen.
- ✓ Any gas fires have been capped as close to floor level as possible and appliances removed.
- ✓ You have a fitted, working, and tested carbon monoxide detector and smoke alarms.

## Water

We may turn the water off in your property before you move in. If this happens you can turn it back on by locating the stopcock and turning the handle. We'll make sure that you have;

- ✓ Hot and cold water to the kitchen, internal WCs (where space allows), and to the bathroom.
- ✓ That all stopcocks in the property are left working. You'll be shown where these are when you view your home.

## Bathrooms

Our bathrooms will always have a basin, toilet and bath or shower. Sometimes there is a separate WC with its own door. If this is the case, then there won't be another toilet in the bathroom. We'll make sure that;

- ✓ Everything is left working and in good order. We'll replace toilets seats if they are damaged or missing and all bathrooms or WCs without windows will have a working extractor fan.
- ✓ Your bath will have at least 2 rows of tiles, and that your basins will have at least 1 row of tiles. These may not match, but they will be free from cracks.
- ✓ Your bath or shower will have a waterproof silicone seal where they meet the wall.
- ✓ Your bathroom flooring will be a slip resistant sheet vinyl.
- ✓ If there is a shower, you'll be given a new shower head.
- ✓ All basins and baths have a plug.
- ✓ Your bathroom or toilet door will have a privacy lock.
- ✓ If you have a wall-mounted shower in your home, there will be shower curtain pole or rail ready for you to fit your own shower curtain.
- ✓ If there's a shower screen left by a previous tenant, this will be gifted to you, but we won't replace it in the future.

Sometimes a bathroom may need replacing due to its being in poor condition. If this happens, we'll ask our Planned Kitchen and Bathroom Team to assess it. This might happen after you have moved in, but you will be told about this before you get your keys.

## Kitchens

Our kitchens come in various sizes, but we will always try and fit in 1 double base cupboard, 1 double wall cupboard, 1 sink top with a cupboard underneath and 1 double worktop. Sometimes there isn't enough space, and we might not be able to fit it all in, but you will be able to have a look when you view your new home.

We'll make sure that;

- ✓ Your kitchen has either a gas or electric cooker point. Sometimes you may have both.
- ✓ All of your kitchen units, fittings and work surfaces are in good and hygienic condition.
- ✓ There is a minimum space of 625mm for your cooker, washing machine and fridge as long as there is space to do so.
- ✓ As long as there's space, we'll fit pipes so you can plumb in a washing machine.
- ✓ Your sink and cooker spaces will have at least 2 rows of tiles or an upstand and that they have no cracks.
- ✓ All of your work surfaces and base cupboards will have a waterproof seal where they meet the wall.
- ✓ Your floor will be covered with slip resistant sheet vinyl.
- ✓ All repairs are completed, but they may not match the existing doors, drawers, or surfaces.

Sometimes a kitchen may need replacing due to being in poor condition. If we don't think the kitchen meets our standards, we'll ask our Planned Kitchen and Bathroom Team to take a look. This might happen after you've moved in, but you'll be told about this before you get your keys.

## Internal walls, ceilings, floors, and doors

Your home will be ready for you to decorate when you move in. We'll make sure that;

- ✓ The plaster will be in good condition and ready for decoration.
- ✓ We've left wallpaper which is in good condition on the walls. If you decide to strip the wallpaper and the plaster underneath is not in good condition, our Repairs Team will come and take a look. You'll need to report this to the Repairs Team.
- ✓ Any Artex on the walls that has peaks above 6mm is removed.
- ✓ We'll remove all polystyrene tiles, coving and ceiling roses.
- ✓ Your home won't have any mould, graffiti, or offensive symbols.
- ✓ We have removed all fireplaces, surrounds and hearths.
- ✓ All of your flooring will be in good condition and ready to lay carpet to all living areas.

We don't normally decorate, but we'll always give you surfaces you can easily decorate on. For example, you won't need to fill large holes in the walls, but you will need to fill any small cracks before you start.

Where a home is particularly in need of decoration, we may offer decoration vouchers. This is at the discretion of the Empty Homes Manager in exceptional circumstances.

## Windows and Doors

We'll make sure that the windows and doors in your new home are safe and secure. This means;

- ✓ That all of your external doors will be fitted with one working lock, and you'll be given at least 2 keys for each external door. We'll always change the locks between tenants on doors to your home.
- ✓ If you live in a flat that opens into a communal area it will have a fire rated door.
- ✓ All of your internal doors, window frames and related woodwork will be in a suitable condition for decoration and have working handles. If your home had an internal door with glass in, we'll replace it with a flush door.
- ✓ We'll check all glass to make sure it meets current safety standards. Unsafe glass will either be replaced or covered with window film. This might happen after you've been given your keys. If this is the case, you'll be told before you move in.
- ✓ We'll make sure that all windows all work and that those on the first floor or above have working window restrictors.
- ✓ We only provide window keys if they have been left by the last tenant. Sometime none are left, and we won't order new ones, but we will leave your windows unlocked so you can use them.
- ✓ If your home has windows which are blown (that cloudy effect) we won't replace them. However, if there are more than three, we'll ask our Windows and Doors Replacement Team to take a look. This might happen after you've moved in, and it doesn't guarantee a replacement. If we do this, you'll be told when you move in.

## Stairs and Curtain Battens

We'll make sure that all stairs in your new home will have at least a single banister running the length of the stairs. If your home has balustrades, these will be at least 900mm high and there won't be wide gaps left. We'll check the stairs for loose or uneven treads, and all hazards will be removed.

If your new home already has curtain battens in place we will leave them for you, but we don't add new ones.

## Cleaning and rubbish

We'll make sure that your new home doesn't have any of the previous customers furniture, rubbish, or personal items in it and that we remove all of our rubbish. This includes from the loft.

We use a contractor to clean your new home when we have finished our work. They will;

- ✓ Clean all woodwork, including the stairs, bannisters, skirting boards, doors, and door frames.
- ✓ Make sure the bath, toilet and basin are clean, disinfected and that any limescale is removed where possible. A clean of all other areas as well as making sure the floor is clean.
- ✓ Make sure the kitchen is clean, all units, work surfaces and flooring are clean. Throughout the rest of your home any carpets will be vacuumed, windows and frames will be cleaned inside.

## **Disabled Adaptations**

Disabled adaptations are assessed to suit the requirements of the individual. Because your requirements may not be the same as the previous customer, we have to remove all stairlifts and other adaptations.

We won't however change an adapted kitchen or wet room unless they are due to be replaced. If they are due to be replaced this might happen after you have moved in. If this is the case, you will be told before you move.

Most adaptations come via a written recommendation from an Occupational Therapist. This can take quite a while so usually adaptations are carried out after you've moved in. Where a recommendation or request comes in before you move in, we will refer to our Adaptations Policy 2020-21.

Any grant funded works, will be done once you've signed your tenancy and not by the Empty Homes Team.

We'll leave ramps and level access in place, unless they are not in a good condition. We'll do this because they aren't bespoke to the customer.

## **Gifted items**

If the previous customer has left flooring, curtains, curtain poles, blinds, sheds, or other fittings that we believe are in good condition we will be gift these to you. You'll be asked to sign for these when you move in and be expected to remove them when you leave. It means we won't repair, replace, or remove these on your behalf.

# Empty Homes Market Rental & Temporary Accommodation Moving In Standard

Our Empty Homes Standard for Market Rental and Temporary Accommodation properties is broadly the same as our General Needs Standard, but with some variations. The next few pages explain the additional information you need to know about your home.

## What are the differences?

The differences between our general needs standard and our market rental and temporary accommodation homes include, decoration, flooring and appliances.

### Decoration

Our market rental and temporary accommodation homes will all be let in good decorative order. This means that where needed we will decorate all rooms in your home we will do. But if they don't need full redecoration then we will just touch up areas of wear and tear.

### Flooring

We're committed to providing flooring in all of our market rental and temporary accommodation homes. This means we'll fit a carpets, vinyl or acoustic vinyl flooring throughout.

The kitchen and bathroom will have a non-slip vinyl flooring just like our general needs properties.

We won't always replace carpets between customers. But if they need cleaning, we'll make sure that is done.

### Appliances

All of our Market Rental homes come with some appliances. These vary between schemes but will include a cooker, fridge freezer and washing machine as standard. Some builds also have dishwashers and tumble driers.

Where appliances are available, we'll make sure they are clean and in good condition.

Some of our temporary accommodation homes also come with some appliances, whilst others do not. Where a home does have an appliance, we'll make sure it's clean and in good working condition.

We won't fit appliances to homes which do not have them, but a referral can be made to our Tenancy Support Teams who may be able to support you.