

What you can expect from your new home



01225 715715

www.selwoodhousing.com

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We worked with our repairs and maintenance focus group and Selwood Tenants' Voice to come up with a set of standards so you know what to expect when you move into your new home.

We also have a group of tenant volunteers called 'void inspectors' who work with our surveyors to check some of the work we've done to empty properties to make sure we're meeting these standards. But if you feel that your home isn't up to standard, please call us on 01225 715715, and a surveyor will inspect it and arrange to put things right.



One of our void inspectors visiting an empty property to make sure that everything meets our standards.

Clearance and cleaning

We will:

- ✓ remove all cobwebs, nails, pins, tape, blue tack and the like from walls
- ✓ clean electrical fittings
- ✓ clean kitchen units and worktops inside and out
- ✓ clean all bathroom fittings, such as toilets, baths and basins
- ✓ wash down all internal woodwork, such as doors, door frames, windows and skirting boards
- ✓ sweep all floors (including floors in storage cupboards) and stairs
- ✓ clean all tiled surfaces
- ✓ leave a welcome pack in the kitchen
- ✓ make sure cleaning leaves no marks, streaks or residue and is left dry
- ✓ remove all packing and wrapping materials from new fittings and materials
- ✓ remove shower curtains left by the previous tenant
- ✓ remove all items left by the previous tenant, including rubbish, fittings and fixtures, furniture, carpets and curtains.

Decoration

We will:

- ✓ deem existing decorations acceptable if they are in a good state of repair and are expected to last for six months before redecoration becomes necessary
- ✓ consider minor indentations, holes and cracks that can be easily filled acceptable. All visible surfaces to timber and metal work shall be clean and free from damage
- ✓ prepare and clean affected surfaces to a standard that allows straightforward redecoration by the incoming tenant if decorations are unacceptable
- ✓ consider undertaking redecoration if the tenant is elderly or vulnerable and has no sources of help available
- ✓ determine the number of rooms eligible for redecoration vouchers (this is done by the voids surveyor), and vouchers will be paid according to our agreed rates
- ✓ consider total redecoration depending upon the condition of the property.



Fittings and fixtures

We will:

- ✓ leave in place all floor coverings if they are clean and in good condition unless previously agreed. New tenants accept full responsibility for any floor coverings that are left.
- ✓ remove all free-standing white goods.
- ✓ leave built in cupboards, shelving, curtain poles and other fixtures and fittings in place if they are in good condition and will benefit the tenant, unless previously agreed.

Lighting

We will make sure:

- ✓ there is a minimum of one ceiling light fitting in each room
- ✓ that all staircases have lighting, including communal areas of flats and sheltered schemes.

Heating

We will make sure:

- ✓ all habitable rooms have a radiator or other source of heat.

Electrical safety

We will:

- ✓ make sure all electrical installations are working correctly and safely
- ✓ make sure there is at least one double socket in each room except for bathrooms and toilets. Lounges will have at least two double sockets
- ✓ separately switch and connect electric immersion heaters
- ✓ properly secure all electrical fittings and make sure they are free from cracks, damage and burn marks
- ✓ provide at least one smoke alarm in the property
- ✓ provide the tenant with an electrical safety certificate once they move in.

Gas safety

We will:

- ✓ make sure there are no gas leaks at the property
- ✓ make sure the boiler/gas fires are safe and ready to use
- ✓ safely cap off any gas cooker point
- ✓ provide the tenant with a gas safety certificate once they move in.

Other checks

We will check that:

- ✓ there is hot and cold running water in the property
- ✓ all balustrades and handrails on staircases are safe and secure
- ✓ all floor surfaces are safe and secure
- ✓ the property is free from damp
- ✓ the loft is clean and empty
- ✓ we have provided a copy of the Energy Performance Certificate (EPC) for the property.

Our surveyor checks that the handrails are safe and secure.



Kitchens

All kitchens (space permitting) will have a minimum of the following units:

- ✓ 1 x sink base unit
- ✓ 1 x 900 wide floor base unit
- ✓ 1 x 1000 wall unit

In practice we will seek to maximise the number of units that can be fitted into the kitchen to provide a sensible layout with space for the tenant's own appliances.

We will:

- ✓ securely fix all work surfaces and make sure they are free from deep scratches, cracks and burns
- ✓ safely cap off any gas supply pipe to a cooker space
- ✓ provide space for a cooker with a suitable connection point
- ✓ make sure there is a food preparation area
- ✓ make sure there are at least two double sockets
- ✓ provide adequate space for a fridge and washing machine with supply points.

Bathroom

We will:

- ✓ clean toilets, baths and washbasins and make sure they are free from severe discolouration and damage
- ✓ make sure the toilet has a seat and cover in working order
- ✓ make sure baths and washbasins have working taps, plugs and chains
- ✓ make sure any showers that we provide are safe and functional
- ✓ provide two rows of splashback tiles around the bath and washbasin
- ✓ fully tile shower areas.



A void inspector checks the kitchen to make sure everything is up to standard.

Windows and doors

We will:

- ✓ replace all broken panes of glass
- ✓ fit glass panels within 800mm of the floor with safety glass
- ✓ make sure external wooden doors are sturdy and fitted with a mortice lock. PVCu doors will typically be fitted with a multi-point locking device
- ✓ make sure all latches, locks, hinges and handles operate correctly and safely
- ✓ provide information to you when you sign up so that you can request to have window restrictors fitted if you wish
- ✓ make all external doors and windows watertight
- ✓ supply keys for all external doors.



External areas

We will:

- ✓ remove all visible rubbish from properties with their own gardens
- ✓ clear gardens with grass and vegetation strimmed and removed from the property
- ✓ put post and wire fencing , chainlink fencing and gates in place
- ✓ leave garden buildings and decorative features if they are safe and in good condition and we think that they will benefit the tenant, unless previously agreed
- ✓ make sure the roof is structurally sound and watertight
- ✓ secure all downpipes and make sure they are free from leaks
- ✓ empty any permanent outbuilding
- ✓ make sure access to the property is safe and unrestricted.

*Post and wire fence
at the front of one
of our homes.*



Please contact our customer services team on 01225 715 715 if you need this information in large print, audio tape, CD or another language.

Me kërkesë, ky dokument gjendet edhe në gjuhën shqipe.

هذه الوثيقة متاحة باللغة العربية عند الطلب.

Ce document est disponible en français sur simple demande.

अनुरोध पर यह दस्तावेज़ हिन्दी में भी उपलब्ध है

本文件可以应要求，制作成中文（简体字）版本。

Dokument ten jest na życzenie udostępniany w języku polskim.

Este documento encontra-se disponível em Português, a pedido.

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