



herefordshire housing

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Property Standards
for new & transferring
residents



Creating quality choices for communities

Property Standards for new & transferring residents

This leaflet gives you information about our property letting standard and decorating allowance for empty properties.

Before you move into your new home we aim to ensure that the property meets our standards for a new tenancy.

We will do this by carrying out a detailed survey of your new home before you move in and complete the works required, to ensure that your new home will be secure, clean and in good state of repair.

On occasion, once you have moved in, there may be instances when we need to carry out some further repairs to your new home.

Written details of any further works that we need to do will be given to you when you sign up for your tenancy. We can make an appointment to carry out this work at a time to suit you, once you have moved in.

Before you move to your new home, we will aim to:

- ensure that your property is wind and watertight, secure and free from structural problems and free from rising or penetrating damp
- ensure a smoke alarm is in full working order on every floor
- carry out an electric safety check before you move in
- ensure that the gas pipe-work and appliances in your new home are safe before you move in
- carry out an additional gas safety check once you have moved into your home and chosen your gas supplier
- check your new home to ensure that the property is free from any unsafe asbestos based materials
- ensure that improvements made to your home by the previous tenant are left in a safe and good condition
- remove the previous tenants fittings if they are in a poor and unsafe condition
- let you have the opportunity to keep any safe and in good condition fittings left behind by the previous tenant

- clearly label and show you where the water stop tap, electric fuse board and meters are located
- demonstrate how to work: the central heating and hot water controls, window and door locks and the electrical fuse board breakers

Cleanliness - we will aim to:

- make sure that all rubbish is cleared from your new home and garden
- ensure that all work surfaces will be disinfected with particular attention to kitchens and bathrooms
- wash down all woodwork where needed
- clean all windows inside and outside where needed
- make certain that all floors are swept and cleaned

Decorations - we will aim to:

- make sure that you are aware that any redecorations to your new home are your responsibility
- inspect all rooms to ensure that the decorations are of an acceptable appearance (this will be determined by the Building Survey)

- remove all polystyrene ceiling tiles and make good plaster
- paper strip rooms where the decorations are in an unacceptable appearance (this will be determined by the Building Survey)
- check to ensure that plastered walls and ceilings are in a reasonable condition ready for redecorating
- provide you with the details of Herefordshire Housing decoration voucher scheme during your first viewing of the property
- redecorate any rooms (this will be determined by the Building Survey) to properties that are designated by HHL as a property for the elderly or disabled



Heating and hot water - we will aim to:

- ensure that your home has hot and cold water facilities
- make certain that your home has appropriate full central heating
- make sure that the room ventilation is appropriate to ensure that heat is well distributed within all rooms
- ensure that there is a focal point fire in your lounge (when practical)

Bathrooms: we will aim to:

- make certain that the bath or shower, toilet and wash basin are reasonably modern, clean and in sound condition.
- make certain that there is a tiled splash back around the bath and hand basin
- ensure that a new toilet seat is fitted
- If a shower is fitted we will make sure that the tiling will be to the ceiling around the showering area and a new shower curtain is supplied.
- if our intention is to refurbish your bathroom within the next 5 years of your occupation we will advise of the programme date.

Kitchens - we will aim to:

- make certain that kitchen worktops, cupboards, shelves and drawers will be reasonably modern, clean and in sound condition.
- provide an electrical or gas cooker point and a stainless steel sink top & unit
- ensure that the worktop is an easily cleanable waterproof work surface with a wall tile splash back
- provide food storage space, at least a double base unit and double wall unit in the kitchen (space permitting)
- Make sure that there is space and connections for a washing machine (unless there are communal laundry facilities available on site), fridge and a cooker.
- If our intention is to refurbish your kitchen, within the next 12 months of your occupation we will advise of the programme date, so that you can help with the design and look (choice of colours) of your new kitchen.

Doors and windows - we will aim to:

- ensure that all external doors are in good condition, safe, secure and weather tight
- install new locks to all external doors (not communal doors) and post boxes and provide two sets of keys
- check or ensure that all internal doors will open and close freely and are fitted with suitable door latches and handles
- check to ensure all windows are in good condition, secure, open and close freely and are safe and watertight.

Floors and Stairs - we will aim to:

- make sure that all floors are in a reasonable state to receive floor covering and missing or broken floor tiles/floorboards are replaced
- ensure a suitable handrail is fitted to all stairs

Security - we will aim to:

- make sure that external doors are fitted with a suitable lock
- ensure that the front door is fitted with a safety chain and spy hole

Insulation - we will aim to:

- ensure that loft areas are adequately insulated and tanks and pipes in the roof space are lagged

Gardens and outside areas - we will aim to:

- make sure that all paths, hard-standings and driveways are in a safe condition
- ensure all general rubbish is removed from your garden, sheds and outbuildings
- Ensure that general hedges and conifer hedges are at a manageable height to maintain (approximately 6ft/2m) and are cut back if overgrown.
- make sure that the grass is of a reasonable length ready for you to maintain (strimmed when required)
- all gates and garage doors open and close freely and are fitted with a suitable latch or lock
- let you know which fencing or hedges or walls belongs to your new home (boundaries)
- ensure that collapsed or damaged fencing or walls belonging to the property are repaired
- give you the option to take responsibility for garden sheds left by the previous resident

Guttering, Downpipes and Drains - we will aim to:

- ensure that all drains are free from blockages
- ensure that guttering and down pipes are free from blockages or plant growth and do not leak
- check drain gullies to ensure grids are fitted and that any concrete surrounds are intact
- check to ensure that manhole covers are safe and in good condition

Aids and Adaptations

Herefordshire Housing will respond to the needs of new residents and support request for the provision of aids and adaptations. This may involve an Occupational Therapist visiting your new home once you have moved in to assess your individual requirements. This will ensure that you receive the 'right' aid equipment or property adaptations, to help you in your new home.

On occasions the cost to provide the aids and adaptations may exceed £2,000. When this happens you will have to make an application to the Local Authority for a Disability Facilities Grant, we will assist and support you in making the application.

Examples of aids and adaptation:

- waist height electrical sockets
- lever taps
- Grab-rails
- walk in showers
- community alarms
- external handrails
- door entrance ramps

For further advice or guidance on aids and adaptations request please call 0300 777 4321

Future contact

We will always contact you within 28 working days of your move into your new home to check you are happy with your tenancy. We will usually do this by sending you a customer questionnaire and by visiting your new home.

Help and advice

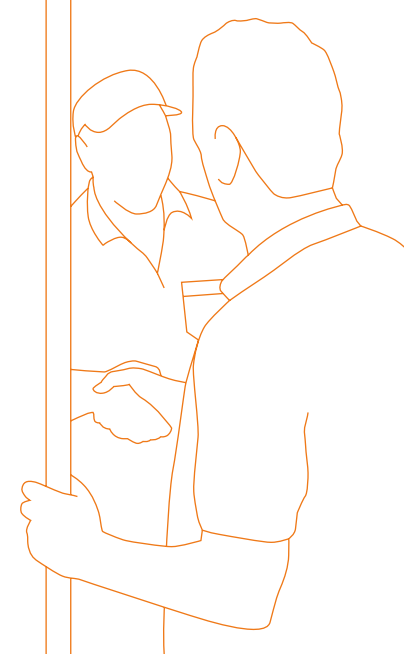
For further advice or guidance in relation to this leaflet simply call our Customer Contact Centre on 0300 777 4321.

For gas connection & safety checks please call our gas servicing team on 0300 777 4321.

Opening hours

Monday - Friday 8.30am - 5pm

Staff are available in HHL Connect to take your telephone enquiry between the hours of 8am - 8pm.



If you require this information leaflet in Braille, large print or audio format please call

0300 777 4321

Minicom users please call: (01432) 378 487

Versions in other languages

Polish

W niniejszej ulotce zawarte są informacje dotyczące standardu wynajmu nieruchomości niezajętych. W celu uzyskania tłumaczenia prosimy o kontakt na numer telefonu 0300 777 4321.

Russian

Эта брошюра дает вам информацию об условиях аренды свободного жилья. Если вы хотите получить перевод этой брошюры, то позвоните по телефону 0300 777 4321

Portuguese

Este folheto traz informações sobre os padrões de arrendamento dos nossos imóveis vazios. Se desejar estas informações traduzidas, por favor, telefone para 0300 777 4321.

Lithuanian

Nuosavybės standartai naujiems ir persikeliantiems gyventojams Ši informacija yra apie mūsų Nuosavybės standartus naujiems ir persikeliantiems gyventojams. Jei norėtumėte šio teksto vertimo, prašome paskambinti tel. 0300 777 4321

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