



# The Standard of your Home

This Standard has been agreed with Trust tenants.

Your home should meet this Standard when you move in (except for any repairs which will be completed later – see the back page). These repairs should be completed, and your new home should fully meet this Standard within 4 weeks.

You should keep your home at this Standard throughout your tenancy (except for fair wear and tear). You may be charged if you don't. You should report repairs whenever they are needed – either by speaking to your local staff or by calling 0845 241 7792.

If you are finding it difficult to keep your home at this Standard, speak with your local staff who may be able to help you find help and support.



### **Electricity, water and gas (where fitted)**

Copies provided of Energy Performance Certificate, Electrical and Gas Safety checks

Where a prepayment meter is in place, this will be in credit

Electrical fittings clean and undamaged

Lighting and sockets in full working order

Light bulbs fitted in enclosed light fittings and low energy lightbulbs fitted throughout

Heating working well, with instructions provided where available

Hot and cold water, including toilet flush, working well

No leaks

Where relevant – plumbing for a washing machine or dishwasher is your responsibility

### **Outside your home**

In good condition, including external roof covering, wall finishes and rainwater guttering, downpipes and drains



### **General**

Useful Information Sheet provided  
Anything agreed to be left by the previous tenant (for example furniture, flooring, fixtures, fittings or alterations) is now your responsibility

### **Bathroom fittings**

Clean and unstained

In serviceable condition

Shower working well, with instructions provided where available

Ventilation (where fitted) will be clean and working well

### **All cupboards**

Clean, inside and out

All doors working well

Hanging rails and shelves securely fixed

### **Safety**

Warden call and door entry system (where fitted) working well, with instructions provided where available

Smoke and other detectors working well, with instructions provided where available



## Your garden and communal spaces

Tidy and in good order  
Paths and fences/walls in good order



## Handrails and other adaptations

Clean  
Securely fixed  
Working well



## All windows and doors

All surfaces washed down and clean  
Handles, safety catches, locks and closers in good working order  
All external doors safe and secure  
3 sets of keys provided



## Floors

Brushed down and dust free  
Level, with no loose floorboards  
Non-slip flooring (where fitted) will be clean and undamaged

## Kitchen fittings and worktops

Clean and grease free  
In serviceable condition  
Working well – for example: hinges and drawer runners  
Ventilation (where fitted) will be clean and working well  
Electric cooker point supplied  
Where relevant – fitting a gas cooker point is your responsibility, after you get permission from Trust



## Decoration

Clean tiling and skirtings  
Clean decoration throughout

## Digital Inclusion

Where relevant – Information on Trust WiFi and how to get online provided

