



Papworth Trust New Home Lettable Standard

Our aim is to make sure that all our re-let properties are clean, free from the need to carry out immediate maintenance and that all equipment, fixtures and fittings are in working order and conform to safety standards.

Your home will be clean, safe, secure and in reasonable repair. We will also let you know if there are any planned repairs or improvements for your new home.

This is called our 'Lettable Standard' and was developed with consultation with tenants.

Standards you can expect in your new home

Your home will be in a presentable condition

This means we will:

- Clean kitchen units and worktops.
- Clean and disinfect sinks, toilets, baths and wash hand basins and replace missing plugs and chains. Going forward plugs and chains are your responsibility.
- Sweep all floors ready for you to have flooring fitted. This will be a 'builders' sweep' and designed to clear any debris. It will not remove all dust and dirt.
- Clear rubbish from the property caused by our works to make your new home ready including, gardens, outbuildings and communal areas. (Rubbish left at the property by previous tenants will be removed and charged to the exiting tenant)
- Remove sheds or outbuildings that are unsafe. (If the shed or outbuilding was left by a previous tenant then removal will be re-charged to them)
- Fill in large holes in walls ready for decoration. Small holes caused for example by picture hooks will be your responsibility.
- Check the loft and ensure clear and properly insulated

Your home will be safe



This means we will:

- Complete the required gas and electrical safety checks and give you a copy of safety certificates.
- Repair or replace missing, or unsafe, flooring and floor treads on stairs.
- Remove polystyrene ceiling tiles from kitchens, halls, stairs and landing ceilings to reduce fire risk to your new home. Preparation and redecoration to affected areas will be your responsibility.
- Replace missing, misted or damaged glazing.
- Inspect for possible asbestos and, if found, take action to remove it or make it safe.
- Remove alterations or fixtures and fittings, made by previous tenants that do not meet our standards. (Alterations left in place will be made safe. These alterations, fixtures or fittings will be gifted to you and you will be responsible for maintaining them.)
- Remove garden ponds. Occasionally, due to environmental issues, we may be required to leave a pond in place. We will let you know this, when you view the property.

Your home will be secure

This means we will:

- Change front and rear door locks on all properties wherever possible. A minimum of two keys will be supplied for all door locks.
- Test existing SD/HD/CO detectors and if necessary fit new mains powered ones
- Ensure rear gates at your property will be safe and secured with a bolt.
- Replace missing fencing, forming a boundary between open land such as railway lines or canals. Fencing or gates between properties which are found to be unsafe will be removed. They will normally be replaced as part of our planned maintenance programme.
- Where fitted, emergency call facility and door entry systems will be in good working order
- Ensure locks to outhouses are in working order



Your home will be in reasonable repair

This means we will:

- Complete major structural works before you move in where possible.
- Ensure that doors and windows will open and close correctly.
- Ensure that kitchen and bathroom fittings are usable and fit for purpose.
- Maintain washable floor coverings in kitchens and bathrooms (where previously provided).
- Ensure that there is a cooker connection supply.
- Supply plumbing connections for washing machines where possible.
- Ensure taps and plumbing is working and free from visible leaks and blockages.
- Ensure gullies and grids are clean and free from obstruction.
- Explain how to operate the heating system during your gas test and commission.
- Ensure visible plaster work is in a satisfactory condition.
- Ensure that the property is wind and weather tight. We will provide an Energy performance Certificate (EPC).
- Ensure that gardens are strimmed and left manageable. (This may be done after the start of your tenancy, depending on the condition.)
- Ensure any adaptations in the property are in good working order
- The stop tap will be tested and be in good order

Moving in

Once you have signed the tenancy agreement for your property we expect you to move into your new home straight away. You must tell us immediately if you are not able to move in for any reason. If you fail to move in, any housing benefit/universal credit entitlement will be delayed and you could fall into arrears with your rent.

Your Housing Officer will make an appointment to visit you within 6 weeks to make sure you have settled in.



Utilities – Gas, Electricity, Council Tax

Unless covered by a household charge, the cost of utilities or services to your home are your responsibility from the date you move in. You must contact the relevant provider and set up new accounts in your name.

Decorating

We want you to make your home your own, so you can decorate and make some home improvements. Decorating vouchers are not usually available except in exceptional circumstances. If you are eligible for a voucher, your Void Inspector will decide how much you will get.

Easing Doors

If any of your doors need easing after you've had carpets fitted, you will need to arrange this yourself and at your own cost.

Planned Maintenance

If there is any planned maintenance work due in the next 12 months your Housing Officer will advise you on the settling in visit.

Home contents insurance

We do not insure your belongings and you must arrange your own home contents insurance.

Papworth Trust does not endorse any particular insurance scheme and we always recommend obtaining more than 1 quotation for comparison.

The National Housing Federation offer the My Home Contents Insurance Scheme. The scheme is available for all residents of social housing providers managed properties including tenants, leaseholders, shared owners, key workers and market rent tenants. To find out more by call **0345 450 7288**. Alternatively, visit www.thistlemyhome.co.uk for more information.

Specific type tenancies

If you are being offered a specific form of tenancy agreement due to personal circumstances then your Housing Officer will advise you of any differences there may be in our offer to you.



Change of tenancy

If you are moving between Papworth Trust properties your Housing officer will make you aware of any changes to the type of tenancy or conditions that apply to you.