



# Your new home property standard

Welcome to your new home. We work with our contractors to make sure that all our homes are in the best possible condition when a new tenant moves in. This leaflet explains the standards that you can expect to find in your new home.

## General property standards

### We will:

- Test all the standard gas appliances fitted in our homes and repair or replace as required. Carry out a gas pipework tightness test to make sure that the system is safe. A copy of the gas certificate will be left for the incoming tenant. **Works are to be carried out by a certified Gas Safe engineer only.**
- Test the electrical circuitry to comply with latest regulations. Make sure all switches, light fittings and sockets are securely fixed and safe. If the property requires re-wiring we will decide whether this needs to be done while it is empty, or whether it can wait and be done at a later date as part of our future programme of works. A copy of the electrical certificate will be left for the incoming tenant. **Works are to be carried out by a certified NICEIC engineer only.**
- Make sure the water supply to the property is functioning properly
- **Ensure that the property is free from any form of Damp and Mould and any issues that may cause this are rectified**
- Make sure there is a suitable means of heating your home.
- Clean the property (see the cleaning standard below) and leave it clear of any rubbish.
- Make sure all internal doors are in good working order **and have the appropriate door furniture.**

- Change the front and rear door locks.
- Check all windows to make sure they open and close properly and that the glazing is sound. All opening restrictors are also checked.
- Check safety glass in all doors and windows and bring up to standard where necessary.
- Make sure all floors are in good condition and level to receive floor covering.
- Make sure all plasterwork is sound.
- Undertake an asbestos survey in accordance with the regulations and undertake any work recommended.
- **Safely** remove any hazardous materials found at the property.
- Provide a copy of the Energy Performance Certificate.
- Make sure hand rails and banisters are complete.
- Check that existing external grab rails to entrance doors are safe and secure.
- Remove fire places and block up and vent where necessary.

**For sheltered housing properties only we will:**

- Move the electrical fuse box to a lower level to give ease of access to older and disabled tenants.
- Provide a key safe for sheltered housing tenants.

**Kitchen standard**

**We will:**

- Make sure the kitchen is clean and functional and make best use of available space to provide storage and work surfaces. **If the kitchen requires replacing this will be done before the property is re-let and we will involve the incoming resident in the design of the new kitchen.**
- Check that pipework and taps are free of leaks and waste pipes are not blocked.
- Fit connecting taps and drain point for a washing machine (if not already provided).

- Make sure that there is a gas (if supplied) or electric cooker point for a cooker.
- Clean and overhaul all ventilation systems fitted by East Devon District Council (EDDC)
- Make sure floor coverings are sound, clean and moisture resistant
- Install a Sure-stop alternative to the stopcock
- Ensure adequate forms of room ventilation are provided if there are none present

## Bathroom standard

### We will:

- Check pipework and taps are free from leaks and waste pipes are not blocked. If necessary we will replace the plug and chain to the bath and basin.
- Make sure bath, WC and basin are sound, clean and functional.
- Replace the toilet seat with a soft closer seat and make sure that the toilet cistern is flushing properly. Toilet to be chemically cleaned and left sealed.
- Clean and overhaul any ventilation systems fitted by EDDC.
- Ensure adequate forms of room ventilation are provided if there are none present
- Overhaul an electric shower. If this was not fitted by EDDC the only work we do is to check that the shower works, and is electrically compliant.
- Make sure floor coverings to bathroom are sound, clean and moisture resistant

## Cleaning standard

### We will:

- Make sure there is no rubbish inside or outside the property or within sheds, cupboards, garden and loft space
- Ensure the property is free from any form of Damp or Mould

- Sweep, mop and dry all tiled, concrete and hard floors to remove dirt and scuff marks
- Wash the inside and outside of kitchen cupboards and drawers and wash sinks, taps, worktops, wall tiles, grouting and sealant with a recognised cleaning product. We will renew any grouting or sealant that is excessively stained or missing
- All cobwebs, blu tak, sellotape and drawing pins will be removed
- There will be no graffiti or excessive staining
- We will wash the fixtures and fittings in the bathroom
- All woodwork will be washed down and dried
- Any plastic doors and windows will be washed

All washing, mopping and cleaning will be done with clean water and an appropriate cleaning product, such as a disinfectant.

## **Garden standard**

### **We will:**

- Clear all rubbish and excessive vegetation from the garden and clear. When you move in the upkeep and maintenance of the garden becomes your responsibility.
- Remove items such as ponds, ornaments, sheds, greenhouses, lean-tos, conservatories, unless they are in good condition, serviceable and safe. (If there were any such items in a good and safe condition we will have offered these to you at the accompanied viewing. If you decided to keep any of them you will have signed a form agreeing that they are now your responsibility, including their maintenance and disposal)
- Make sure that any post and wire fencing to any boundaries that are our responsibility are in good order. You are responsible for the repair and maintenance of all wooden or other types of fencing.
- Make sure that paths and steps leading to front and rear entrance doors are free from trip hazards and excessive moss and that all entrance gates are serviceable
- All flat balconies will be clear and free from trip hazards and excessive moss

## Loft Standard

### We will:

- Clear the loft space of all rubbish.
- Provide new loft insulation to the current approved standard where the insulation is lacking or substandard.
- Ensure the loft/roof space is adequately ventilated

## Hard wired equipment standard

### We will:

- Check that the pull cord equipment in sheltered accommodation is in full working order
- Ensure heat detectors and smoke detectors are fitted as required by current regulations and conform to the system currently in place
- Fit a carbon monoxide detector where necessary.

## Internal decoration standard

### We will:

- Make sure existing decoration is intact and clean although it may not be your individual taste. All wallpaper will be attached to the wall and peeling paper will be removed.
- Fully decorate all empty sheltered housing properties, if required.
- Any decorations to the bathroom will be through the use of Mould Resistant products
- In some cases, where the decorative standard is very poor, we will ensure the property is prepared to take decorations and in exceptional circumstances, and in line with EDDC's poverty agenda look to provide decoration vouchers through a dedicated hardship fund.
- In exceptional circumstances and in line with EDDC's poverty agenda we may offer support towards carpets for your property, applications for this will need to be made through a dedicated hardship Fund.

## **Non Fixtures and Fittings Standard**

Some tenants carry out improvements to their homes and may have used fixtures and fittings that are not standard to EDDC. These may include built in cookers and wardrobes, electric showers and kitchen units, baths, or conservatory. We will assess all such non-standard fixtures and fittings taking into account health and safety requirements and maintenance issues.

### **We will:**

- take responsibility for any non-standard doors and windows fitted by previous tenants
- Replace non-standard kitchens, baths, entrance doors, and windows when they reach the end of their lifecycle in accordance with our programmed works timetable.

## **Serviceable items left by the previous tenant**

### **We will:**

- We will assess the condition of all items such as wardrobes, curtains, furniture, etc left by the previous tenant. If we consider they are in reasonable condition, safe and clean, we will offer these items to you at the accompanied viewing. If you wish to keep any of these items, we will ask you to sign a form taking on responsibility for their maintenance and disposal.
- These items will be protected while the property is empty. The contractor is not responsible for the final condition of these items. If you are not willing to accept this then you should have these items stored at your expense.

## **Access to the property**

No access to the property will be allowed while the property is empty and the necessary work is being carried out by our contractors. This is because the property is classed as a construction site and is managed in accordance with health and safety regulations.

**If you are not happy with any aspect of your new home please contact our Repairs Team on 01395 517458 or email [repairs@eastdevon.gov.uk](mailto:repairs@eastdevon.gov.uk)**