



great places

HOUSING GROUP



Our standards

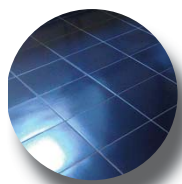
What to expect from your new home

Clean, clear and ready for you

As a Great Places customer, we would like you to be happy knowing that your new home will be clean and in good working order. To ensure this happens, we set ourselves standards that every empty property must meet before we make it available to new tenants.

This leaflet sets out what Great Places does to ensure your home will be in great condition when you get the keys.

Cleaning standards



All rooms, including the loft space, will be cleared of any items belonging to the previous household. The property will be cleaned throughout, as below:

- Floors swept and mopped
- All surfaces, electrical sockets and fittings, skirting boards, paintwork and doors to be free from dust or debris
- Kitchen units, including worktops, sink unit, taps, tiles, splashbacks, worktops and walls cleaned and any marks removed
- Bathroom, including toilet fittings, tiles, sealant and grout, cleaned and free from limescale
- Air fresheners left where necessary

Turning water on and off

The incoming mains water supply is controlled by an isolation stopcock in your property. The stopcock should be in working order, and easy to reach. We will tell you where it is.

Getting a water meter fitted

If you would like to have a water meter fitted, you must ask permission from your neighbourhood officer or co-ordinator before you ask a water company to do this.

Gas and electric checks

We will carry out gas and electrical safety checks to ensure the heating system, electrics and appliances are in safe working order. You will be given a copy of the appropriate certificates.

Getting gas switched on

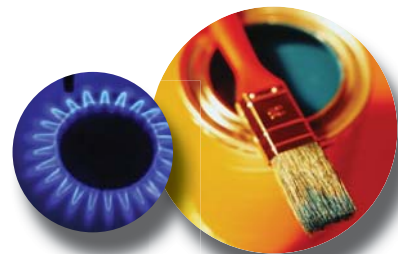
For safety, the gas supply is capped off when a property is empty. Once you have an account set up with an energy supplier, telephone your Great Places gas contractor to arrange an appointment to complete our gas safety check, when you get your keys.

Energy Performance Certificate

We will provide an Energy Performance Certificate to show how efficient your new home is, based on things like heating, hot water, insulation, windows and doors.

Smoke detectors

Smoke detectors are tested to ensure they are working properly. If they have battery back-up, we will make sure the battery is newly fitted.



Interior decoration

Unless a different agreement has been made with the Great Places housing management team, it is your responsibility as the tenant to decorate your home.

This responsibility includes filling in small holes and cracks.

Subject to the condition of your new home, we may offer a decoration allowance. We treat such claims individually and any allowance would be offered at the discretion of Great Places' housing management team.

We tend to give allowances only if your home has been damaged with graffiti or vandalism, or when work to your home has harmed the decorations. Vouchers are intended to help pay for materials but may not cover all of your costs.

If you have difficulty decorating your home, ask your neighbourhood officer to put you in touch with other local agencies who may be able to help you.

Repairs after you have moved in

To enable a property to be let as quickly as possible, we may need to carry out some repairs after you have moved in. Any such repairs will be discussed and agreed with you before the tenancy is signed.

Great standards from Great Places Housing Group



Kitchen

Kitchen unit doors will have secure fittings, and open and close correctly. Drawers will have secure handles and run smoothly. Kitchen worktops will be securely fixed and in a good working order. Minor scratches and blemishes may be present and some unit doors and / or drawers may vary slightly.

Cupboard space will be appropriate to the size of the property. Kitchens will have a minimum of two rows of splash back tiles, with clean grouting and sealant, and no cracks.

Taps, waste and overflows will be free from leaks or blockages, and in good working order. After you have moved in, any blockages will be your responsibility, if it is a result of misuse.

Most properties will have gas and electric cooker points, but this may not always be possible. In homes with a gas cooker point, it is your responsibility to arrange the connection of your cooker by a Gas Safe engineer.

Any plumbing for a washing machine left by a previous household will be capped to avoid leaks. We will provide fittings for plumbing but the connection of a washing machine is your responsibility.

Bathroom

The bathroom will have a wash basin, bath and toilet, unless the property has separate facilities. All bathroom and toilet fittings will be clean and in a good working order.

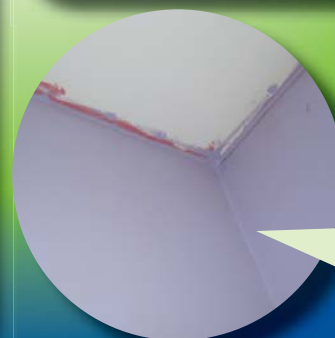
Baths and wash basins may have minor scratching but will be smooth to touch and have a minimum of two rows of tiles without cracks, with clean grouting. All taps, waste and overflows will be free from leaks or blockages and be in a good working condition.

The toilet will be clean, securely fitted, watertight and in full working order, including the cistern. A new toilet seat will be provided, sealed in its original wrapping.



Stairs

All handrails and balustrades will be secure and fit for their intended purpose.



Floors

Floorboards may have some slight movement or minor cracks but will be free from any major faults that could cause injury or a trip hazard. It is your responsibility to check your floor coverings and underlay are suitable for the type and condition of the floors. The maintenance and replacement of any flooring or floor coverings agreed to be left at the property with Great Places' housing management team is your responsibility.



Walls & ceilings

Walls and ceilings will be free from any substantial defects. There should be no large holes or structural cracking. Minor cracking and surface finishes are your responsibility to fix. Any polystyrene ceiling tiles will be removed.





Roof

The property will be watertight and roofing materials free of major defects, such as loose tiles, defective flashings or loose guttering.



Back yard

All back yards will be free from rubbish or discarded items. Rubbish or household waste should not be stored in your garden or yard. Wheeled bins should be stored in the garden or rear yard - not at the front or side of the property.

Fences & gates

Fencing and gates are maintained and replaced on a planned programme. We can tell you when work is due. Gates will be secure - with a catch, latch or fastener.



Drainage / gullies

Drainage or gullies will be free of rubbish and free-draining.



External decoration

All properties are re-decorated approximately every five years. We can let you know when this was carried out and when it is due to happen again.

Windows and doors

Before you move in, front and back door locks will be changed and you will be given two sets of keys. If you lose the keys, replacement of locks is your responsibility.

Garden

All gardens will be free from rubbish and tidy. It is part of your tenancy agreement that you maintain your garden and keep it clean, tidy and clear. You must also make sure trees, bushes and hedges are trimmed so they don't overhang pavement or block light from other properties.

Paving

Paving will be level and should not be a trip hazard.



Dampness and rot

The property will be free from water penetration, dampness or rotten timber, and weather-tight. Sometimes, condensation can occur. We can provide advice on ways to reduce this.

All internal and external doors will be free from damage and open and close easily. Doors will be replaced only if they are missing, insecure or have holes in them.

If the property has a door entry system, or door closure mechanisms, these will be tested and in working order.

All windows will open and close easily. Broken locks will be replaced. Glazing will be free from cracks and any broken windows repaired.



এই তথ্যগুলো যদি আপনি অন্য কোন ভাষায়, ছাপার মোটা হরফে, ব্রেইলে (অক্ষলিপি) কিংবা অডিও টেইপে পেতে চান তবে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।

Bangla

如你希望以其它語言，特大字體，凸字體或錄音形式索取本資料，請與我們聯絡。

Chinese

If you would like this information in another language, large print, Braille or on CD, then please contact us.

English

اگر شما این اطلاعات را به زبانهای مختلف، چاپ درشت، خط برجسته و یا بر روی نوار ضبط شده میخواهید لطفاً با ما تماس بگیرید.

Farsi

Si vous voulez ces informations dans une autre langue, en gros caractères, en Braille, ou en cassette, alors veuillez nous contacter.

French

જો તમને આ માહિતી અન્ય ભાષામાં, મોટા અક્ષરોમાં, બ્રેઇલ અથવા સાંભળવાની ટેપ ઉપર મેળવવી હોય તો મહેરબાની કરીને અમારો સંપર્ક સાધો.

Gujarati

अगर आप को यह जानकारी अन्य भाषा, बड़े मुद्रांकन ब्रेडल एवं ओडियो टेप के उपर प्राप्त करना चाहते चाहते हैं, तो कृपया हमारा संपर्क करें.

Hindi

W celu uzyskania tych informacji w innych językach, większym wydruku, zapisanych alfabetem Braillea lub na kasecie, skontaktuj

Polish

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਬੋਲੀ ਵਿੱਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿੱਚ ਕੀਤੀ ਹੋਈ ਛਪਾਈ ਦੇ ਰੂਪ ਵਿੱਚ, ਬਰੇਲ ਵਿੱਚ ਜਾਂ ਕੈਸਿਟ ਤੇ ਪ੍ਰਾਪਤ ਕਰਨੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

Punjabi

Hadii aad u bahantahay warbixintan oo luqad kale ku turjuman, ama far aad u waa weyn ku qoran ama farta indhoolaha ama isagoo cajalad ku duuban oo maqal ah fadalan nalasoo xidhiidh.

Somali

Si desea obtener estas informaciones en otro idioma, letras grandes, Braille, o grabadas en cinta, por favor póngase en contacto con nosotros.

Spanish

Якщо б ви хотіли цю інформацію на іншій мові, великому листі, Braille або на звуковій стрічці тоді будь ласка контактують з нами.

Ukraine

اگر آپ کو یہ معلومات کسی اور زبان، بڑی چھپائی، بریل یا ٹیپ پر درکار ہوں تو برائے کرم ہمارے ساتھ رابطہ کریں۔

Urdu

Our vision: strong, bright and real