



# Factsheet 4: Great homes standard for your property

Here are the minimum maintenance standards you can expect from us when you are offered one of our properties.

A copy of the inspection we carried out on your home and the work carried out is available to you on request.

## The outside of the property

### Roof

It will be watertight and in good condition.

### Doors

The doors to your home will be secure, well fitted, draft proof and have proper key locks.

### Windows

Your home will have windows which are well fitted and secure.

### Gates and fencing

They will be properly maintained and repaired when necessary.

### External decoration

The outside of your home will be redecorated as part of a planned programme of work and this usually happens between five and 10 years.

### Paving

It should be reasonably level so that you don't trip over it.

### Garden

Where your home has a garden, there will be no rubbish and it will be tidy. You are responsible for the maintenance and tidiness of the garden after you move in.

### Drainage/gullies

Where your home has any drainage or gullies these will be free of rubbish and blockages.

## Inside your home

### Property clean and clearout

The property will be clean and all rooms, including the loft, will have been cleared of any rubbish and belongings from the previous resident.

### Dampness and rot

Your home will have not any evidence of water leaks, dampness or rotted timbers. On occasion condensation can be present in your home and we will provide you with advice about how to reduce this problem.

### Walls and ceilings

Walls and ceilings in your home should be substantially free from defects. There will be no large holes or structural cracking.

### Internal doors

Doors in your home will be properly fitted.

### Floors

The floorboards in your home will be secure and free from any major holes and trip hazards. Where your home has floor coverings these will be in reasonable condition.

## Utilities and services

### Gas

Your home will have been inspected to confirm the safety of gas services and any appliances. Where your home has either gas central heating or appliances we will provide you with a gas safety certificate.

### Electrical

Your home has been checked to confirm the safety of electrical services, fixtures and fittings, and you will receive a copy of the electrical inspection.

### Water

Your home will have running water and all taps will work properly. If you need to switch it off for repair or in an emergency there is a valve known as a stopcock which cuts off the water supply, and we will tell you where this is and how to use it.

### Heating

The heating system in your home must work properly and we will provide you with instructions on how to operate it. In some cases we may only be able to confirm this with you when you have moved in and the power is connected. We will also provide you with general energy advice.

### Smoke detectors

Your home will be fitted with a smoke detector, which will have been tested and work properly when you move in. It is your job to replace the batteries when they run out.

### Kitchens

The kitchen in your home will be clean and tidy.

### Baths and showers

The bath and/or shower in your home will be clean.

### Toilets

The toilet in your home will be clean and work properly.

### Decoration

The standard of decoration in your home will be reasonable and you can redecorate if you wish.