



What can I expect from my new home?

A guide to the standards you
can expect when you move in



watford
community
housing

When you move into a new home, it's our responsibility to ensure it's safe, tidy and ready for you.

This leaflet sets out the standards you can expect when you move in, and what to do if something in your home doesn't meet those standards.

There are a few things that you need to do too – this leaflet also sets out your responsibilities and how we can work with you to help you make your home your own.

What can I expect from my new home?

Checking the basics

Before you move in we will carry out a number of checks to make sure your home is ready for you:

- We will have performed an inspection of the entire property in order to identify and resolve any issues. This also allows us to let you know in advance if there's anything you will need to do when you move in.
- We will have undertaken a stock condition survey to make a note of any works that will be needed in the future. If you're moving to a market rent home, we will also use this to make an inventory.
- We will supply you with a Landlord Gas Safety Record in your sign-up pack. We will also give you a copy of the Electrical Installation Condition Report and the Energy Performance Certificate for your home – this will either be in your sign-up pack or we will send it to you soon after you move in.
- We will ensure your home is weather-tight and structurally sound, so that there are no hazards that could compromise your safety and wellbeing.
- All rooms, including the loft, will have been cleared of any remaining rubbish or abandoned items.
- We will have checked that all the fixtures and fittings are free from defects. If you are in one of our market rent properties, your home will come with white goods – these will be PAT-tested and in good working order.
- Once we've completed all of these pre-letting works, we'll come and take photographs to inspect the works we've done and to make note of the standard your home meets when you move in.

Ensuring your home is safe

- We'll make sure that any gas fires or cookers left by the previous occupant are removed.
- We'll check that all bannisters, balustrades and hand rails are secured.
- There will be a minimum of at least one working smoke detector in your home, in a suitable location. Different types of properties such as flats and bungalows may have more smoke and heat detectors in communal and inhabited areas.
- If you have a gas appliance in one of the bedrooms, or if there is an open-flued gas appliance in your home, we will make sure that there is a carbon monoxide detector present. All of the gas appliances in your home will have been tested and serviced, to ensure they're in good working order.
- We will have performed an electrical safety check to make sure that the electrics are safe throughout your home.
- Your home will present no health and safety hazards, including issues such as severe damp and mould.

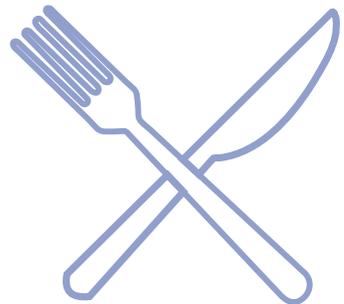
Outside your home

- If your new home has a garden, we will make sure it's free from rubble and anything that could be unsafe. This includes making sure any paths or patios are free of trip hazards.
- We'll make sure your garden isn't overgrown when you move in, and if any trees are causing structural damage to your home we'll work to resolve it. Beyond that, the rest of the gardening is up to you - including maintaining trees and bushes.
- If there are any back or side gates, we'll make sure they're in good working order.
- If there is a drive at your property, we'll make sure it's in a safe condition - whether it's an original feature or was installed by the previous occupant. Once you've moved in, maintaining the drive is your responsibility.
- Any permanent brick structures such as a permanent store or a brick-built shed will be in a safe condition when you move in, and we will be responsible for their upkeep. Timber sheds will also be made safe, but taking care of them will be up to you.
- To ensure your safety, we will fix any fences that border communal or public areas. Any fences that separate gardens are up to you to maintain after you've moved in.



Your kitchen

- We'll make sure your kitchen has a gas or electric cooker point which is working and ready to use.
- All of the worktops and units in the kitchen will be clean, serviceable and in a reasonable condition.
- We'll ensure there are no chipped, damaged or loose tiles when you move in.
- Where fixtures have mastic silicone sealing, we'll make sure it's not peeling away and is in good condition.
- All the doors, drawers and cupboards will be working properly and safely, and in good condition.
- We will ensure that your sink is serviceable, with clear and free-flowing waste pipes. Your taps will be drip-free and in good working order.
- If your kitchen is due to be upgraded through our improvement programme, any major works will be deferred until the date of the improvement programme works, unless they represent a health and safety issue.
- Your stopvalve (or stopcock) should be easy to use. We will make sure that it's accessible, and we will have tested it to ensure it works before you move in.





Your bathroom

- Your toilet, sink and bath will be in working order and ready to use. They will also be free from any significant chips or marks.
- All of the taps and the flush and waste systems will be in good working order and will not have any blockages or leaks.
- To ensure the highest standard of hygiene, all appliances will be chemically cleaned before you move in. The toilet seat will be new.
- Where fixtures have mastic silicone sealing, we'll make sure it's not peeling away and is in good condition.
- If your bathroom is due to be upgraded through our improvement programme, any major works will be deferred until the date of the improvement programme works, unless they represent a health and safety issue.



Doors, windows and window frames

- We'll make sure all of your windows and doors open and close correctly, and that they contain full panes of glass with no chips or breakages.
- All locks and handles will be in good working order.
- We'll provide you with at least two front door keys, and keys to the windows. If you live in a home that requires a fob, we'll provide you with two of those. If your fob breaks we'll replace it for free, but if you lose it you'll need to pay a £16 replacement fee.
- We'll make sure the frames around your doors are in sound condition.
- If your home is in the second storey of a building – or above – we'll fit restrictors to make sure large windows are safe.

Your floors

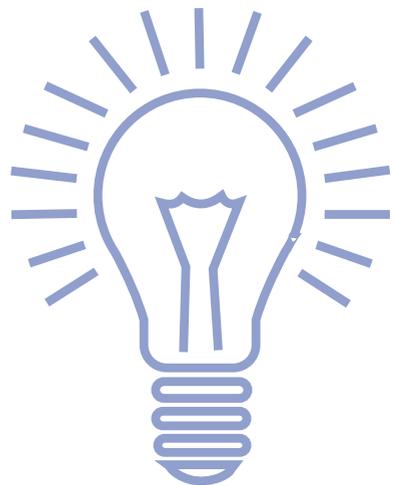
- Both your kitchen and your bathroom will be equipped with waterproof flooring.
- If you have timber flooring, we will ensure it is secure and free from any trip hazards.
- If your new home has carpets, we'll make sure they're in a reasonable condition for when you move in. After that, looking after the carpet is up to you.
- If the previous occupant left any laminate flooring in the property, we will have removed it.
- If you are moving into one of our market rent properties, we will ensure we've installed all necessary floor coverings.

Lights, walls, ceilings and other parts of your new home

- We'll prepare the plastering on the walls in your home, so that there are no holes or gaps. That way, your walls are ready to be decorated.
- If your new home previously had polystyrene-tiled ceiling, we will have removed it. Your ceiling will then be prepared and ready for when you arrive.
- We'll make sure all of the lights in your home are fire-rated and safe to use.
- If you're moving into one of our market rent or independent living homes, we'll ensure that your home is suitably decorated on your arrival.
- We'll make up a list of anything in your home that isn't usually part of what we can offer – such as a shed, lean-to or car port – and share it with you. These 'non-standard' items are up to you to maintain.

Hot water and heating systems

- All heating systems – whether boilers or any other type of heating system – will be in good working order.



I've moved in – what's next?

- We'll register you with our preferred electricity and gas supplier. However, you are welcome to change energy supplier if you wish. Just call and register with another provider and follow their process for getting signed up.
- You can now decorate your home!
- Once you've moved in, it's up to you how you'd like the front and rear gardens to look. Looking after them is your responsibility, but that also means you can put in any flowers, shrubs or reasonable garden features you like!

What will I need to do when I'm planning to move out?

- First, you need to contact us to let us know you are planning to leave. For information, visit www.wcht.org.uk and search for 'ending your tenancy' or call us on **0800 218 2247**.
- We will need to carry out a 'pre-vacation inspection' of the property before you move out. We will set this up with you once we know you are planning to leave.

- When your tenancy ends, please make sure your home is left clean and tidy.
- Please remove all furniture, white goods and other items, including anything in sheds or other outside buildings.
- If there's any damage to any parts of your home that are your responsibility, it will need to be repaired before you move out.
- Please make sure your garden is in a tidy and reasonable condition for the next tenants.
- If there are any new 'non-standard' parts of your home, we'll agree with you the condition they should be left in when you leave.
- Please be aware that you will be charged for any repairs that are required as a result of damage caused to the property. You will also be charged for the removal of any furniture or rubbish that you leave behind at the end of your tenancy.

We hope you enjoy your new home!

If you have any questions or concerns when you move in, please get in touch on 0800 218 2247 or by emailing us at enquiries@wcht.org.uk



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Watford Community Housing
59 Clarendon Road
Watford, Hertfordshire
WD17 1LA

T: 0800 218 2247
E: enquiries@wcht.org.uk
www.wcht.org.uk