



Empty Home Standard



Below are the standards you can expect in your new home

General standards

Before you move into your new home we will make sure:

- Where we don't provide furniture as part of your tenancy the home is completely clear of furniture and other items so that you can just move your belongings in
- Any electrical appliances including smoke detectors, carbon monoxide detectors, storage heaters or oven, extractor, fridge/freezer, dishwasher (where provided) have been tested and are safe
- A member of our gas team has carried out a gas safety check on the boiler and hob
- We have replaced any electrical sockets that have been painted over and couldn't be cleaned
- We have repaired any leaks
- We will run all of the taps prior to moving in to clear any potential legionella risk, for taps which have remained unused for a period of time
- Drains are checked and cleared inside the home
- The home is free of mould
- There is a light fitting in every living area
- All doors work and are hung securely
- Suitable floor coverings are supplied throughout the home
- All windows are secure
- Damage skirting boards will have been repaired or replaced
- Your heating system will be fully functioning
- Your home has a handrail and banister
- The home has been cleaned, including all of the appliances in the kitchen



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In the Kitchen

- Any damaged taps are replaced
- All kitchen units will be in working order
- Where appliances are provided all will be in working order

Where appliances are not provided

- Gas or electricity supply for cooking
- Plumbing for a washing machine
- Space for a fridge/freezer



In the Bathroom

Our bathrooms have a bath or shower area, wash-hand basin and toilet. Bathrooms without a window will have an extractor fan. Before you move in we will:

Clean and disinfect the bathroom, fixtures will be free of stains and marks

Provide, where possible, matching taps

Provide a tiled splashback above the hand basin and bath

Fit a new toilet seat if required

Fit a new shower head and hose if required

Decoration

We will decorate where:

- Walls are scuffed or marked
- Wallpaper is ripped or damaged
- Plastering work has been carried out
- Damage has been caused by leaks



Outside your home

Before you move in we will make sure:

- Locks have been changed
- We have removed any outside structures that are in poor condition
- All sheds and outbuildings are clear and secure
- You have at least 2 keys to all external doors



Information we will provide to you

When you move in we will make sure we provide the following documents to you:

- We give you a copy of the Energy Performance Certificate when you move in. The certificate will tell you the energy efficiency of your home in terms of heating and lighting
- Electrical safety certificate for any testing that has been undertaken in your home
- Gas safety certificate for any testing that has been undertaken in your home

Other fixtures and fittings

We will agree with you before we gift any items left by the previous tenant that if replacement is required we will replace with Plus Dane standard materials or remove.

Improvement works

If there is any planned improvement work scheduled to take place in your home in the next 12 months we will let you know.

