Our New Home Service Standard

We are committed to ensuring our empty properties meet our new home standard and are ready to move in.

Before you move into your new home, we will:

- Clean it and remove all the previous tenant's belongings
- Survey the property and complete the repairs needed
- Make doors and windows safe and secure, providing keys for all locks
- Provide a hygienic kitchen with sufficient units for the size of your home, a fitted worktop and a tiled splash back
- Provide a cooker point which will be either gas or electric
- Where practical, provide a washing machine space
- Provide a hygienic bathroom suite with tiled a splash back to all basins, baths or showers
- Ensure walls and ceilings are ready for you to decorate; free from damp and not in need of replastering
- Clear the garden to make it safe

Once you are in your new home, we will:

- Complete any small repairs not previously done
- Check and service the gas and electricity appliances once you have arranged for the supplies to be turned on
- Complete any gardening work to leave it at a standard that you can maintain yourself.

To deliver a good new home service, you can help us by:

- Making and keeping your appointment to view the property
- Getting your gas and electricity supplies connected promptly
- Arranging your gas and electrical checks once your supplies are on
- Disposing of any rubbish properly
- Reporting promptly any problems you find after moving in

Measuring Success:

- Average time to undertake void repairs to achieve lettable standard
- Percentage of tenants satisfied with their new home (lettable standard)
- Average number of days to relet empty properties

Last reviewed March 2013