



Matching the right person to the right home

WELCOME HOME



Our moving in standards

What to expect when you
move into your new home.

WELCOME TO YOUR NEW HOME

Congratulations on your successful application for your new home!

We know moving in can be a stressful time and we want to try and make this as easy as possible for you.

This leaflet should give you all the information you need before you move in.

If you have any questions or require further information please speak to your Housing Officer, visit our website or call us:

- www.stroud.gov.uk
- 01453 766 321

At the viewing, an officer will go through our Moving In Standard with you and make sure that the standard has been met.

Your new home should be:

- ✓ Clean
- ✓ Safe
- ✓ Secure
- ✓ In good repair

We look forward to handing over the keys to your new home soon. If you have any concerns before then, please drop us a line.



YOUR HOME

Room by room

THE DETAILS

These are the standards we strive to meet
when you move into your new home.

KITCHEN AND UTILITY ROOMS

- All cupboards will be cleaned inside and out, and all surfaces dusted and wiped clean.
- Sink and taps will be clean and free from scale.
- Grout and sealants will be free from dirt and mould.
- Electrical switches, sockets and fittings will be cleaned or renewed.
- All woodwork will be washed and floors will be mopped clean.
- Windows will be clean and free from smears.
- A minimum of a double wall and double base unit will be provided, along with worktop and stainless steel sink. Worktops will be free from major cracks and burns, and safe for food preparation.
- If some wall or floor tiles, or cupboard doors or drawer fronts have had to be replaced, will match existing ones as closely as possible.
- An electric cooker panel or a gas cooker connection (or both where possible) will be provided.
- There will be a suitable and functioning extractor fan.
- A slip resistant vinyl floor covering will be provided.

BATHROOMS AND WC'S

- The bathroom will have a bath or shower, wash-hand basin and toilet in good working condition, which will be clean and free from lime scale.
- Any missing or cracked tiles will be replaced to match existing ones as closely as possible.
- There will be a suitable and functioning extractor fan.
- A slip resistant vinyl floor covering will be provided.

HALL, STAIRS AND LANDING

- All stair treads and nosings will be secure and free from trip hazards.
- Handrails will be securely fastened to the wall.

LIGHTING

- Low energy light bulbs will be provided in all light fittings.

FLOORS AND FLOORING

- All carpets, grippers, ceramic floor tiles and wood laminate flooring will be removed.
- Floors will be level ready for you to lay your own floor covering.
- Any missing or damaged floor tiles will be replaced to match existing ones as closely as possible.
- Loose floorboards will be secured and any damaged ones will be replaced.
- Kitchens and bathrooms will have a slip resistant vinyl floor covering.

DOORS

- All doors, hinges and handles will be in working order.
- Bathroom and toilet doors will be lockable.
- Door closers will be fitted to all fire doors.

WINDOWS

- All windows, handles and hinges will be checked and in working order.
- Window keys will be supplied where needed.

HEATING

- There will be a suitable heating system in the main living areas of the property.
- Open fireplaces will be blocked up and skimmed over ready for decorating.

DECORATIONS

- The property will be left undecorated and ready for you to make your own. We may provide decorating vouchers to help with this.
- Any holes will be filled and surfaces will be rubbed down.
- Woodwork will be given a primer undercoat.
- Any areas of badly cracked or blown plaster will be re-plastered.
- Any polystyrene tiles and adhesive will be removed

OUTSIDE THE PROPERTY

- Any gaps or holes in the brickwork will be filled.
- All visible roofing, guttering, downpipes and gullies will be checked for any defects or blockages.
- Any blocked drains will be cleared.
- Communal bins and bin stores will be left in a safe and useable condition.
- Garden areas will be cleared of any rubbish and overgrown vegetation will be cut back.
- Paths and pavings will be free from trip hazards.
- Boundary walls, fencing and gates will be left in a safe condition.

SAFETY AND SECURITY

- A full gas safety check will be carried out (where appropriate).
- A full electrical check of the wiring and electric installations will be carried out.
- A full check of all plumbing and water systems will be carried out.
- A full safety check of any solid fuel heating systems will have been carried out, and chimneys will be swept.
- Smoke alarms will be serviced to ensure they are fully functioning.
- Properties with an open or concealed flue, or with a solid fuel appliance will have a CO detector fitted.
- Suitable child-safety catches will be fitted to all windows above ground floor
- Locks and barrels to all external doors will be replaced and you will be provided with at least two sets of keys.

A home for the future

REPAIRS & RENOVATIONS

It is important to us that your home is kept up to a good standard and our team will work hard to make that happen.

REPAIRS

- So that we can help you move in as quickly as possible, some repairs may be done after you move in.
- When you sign up for your new home, we will agree with you what repairs need doing.
- After you have moved into your home, we will contact you to arrange suitable appointments with you to have the works completed.

PLANNED IMPROVEMENTS

There may be some larger improvement works intended for your new home in the near future which form part of a planned programme of work across many of our homes. We carry out this work to make sure that our homes are maintained in good condition and are of the Decent Homes Standard. These standards are set by the government and require us to provide all of our tenants with homes that are:

- safe and warm
- in a reasonable state of repair
- have reasonably modern facilities

We will always try to keep disruption to a minimum and we hope that the work will only improve the experience of your home.



MOVING IN DAY

You will be provided with up to date copies of the following documents when you sign your new tenancy agreement:

- Gas safety certificate (LGSR)*
- Electrical installation condition report (EICR)
- Energy performance certificate (EPC)
- Asbestos survey
- Heating and boiler instructions
- Information about looking after your home and details of your repair responsibilities
- Where to find the stop-cock, fuse board and utility meters

*The gas supply will have been temporarily disconnected. To have the gas supply turned on, you will need to contact us and arrange for a heating engineer to reconnect the supply and carry out a gas safety check.



There are some things you will need at hand in the first few days in your new home.

On moving in day, please make sure you have all the relevant paperwork with you.

Our team would also recommend having the following in a place that is easy to access:

- kettle, mugs, tea, coffee, milk, sugar
- Phone charger
- Loo roll, kitchen roll
- Cleaning products - we will try to ensure your home is clean when you arrive but we also know some people like to clean anyway!
- Duvet, pillows and bedding for the first night.