

A guide for moving into your council property

Information from Southampton City Council

Moving in standard Tenant's copy

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INVESTOR IN PEOPLE



Welcome to your new home. This moving in standard has been agreed with our customers and staff. When you move in, your new home will be safe, secure, clean and in good condition.

You will be expected to look after the home during your tenancy, keep it well decorated, report any repair issues, and allow access for safety inspections. If you leave the property in the future you will need to make sure it meets the “moving out standard”.

Our aims:

We aim to carry out all work to the property before you move in but may need to carry out some repairs or improvements afterwards.

Standards you can expect:

External condition of the property (flats)

- The building will be safe and free from leaks
- Any signs of damp will be repaired

External condition of the property (houses)

- The building will be safe and free from leaks
- Any signs of damp will be repaired
- Paths and steps to front and back doors will be safe, any other paths not in good condition will be removed
- Fencing between a council tenancy and private occupier and that belongs to the council, or bordering a public path, will be repaired.
- Grass and bushes will be cut back
- Garden ponds will be drained and filled in
- Any buildings or decking in the garden will be removed if in poor condition - if left will not be maintained by the council
- We will inform you of any work due to be done in the property
- All driveways must have an approved dropped kerb to the road. It is possible that the previous tenant may have created a driveway without a dropped kerb, if this is the case we will fence off the driveway entrance and you will not be able to use the area as a driveway unless you gain permission and install a dropped kerb.

Services/safety checks

- Safety checks will be carried out and you will be given a copy of the following:
- Electrical safety certificate, Energy performance certificate & Gas safety certificate

And the following will be checked:

- Plumbing systems will be safe
- Glazing will be safe
- Where ever possible meters will be cleared (New tenants will need to register with a gas/electric suppliers)

Community alarm (where fitted)

- The alarm will be working. Alarm pulls will be free-hanging and accessible.

Internal condition of the property

- The property will be clean
- There will be a working bath or shower, toilet and wash hand basin. Some properties will have shared washing facilities.
- Alterations/installations by former tenants will be left, if they are safe and in good order, but will not be maintained by SCC.
- The loft space will be cleared.
- Not all properties will have gas central heating, but some means of heating will be supplied.

Internal doors

- Doors will work effectively, including door handles and latches.
- Doors will be left ready for decorating.

External doors

- Each door will have minimum of one lock, with at least 2 keys. The frame and door will be secure. A letterbox and door number will be provided.
- If the property is supplied with a shed then two keys will be issued for this.
- Door entry systems will be in working order. If they are not, a date for repair will be given.

Kitchens

- Kitchen units and worktops will be in good working order.
- There will be a gas or electrical cooker point, not necessarily both, and a space of between 500 - 625mm suitable for a cooker to be installed.
- All sinks will have a ceramic tile splash back with silicone sealant joints.
- All sinks will be clean with plugs attached, and wastes free flowing. Pipework will be adequately clipped and free from leaks.
- Washing machine space and connections will be supplied, where practicable; however in some smaller kitchens this will not be possible. Some sheltered schemes may have a communal laundry.
- The floor covering will be safe and suitable for a kitchen.
- There will be at least two electrical double sockets.
- All vents will be clean and operational.

Bathrooms

- All fittings will be clean and free from excessive stains, chips and cracks.
- Plugs and chains will be supplied. Wastes will be free flowing and pipe work will be adequately clipped and free from leaks.
- A new WC seat will be supplied.
- Baths and basins will have ceramic tile splash backs with silicone sealant joints.
- The floor covering will be safe and suitable for a bathroom.
- All vents will be clean and operational.

Windows

- Windows will be safe and open and close easily. Safety stays will be fitted in accordance with SCC policy/procedure and at least one window key will be supplied for each room.
- We do not provide window blinds, curtains or nets in any rooms. However if the last tenant has left window blinds, curtains or nets in good condition, these will be left for the new tenant. (But not maintained by council).

Internal walls and ceilings

- There will be no visible/loose or crumbling plaster and we will treat any mould and the property will be free of damp.
- “Artex” in good condition will be left; any loose or flaking “Artex” will be repaired/ replaced or removed.

Floor coverings

- We do not provide floor coverings in any rooms, except for bathroom and kitchen. However if the last tenant has left carpets or floor coverings in good condition, these will be left for the new tenant.
- Laminate flooring in flats will be removed unless the flat is on the ground floor, in which case it will be left if in good condition.
- Only bathroom and kitchen floor coverings will be maintained by SCC.

Floors and stairs

- Floorboards and stairs will be safe.
- Skirting boards will be complete and in good order.
- Floors will be left ready for floor coverings.

Bedrooms

- Open fireplaces will be boarded and vented.

Electrical

- The property will have a full electrical inspection and be certificated safe.
- Light fittings and switches will be clean.
- If there is an electric cooker point, arranging cooker installation is the tenant’s own responsibility, and must be carried out by a competent/registered person.
- Smoke alarms will be fitted and in good working order.
- Storage heaters will be safe and working.

Once in occupation you must allow us to have access to inspect the Electrical systems & appliances.

Gas (not all properties will be supplied with gas)

- All gas appliances and systems will be tested and be certificated safe.
- If there is a gas cooker point, arranging cooker installation is the tenant's own responsibility, and must be carried out by a competent/registered person.
- All gas heating & hot water systems will be working and safe.

We have to carry out a gas safety check every year. You must allow access for this.

Hot and cold water systems

- Plumbing systems will be in good working order.
- All bathroom appliances will operate satisfactorily and be free of cracks or chips.
- All external pipe work will be adequately lagged.
- If there is a shower, new showerheads and hoses will be provided.
- Hot water systems will be working.
- Hot water tanks will have adequate insulation.

Decoration

- Decorating vouchers will be issued in accordance with our policy where decorations are substandard.
- Redecoration is only carried out where tenants can demonstrate they have special needs. (This will usually be done after occupation unless tenant's health or disability makes this impracticable), and in any property where significant repair work makes decorating necessary.
- Walls will be left ready for the incoming tenant to decorate.
- All graffiti will be removed or covered up.
- There will be no polystyrene tiles left in the property.
- We will treat any mould and the property will be free of damp.
- If the room has water or nicotine staining, we will seal the area ready for decoration.
- SCC will not paint walls or woodwork that has been painted well and is in good condition, whatever the colour.

Cleanliness

- The property including lofts and sheds will be clear of rubbish.
- The property will be cleaned to our cleaning standard.
- All ceilings and walls will be clean & free from grease stains.
- Kitchen sink, bath/shower, basin & WC suite will be clean, free from excessive stains & lime scale and all tiling will be free from grease/soap stains.
- All kitchen cupboards will be empty & cleaned, and worktops free from grease including tiled splash backs.
- All floors will be swept and vinyl floors will be washed and mopped clean.
- All windows/frames (internal) will be washed and cleaned.
- A solid air freshener will be left in each property.

General information

- The loft space is not designed for access or storage and any articles placed there will be at the tenant's own risk and you will be charged for any damage caused by using the loft space.
- You will be supplied details of any asbestos in the property.
- This standard is the minimum standard of repair that you can expect to find when you rent one of our properties, and you are expected to undertake everyday minor repairs, decorate and keep your property clean and your garden tidy.
- If you want to carry out any alterations/installations you will need to seek permission for this.
- This should not be confused with the Decent Homes Standard, which is a separate standard set by the Government to, "ensure that all social housing meets set standards of decency". Any Decent Homes work required to your home will be carried out in accordance with our Decent Homes planned programmed of works.