

Moving In Standard

Information from Southampton City Council

A guide to moving into your home



southampton.gov.uk/housing



This Moving In Standard has been agreed with customers and staff. Please read it carefully, as it contains important information relating to the standard of accommodation that you as a Southampton City Council (SCC) tenant can expect and the responsibilities of SCC as a landlord, and of you as the tenant, for the duration of your tenancy.

- You are expected to look after your home during your tenancy, keep it clean, well decorated, report any repair issues and allow access for safety inspections.

We aim to

Ensure that all empty properties are returned to a safe and fully lettable condition as soon as possible.

Complete any repairs required before you move into your new home, but where repairs are not urgent, we may carry them out after you have moved in. In those instances, we will give you a 'Repair Promise' and a target time for completing the work.

Colour match any items we have to replace, but if this is not possible the closest match will be used (tiles, kitchen units, worktops, door handles etc.) We will not replace items which are fully functional but discoloured due to age.

In every property we will carry out the following:

- An electrical test to ensure all electrics are safe, and all light fittings and sockets are securely fixed and in working order.
- An annual gas service will take place to all council-owned gas appliances fitted within the property. (You will need to get an annual gas service completed for any gas appliances that you own.)
- A test on smoke alarms and carbon monoxide detectors (if fitted).

We will ensure:

- That adequate space heating and hot water facilities are supplied. Not all properties will have gas central heating, but some means of heating will be supplied, e.g. underfloor heating or storage heaters.
- The property is structurally safe and free from major disrepair.
- The water supply is functioning correctly.
- You are provided with a copy of the Electrical Safety Certificate and Gas Safety Certificate.
- You are provided with the most recent Asbestos Property Data Sheet.
- You are provided with the most recent Energy Performance Certificate (EPC) for the property.
- Any door entry and pull cord system is checked and left in full working order.
- All mechanical and manual vents are clean and operational.

Floors and stairs

- These will be in a safe condition to enable you to lay floor coverings when you move in.
- Kitchens and bathrooms will be supplied with a safe suitable floor covering. Flooring which has discoloured due to age will not be replaced if still in a safe condition.

Doors and windows

- All external doors will be secure and weather tight, and two keys will be supplied with every external door to the property. Shed doors will be secure and two keys will be supplied.
- All windows and glazing will be secure, free from cracks and will open and close easily. They will either have a locking facility fitted as standard, or safety stays will be fitted where required. One window key will be supplied for each room.
- All internal doors will open and close correctly.
- The bathroom and WC doors will be fitted with a suitable lock.

Plumbing

- All plumbing will be watertight.
- All wastes will be freeflowing.
- Where practical there will be suitable plumbing supplied for a washing machine, although in some smaller kitchens this will not be possible. This will not be supplied where properties have access to a communal laundry room.

Bathrooms

- Sanitary equipment will be clean, in good working order, free from excessive stains, chips and cracks.
- Baths and basins will have plugs and chains fitted.
- There will be a minimum of two courses of glazed tiles or an acrylic splashback around the bath and the basin.
- If there is a shower fitted, shower heads will be descaled or renewed. Where required, a new shower curtain will be supplied. Adequate tiling or an acrylic splashback will be provided to the shower area.
- A new toilet seat will be fitted.

Kitchens

- There will be a gas or electric cooker point (not necessarily both) and a space of between 500mm and 650mm suitable for a cooker to be installed.
- There will be a minimum of two double sockets.
- There will be adequate provision for food storage and food preparation.
- The kitchen sink will have a plug and chain fitted.
- There will be a glazed tile or acrylic splashback to the worktops and sink.

Decoration

SCC does not carry out redecoration. The decorative condition of the property will be as left by the outgoing tenant. Depending on the condition of the decoration, you may be supplied with a starter decoration pack containing some basic decorating tools and some white paint to help towards redecorating the property.

- We will treat any area which is affected by graffiti, water stains and nicotine, by sealing the area, ready for you to decorate.
- Wall and ceiling plaster will be free from major defects. Any visible loose or crumbling plaster or damaged plasterboard will be repaired. If this is found by you after occupation when decorating, we will repair as necessary according to our normal repair timescales.

Gardens and fencing

- Overgrown grass and bushes will be cut back.
- Garden ponds will be drained and filled in.
- Fencing between a council tenancy and private occupier that belongs to us, or bordering a public path, will be repaired. (For further information on fencing request a copy of our fencing guidance sheet.)
- Paths and steps to the front and back doors will be made safe; any other paths not in good condition will be removed.

Other

- On some occasions, items listed in this standard will be completed after you have moved in, by means of a Repair Promise.
- The property, including lofts and sheds, will be clear of rubbish.
- The property will be cleaned to our cleaning standard sufficient to allow you to move in.
- External works to the property or to the garden may be carried out after you have moved in. If this happens, you will be advised of an approximate date the works will be completed, by means of a Repair Promise.
- A serviceable kitchen and bathroom will be provided. If these are due for replacement then they will be referred to our Property Division and you will be advised of an approximate date the works will be completed, by means of a Repair Promise.

The following are your responsibility as the incoming tenant:

- Cooker installation. This must be carried out by a competent/registered person and you must pay for this service.
- Internal decoration.

General information

This standard is the minimum standard of repair that you can expect to find when you rent one of our properties. You are expected to undertake everyday minor repairs and decoration, and keep your property clean and your garden tidy.

If you cause any damage to the property, we will charge you for the repair.

The loft space is not to be used for storage.

Laminate flooring is not permitted in flats, except for flats on the ground floor.

Non-standard fixtures, fittings and installations

Alterations and installations by former tenants may be left, if they are safe and in good order.

We will maintain non-standard but essential fittings (like kitchen units) until they are no longer viable to repair and renewal is required. At this point, they will be replaced with standard council fittings.

We will not maintain non-essential fittings (carpets, wardrobes, sheds etc) and you will be advised of these at point of sign up. If you wish to carry out any alteration to the property other than basic decoration (wallpaper, paint, carpets etc.) you must request permission from us.

We will charge you where we have to reinstate or remove fixtures in the property after alterations have been carried out and permission has not been granted.

To request permission for an alteration, please go to **southampton.gov.uk/housing**

Or alternatively email

permission.requests@southampton.gov.uk