

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).

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