

# Moving in

আপনার সেবায়  
給大家的服務  
દરેક જણ માટેની સેવા  
Usługi dla każdego  
بر شخص کے لیے سروس

RESIDENT  
APPROVED



The Government Standard

# Moving in

## **Our Standard**

This leaflet explains what we do:

- before a home becomes empty
- when a home is empty
- to get an empty home ready for a new tenant
- when a new tenant moves in.

We want you to be happy with your new home. This leaflet explains our service standards so that you can check that we have met them – and how to tell us if we haven't!

With around 4,800 homes to manage, and people moving in and out each week, we will always have

some empty homes. Our aim is to have as few empty homes as possible, and to get them ready for new tenants as fast as we can.

This leaflet sets out our service standards for empty homes.

## **Before a home becomes empty:**

When a tenant tells us they are moving, we need to find a new tenant straight away. We start doing this even before the home is empty. That's why it's really important that you give us 4 weeks' notice if you are moving. It's your responsibility to leave your home empty and in good repair. We

will ask you why you are moving and use the information you give us to improve our services.

We will:

- identify quickly, homes that are empty or likely to become empty
- relet them promptly to avoid losing rent and help people who need rehousing.

### **When a home is empty**

While a home is empty we do a range of work to make it fit for you to move into.

We will:

- inspect empty homes within 1 working day of getting the keys
- order repairs within 1 working day of inspection
- cut the average time we take to re-let empty homes to the minimum needed to make them safe and fit to live in; and
- take photographs of the home so that we have a record of how it looked when we let it.

Our Resident Inspectors help us to achieve these standards.



## Getting your new home ready for you

We will make sure that any home we let meets our Ready to Relet Standard so that you are happy with your new home. Residents developed and agreed the standard with us.

## Our Ready to Relet Standard

### Asbestos

- we will give you health and safety advice on any materials containing asbestos in or around your home
- if it is damaged, we will either remove it or make it safe and monitor its condition
- if it is in good condition, we will ensure it is safe and monitor its condition.

## Outside your home

### In communal areas

- all windows will be in good condition
- any intercom system e.g. at entrances to blocks of flats, will be in full working order
- lighting will be bright enough to light the required area
- all steps, paths, walls etc will be in good condition
- there will be no graffiti. We will remove non – offensive graffiti within 5 working days and offensive graffiti within 24 hours
- all walls and doors will be reasonably decorated. We normally paint them about every 5 years, but may do them more often if we think it's needed

- all car hard standings, parking areas and car park barriers will be safe to use.

## Gardens and sheds

We will:

- clear any rubbish from gardens
- trim grass and hedges to a manageable height
- clear all contents from sheds and outhouses
- normally remove any ponds and other garden improvements the previous tenant left, unless you want to take responsibility for them. This includes things like raised planters, BBQ areas etc.
- ensure boundary fences, walls etc clearly show the boundary and are in good condition.



## Outside walls

We will ensure:

- outside walls are structurally sound and in good condition
- painted walls are reasonably decorated. We normally paint these around every 5 years (more often if we think it's needed) We will tell you when we will do the work and agree the colour with you.

## Outside doors

We will ensure:

- all outside doors:
  - close and secure properly
  - are well decorated
  - comply with the Police recommended "Secure by Design" specification
  - have a 5 lever mortice insurance lock



- have a night latch if required

- the front door has a number and a letterbox; and
- you have at least 2 sets of keys for each outside door.

## Roofs

We will ensure:

- roofs are watertight, and in good condition
- gutters and drain pipes work properly, are free flowing and take rainwater to drains and/or a water butt, if there is one
- all wood and plastic to which gutters are fixed are secure and in good condition
- chimneys and flashings are in good condition.

## Inside your home

### Electrical safety

We will:

- test all the electrics to ensure they meet the latest electrical regulations
- give you a copy of the electrical safety certificate
- normally switch the electricity supply off when a home is empty
- tell you how to switch the mains electricity on and off, read the meters and re-set any tripped switches
- replace any cracked or broken sockets, switches or light fittings.

## Fire safety

We will:

- fit mains operated smoke alarms to every level of the property
- test them to ensure they work properly.

## Gas safety

We will:

- test all gas supply connections and appliances to ensure they meet the latest gas regulations
- show you how to turn the gas supply off in an emergency
- give you a copy of the gas safety certificate.

## Water safety

We will:

- test the mains water stop tap and other water pipes to make sure they work properly and don't leak

- show you how to switch the mains water off in an emergency
- provide water immersion heaters that safely stop the water from overheating
- tell you what to do if water becomes too hot
- check large water tanks serving more than one home for Legionella
- tell you what to do to reduce the risk of Legionella in your home.

## Energy efficiency and heating

We will:

- explain how your heating system works
- provide loft insulation that meets the latest building regulations
- give you an Energy Performance Certificate

and energy saving advice

- supply and fit energy efficient bulbs in at least 4 rooms
- provide all rooms with efficient and effective space heating
- ensure all new windows are double-glazed
- ensure all new outside doors are insulated
- tell you if we are going to replace your central

heating, when we will do the work and agree the design of it with you.

## Floors

We will ensure floors:

- have no damp
- have no carpet gripper or loose tiles
- are in good condition, safe and level
- have suitable floor coverings in the kitchen and bathroom.





## Walls

We will ensure walls have:

- a flat, smooth finish, without major cracks or loose plaster. (You are responsible for minor indentations, scratches and hairline cracks)
- no damp and mould
- curtain battens above all windows
- securely fixed architrave around doors and skirting

along floors with no exposed screws or nails.

## Ceilings

We will ensure ceilings have:

- a flat, smooth finish, with no major cracks or loose plaster. (You are responsible for small indentations, scratches and hairline cracks)
- no damp and mould
- no polystyrene tiles.

## Doors

We will ensure doors will:

- be in good working order, open and close easily and secure properly
- be in good repair
- have enough space under them to fit carpets
- have a privacy lock on the inside in toilets and bathrooms.

## Woodwork and stairs

We will ensure:

- woodwork is good repair
- all parts of the staircase are in good repair.

## Windows

We will:

- replace all broken and cracked panes of glass
- lubricate windows to ensure they open and close easily

- ensure all ground floor windows have security catches
- ensure all first floor windows have child locks
- give you at least 1 key for each window lock
- show you how to release window catches/locks if there's a fire.

## Kitchens

We will:

- ensure all work surfaces are clean and safe for preparing food
- ensure all work top joints are sealed
- ensure the cooker point has worktops on either side, making it easier to move cooking equipment to and from the cooker
- ensure the cooker space has a safety bracket to fix your cooker to the

- wall. Please make sure your cooker is connected to it when it is installed
- provide connections for both gas and electric cookers if there is a gas supply
  - design the layout of your kitchen to reduce the chance of accidents
  - leave a space for a washing machine if possible, and provide a water supply to connect it
  - provide enough kitchen units to suit the size of your home. As a minimum, in the smallest homes, the kitchen will have at least 1 base unit, 1 sink unit and 1 wall unit
  - provide an automatic extractor fan to cut condensation
  - provide enough electrical sockets to suit the kitchen size. As a minimum in the smallest homes, the kitchen will have at least 2 sets of double sockets
  - ensure all wall tiling and grouting is in good condition
  - normally provide a single piece of non-slip vinyl floor covering. If there is more than 1 piece we will seal all joints
  - tell you if we intend to replace the kitchen and if so agree with you the design and when we will do the work.

## Bathrooms

We will:

- ensure the toilet and seat, bath and wash

hand basin work properly and are in good condition

- supply plugs and chains for baths and wash hand basins
- ensure all wall tiling and grouting is in good condition and sealed to bathroom fittings
- provide at least 2 rows of splash back tiles around the bath and wash basin
- where there is a shower, provide wall tiling from the top of the shower tray to the ceiling, a shower rail and curtain
- provide an automatic extractor fan to reduce condensation
- normally provide a single piece of non-slip vinyl floor covering. If there is more than 1 piece we will seal all joints
- tell you if we plan to replace the bathroom



and if so agree with you the design and when we will do the work.

## Cleaning

We will ensure your new home is:

- clean and fresh smelling throughout
- clear of any stains, limescale, dust, mould, pests, infestations and previous tenants' belongings
- provided with a courtesy welcome bucket with

cleaning materials to help you keep your new home clean.

## Decoration

The bathroom, kitchen and living room will be well decorated. If not we will decorate them using magnolia emulsion on the walls. If required we will use blown vinyl wallpaper and emulsion. If skirting boards are painted in a dark colour e.g. black, we will repaint them with white gloss.



If the rest of the home is poorly decorated we will either:

- offer you a voucher towards the cost of buying decorating materials of your choice. (This is not intended to cover the whole cost) or
- do the decorating for you
  - if you are vulnerable and have no one to help you do it
  - if the home is so poorly decorated it would be unreasonable to expect you to move in.

**Please see our 'Decorating your new home' leaflet for full details.**

The Ready to Re-let Standard always applies. However, if we plan

to do more extensive improvements to your new home we may, if you agree, let it to you at a lower standard. We will add your home to the list of those being improved and agree with you when we will do the work.

**Please note that we don't provide carpets or curtains. If you are getting state benefits we can tell you about organisations which may be able to help you buy them.**

### **Moving in**

When we offer you a tenancy we will:

- give you information on the local area
- explain our range of customer services
- give you our contact details

- tell you what your weekly rent (and any other charges) are, and how to pay them.

When we sign you up for the tenancy we will:

- explain our tenancy agreement and tenants handbook to you – what we will expect from you and what you can expect from us
- give you a personal tour of your new home, (unless we did this before the previous tenants moved out or while the home was empty, if there is no health and safety risk)
- tell you if you are eligible for decorating vouchers. If so, we will agree the amount with you and give you the voucher(s) within 1 working day of the visit

- check that you are happy we have met our Ready to Relet Standard
- make sure you know how to arrange to take over all services such as gas, electricity, water and sewerage, and how to pay your Council Tax
- remind you to tell all your key contacts and relevant agencies you are moving in to your new home and advise you on easy ways to do this.

We will also ask you to tell us how the whole process worked for you from when you first applied to what you think of your new home. Please take 5 minutes to fill in our 'Your Views Count' card and share your thoughts with us. We use this feedback to improve our services.

We will visit you at home within the first 4 weeks of your tenancy.

This is to ensure that:

- you are happy in your new home
- you know how any fitted appliances work
- all the repairs are done
- there are no problems with your rent payments or benefits
- you fully understand your tenancy agreement, and
- you know how you can [getinvolved@GCH](mailto:getinvolved@GCH).

**For more information please contact us. Or visit our website [www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk) or GCHTV on the Looking Local Service.**

## Contacting us

Customer Services Team, Railway House, Bruton Way,  
Gloucester, GL1 1DG

**Customer Services Line:** 0800 408 2000 (freephone)  
or 01452424344 (normal call charges apply)

**Text:** 0778 148 2656 **Fax:** 01452833101 **Minicom:** 01452 396161

**Email:** customer.services@gloscityhomes.co.uk

**Web site:** www.gloscityhomes.co.uk **Digital TV:** GCHTV on Looking Local

You can also contact us using our online reporting forms. Our website is speech enabled and you can adjust the size of the text and translate it to other languages.

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact us.

আপনি যদি এই ডকুমেন্টের কোন অংশের ব্যাখ্যা, অনুবাদ অথবা বড় অক্ষর, অডিও অথবা ব্রেইলের মত অন্য কোন ফরম্যাটে চান তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Bengali

如果您希望我們解釋、翻譯本文檔，或提供大字體、音頻或盲文等其他版本，敬請聯繫我們。

Chinese

જો આપને આ પુસ્તકમાંના કોઈપણ ભાગની સ્પષ્ટીકરણ જોઈતી હોય અથવા આ પુસ્તક અન્ય ભાષામાં અથવા રૂપમાં જોઈતી હોય, દાખલા તરીકે, મોટા અક્ષરોમાં, ઓડીયો પર અથવા બ્રેઇલમાં, તો કૃપા કરી અમારા સાથે સંપર્ક કરો.

Gujarati

Proszę zgłosić się do nas po uzyskanie wyjaśnień, przetłumaczenia względnie uzyskania niniejszego dokumentu w większym druku, w postaci dźwiękowej lub języku dla niewidomych.

Polish

اگر آپ اس دستاویز کے کسی حصے کی وضاحت، ترجمہ یا کسی اور شکل میں جیسے کہ بڑے حروف، آڈیو یا ابھرے حروف میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔

Urdu