

Your new home

The standard you can expect when you move into your rented home

CBC service standards

Service statement

We want your new home to be of a good standard. Our service aim is to provide a property which is safe, secure, habitable and clean in a timely and cost-effective manner. This service standard outlines what you can expect from your new home.

Security

We will make sure:

- Your doors open, close and lock freely with all handles fitted with new five lever locks (front and back doors)
- You have two keys for the front door and two keys for the back door to the property
- That all window fittings are in good working order and keys will be provided for window locks where fitted
- You are given two entry fobs where there is a communal entrance door

Decoration vouchers

You are responsible for the internal decoration of your new home

- We may be able to help you with some of the cost if decorating is required. Your lettings officer will advise you of any help we can give you by issuing decorating vouchers which you can use to buy your own materials

Health and safety

Your safety is important to us we will make sure:

- There are working smoke alarms on each floor, either battery operated or hard wired into the property
- That gas and electricity installations have been tested and certified as safe
- If gas is present in the property, a carbon monoxide detector will also be installed
- That the water supply is working correctly
- That the property is free of rubbish, this includes the attic and any outbuildings
- The floors are in a safe and level condition ready for you to cover
- All stair treads, newel posts, handrails and bannisters are secure and free from defects
- That all windows and doors meet current regulations



Kitchen and bathroom

We will make sure:

- There is a fully working supply of hot and cold water to the kitchen and bathroom
- The kitchen and bathroom floors are fitted with a cleanable vinyl tile or vinyl sheet floor covering. This will be free from stains, sealed with no rips or tears
- Splashbacks or tiles to worktops are in place and fully sealed
- That there is either a gas or electric cooker point (in properties where there is no gas supply an electric cooker point will be provided)
- Toilets are fully working, clean and free from staining with a new toilet seat fitted
- That there is a cold water feed and waste pipe for connection of a washing machine, space allowing
- A minimum of a functional bath and /or shower, wash hand basin and toilet in the bathroom
- That all cupboards are secure, clean and fit for purpose along with worktops sink and draining board
- That space allowing, minimum kitchen unit provision will be as follows:

One bedroom properties and bedsits:

- One sink base unit, one double wall unit and one double base unit

Two bedroom properties:

- One sink base unit, one double wall unit, one double base unit, one additional double base or double wall unit

Three/ four bedroom properties:

- One sink base unit, two double base units, two double wall units

Garden and communal areas

We will make sure:

- Your garden, if there is one, is safe and clear of rubbish, with no obvious trip hazards
- That fencing that consists of post and wire will be provided on all property boundaries unless the boundary borders a public footpath, public highway or garage site. Please refer to our fencing policy if you are unsure
- That any brick external stores are in a wind and watertight condition



Minor repairs after moving in

To avoid causing you unnecessary delays in moving into your new home, we may need to carry out some minor repairs, such as replacement glazing after you have moved in.

We will agree any work with you and confirm approximate timescales for completing this work.

General

We will make sure:

- All internal and external doors are in good working order
- The inside of your home is cleaned to the following standard:
 - Hard floor coverings to be swept and mopped
 - Light fittings and switches to be wiped clean
 - Kitchen units and sanitary fittings to be clean
 - Door frames and skirting to be clean
- There is a minimum of one means of fixed space heating in the form of an electric or gas heater or a radiator in the living room
- That plasterwork is in good condition, noting that you may need to carry out some minor preparatory work to hairline cracks and nail holes before you decorate. Where a room is wallpapered and the wallpaper is intact the wallpaper will not be stripped for inspection purposes. Where wallpaper in a room is damaged all walls in that room will be stripped and any plasterwork repairs made good
- Any non-standard items (such as a timber shed or fitted wardrobe) installed by the previous occupant to be left in the property where they are found to be functional and safe. We will ask you to sign a disclaimer stating that you understand you are responsible for the repair and replacement of any such items

How we'll review this standard

We will:

- Use feedback from surveys, complaints and compliments
- Regularly report on how we are doing and use our Tenant and Leaseholder forums to help scrutinise our services. In addition, we will use our Tenant Satisfaction Measures and benchmarking against other providers to help shape our services to you

We will review this standard

When we:

- Update our policies or review our services
- Notice that your valued feedback is telling us we might need to look at things again

How to contact us

Visit our website for the latest information at **[cheltenham.gov.uk](https://www.cheltenham.gov.uk)**

Call us on our freephone number **0800 408 00000**