



**Nottingham
City Homes**

**Your
new home
standard**



NCHLFT51

Your new **home standard**

Our vision is to create homes and places where people want to live

We firmly believe that when you move into your new home, it will be a place where you want to live. This is because your new home will be safe, secure, clean, in good condition and free from damage.

'Your new home standard' sets out what you can expect your new home to be like. The Customer Excellence Panel, made up of tenants and leaseholders, have helped us develop this standard.

Our aim is to carry out all necessary work to your home before you move in, although we may need to carry out some repairs afterwards.

The next few pages show the standard that you can expect your home to be in, when you move in.

Outside your home and in the garden

- All sheds, gardens and garages will be structurally safe, clean and tidy. The grass and hedges will have been cut / trimmed and left neat.

Due to weather conditions and access, there may be times when this work is done after you move in



- Your home will be structurally safe and sound.

Windows

- All windows that are designed to open will do so easily
- All windows will have suitable handles and we will provide you with keys if locks are fitted to the windows
- All glazing will be intact when you move into your home.



There may be times when this is done shortly after you move in.

Doors

- All internal and external doors will be in good working order
- For each external door, you will be given two keys, along with two communal entry fobs (if needed).

Floors

- All floors, floorboards and floor tiles will be in a clean and safe condition.



Kitchens

- Every home will have either a gas or electric cooker point – and in some cases both will be provided
- An appropriate number of units and work-tops for the size of your kitchen will be provided
- Plumbing for a washing machine may be provided, although some Independent Living Schemes may have a communal laundry room instead.



Bathroom

- All bathroom and toilet fittings will be in full working order
- A new toilet seat will be fitted
- The tiled surrounds to the bath and hand-basin will be clean and the sealant, too, will be in good condition.



Cleaning

- All floors will be swept or mopped
- The kitchen worktops and units will be clean and stain-free
- The bathroom toilet and fittings will also be clean.
- All woodwork will be wiped down, including skirting boards and door frames
- The loft will be cleared of all contents
- The windows will be cleaned.

Heating and utilities

- Gas and electric safety checks will have been carried out
- Appointments for carrying out the gas safety 'recommission' (this is when we test and reconnect your gas and water supplies) will take place once you have arranged which company will supply your gas and electricity
- The heating system will be serviced as part of an annual contract. All tenants are required to allow access once every year to complete the gas service check – and failure to allow access could cause you to lose your annual 'Responsible Tenant Reward'



- Smoke alarms will be fitted, and these will be tested and in working order
- An 'Energy Performance Certificate' for your home will be provided. This gives information on how energy is used in your home and the likely costs of your energy
- Any vents in the property will be clean and operational.



Decoration

Depending on the condition of your home, we may provide you with decorating points for you to use to order materials so you can start decorating your new home through our 'You decide, we provide' scheme. You will be given a leaflet about this, which provides more information.

You will be able to place an order for the items you would like and these will be delivered to your home.

Works after you move in

We may carry out some work after you move in, which could include gates, fencing and guttering as part of our regular maintenance programme. We will arrange a survey within one month of moving in and we'll let you know the timescale for the work to be completed.



What we expect from you

You will be expected to look after your home during your tenancy, keep it well decorated, report any repair issues and allow access for safety inspections. To report any of these issues, call **0115 915 2222**.

This standard is the minimum standard of repair that you can expect to find when you rent one of our homes, and you are expected to do everyday minor repairs, decorate and keep your home clean and your garden tidy.

If you want to carry out any alterations or installations you will need to seek permission for this. You should contact your Housing Patch Manager on **0115 746 9555**.

Responsible Tenant Reward

As a responsible tenant, you'll be entitled to £100 credit on your rent account at Christmas.

All you have to do to earn this is to keep to the terms of your tenancy agreement.

To receive your reward you will need to be responsible in all these areas:

- Pay your rent on time and in full according to your tenancy agreement
- Pay any arrears you may have according to a repayment plan agreed with us
- Keep your yearly gas safety servicing appointment or re-arrange in advance a new one
- Keep your garden, if you have one, tidy or take agreed steps to improve it
- Not cause any damage to your home or be paying for repairs to any damage that has been caused
- Behave in a respectful and responsible way in and around your home and neighbourhood. This applies to your family and to your visitors
- Be registered on the electoral roll – contact Nottingham City Council on **0115 876 4111** for more information.

**Responsible
Tenant Reward...**



are you on target?

If you want to find out more, please ask for a copy of our 'Responsible Tenant Reward' leaflet.

Your views

Once you have moved into your new home we will ask you to tell us whether you feel we met our promises about the New Home Standard.

We would really appreciate it if you could take the time to answer any questions we may ask you, as this will help us improve our services.





If you are unable to read this publication, please contact us on 0115 746 9555. We can arrange for an interpreter to explain it to you. We can also provide it in large print.



**Nottingham
City Homes**

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Corporate member of
Plain English Campaign
Committed to clearer communication

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