

New tenants

service standard 2008-09



We want you to have the best possible start in your new home.

When we offer you a new home we will:

- Enclose a copy of our Lettable Standard with the tenancy offer letter, so you can check that it meets the appropriate levels of repair and cleanliness
- Go with you to view the property and answer any questions you may have
- Give you a list of repairs to be done before you move in and tell you when they will be completed
- Give you a list of any minor repairs to be done after you move in and tell you when they will be completed. Any such work will be completed within 10 working days of the tenancy start date.

When you sign for the tenancy of a new home we will:

- Choose a location convenient to you
- Make sure your new home has a basic level of decoration and give you vouchers towards the cost of redecorating your home if this is necessary
- Help you to make contact with any support services you may need
- Make sure your home has suitable heating, and all gas boilers and fires are in good working order
- Give you clear information on how to use your heating system and other installations when you move in
- Give you a checklist of your keys and tag each one so you know what it is for

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- Fully explain your tenancy agreement to you and provide you with our Tenants' Handbook which contains information about our services. You will also receive information about local amenities and services in the area
- Provide a welcome pack containing household essentials for the first day in your new home
- Tell you who your housing patch manager is and how to contact him/her. If there is a caretaking service we will also provide you with similar details for your caretaker (your patch manager is your local contact who you can advise and support you with any housing problems you may have)
- Give you information about ways to get involved in developing our services, including any local tenant and residents groups
- Help you to complete a housing benefit form if you are eligible to claim. If necessary we will refer you to one of our financial inclusion officers within five working days of you moving in to make sure you are able to pay your rent
- Aim to visit you within six weeks of your tenancy starting to see how you are settling in
- Ask you what you think of our services and use what you tell us to help improve those services.