

Housing Moving In Standard



Date: April 2021

Introduction

This leaflet sets out the standard your home should meet before you move in. All North Tyneside Council homes must meet this standard before they are let.

These standards were reviewed by a group of both involved tenants and Elected Members that worked together to make sure our standards meet your expectations.

At the viewing the housing officer will go through the standard with you and use a checklist to make sure the standard has been met.

Please let the Housing Officer know if you have any concerns or if you need any further explanations about your tenancy or this standard.

The checklist will include a note of what minor repairs will be carried out after you move in and approximate timelines of when they will be done.

It may also include information about any improvement work planned as part of a future programme and when this will be done.

During the sign up process you will be asked to sign the checklist and be sent an electronic copy should you request it.

It is expected that you will provide a suitable email address so that all documentation associated with your homes can be sent electronically.

The Moving In Standard

Your new home will be clean, safe and in good repair.

This means that:

All essential repairs identified below will be completed **before** you move in.

Essential Repairs are:

- Repairs to ensure the property is safe.
- Repairs to make the home secure and water tight.
- A gas-safety check.
- An electrical-safety check.

Minor Repairs

So that we can help you move into your new home as quickly as possible, we may do some repairs **after** you move in.

When you sign up for your new home we will agree with you what repairs need doing and when we expect these repairs will be completed.

After you have moved into your new home you will be contacted by our repairs team to arrange suitable appointments with you to have any internal works completed.

Planned Improvements

- There may be major updating or improvement work planned to your new home in the near future as part of a planned programme of work. Where possible we will advise you at the point that you accept the tenancy, what is planned and approximate timescales and when the works are likely to be carried out.
- The reason we don't do this work before you move in is that it is better value for money to complete it alongside other homes as part of a larger scheme.

The Moving In Standard in Detail

Water Supply

- The water supply to the property will be working correctly.
- The water main stop cock must be accessible and during your viewing our Housing Officer will show you where it is located.
- All taps will be tested to ensure they work correctly

Facilities

- We will make sure that the property has connection points for a washing machine and a waste pipe for drainage. However, should you own or wish to purchase a dishwasher or tumble dryer then it will be your responsibility to install these.
- Your home will have an electric cooker point and may in some circumstances have a gas cooker point. Unfortunately we may not be able to provide you with a gas cooker point to suit the cooker you have. Should you own or wish to

purchase a large “Range” style cooker then it will be your responsibility to install these.

- Should you wish to install a dishwasher, tumble dryer or Range style cooker then you must seek written permission from the Authority before any works commence.

Alterations / DIY by previous tenants

- We will make sure that any work done on the property by the previous tenants is safe and suitable for you to use, although it may not be to your taste.
- We may not remove laminate flooring or carpets fitted by the previous tenant if we feel they are in a good condition; however these will be gifted to you and become your responsibility to maintain.
- We may not remove any other fixtures and fittings put in by the previous tenant such as showers, electric fires, cookers, hobs and light fittings that enhance the property provided they are in good condition. Should you choose to accept these then they will be gifted to you and become your responsibility to maintain throughout your entire tenancy. However, should you not wish for these items to be left at that point of tenancy commencement then we will be happy to remove them from the property

Inside the property - General

- The property will be clear of rubbish.
- Should you have a loft area then the loft will be cleared of any previous tenants belongings and any displaced loft insulation will be re-laid
- The property will be free from damp and insect infestation.

Kitchens

- Base and wall unit doors may be old, but will open and close and any catches will work.
- Cupboards, drawers, door handles, door and drawer facings, sink and work tops may be old, but will be in a useable condition.

- If some wall or floor tiles or cupboard doors have had to be replaced they may not match the originals, but will be as near a match as possible.
- All pipes will be checked for leaks and blockages and all taps will work properly.
- There will be a space for you to put a standard size, under counter fridge. The space may not be big enough to fit a large fridge or fridge freezer and may not be located in the kitchen area. If there isn't room for a larger fridge or freezer and you want to have one, you can ask permission to carry out your own alterations to enable you to do this.
- If the kitchen has been adapted by the Council for a previous tenant then this will not be removed.

Bathroom / Toilets

- The bathroom will contain either a bath, shower cubicle or level access shower, as well as a wash-hand basin and either an incorporated or separate toilet.
- Property adaptations such as level access showers (Wet rooms) will not be removed.
- Baths, toilets or washbasins may be old, but will only be replaced if they are cracked or badly stained.
- Toilets will be tested to ensure they flush properly.

Windows

- All windows will open and close, all catches will work and the glass will be secure, however your windows may not lock.

Doors

- All doors will open and close, and handles, locks and catches will be in working order.
- Doors will be in a useable condition and any glass panels will be secure and undamaged. Glass panel doors fitted by a previous tenant will not be replaced if they are in safe condition.

Floors, Walls and Ceilings

- All plasterwork will be dry, firm and free from large cracks and holes.
- Walls may not be smooth and some minor filling may be required before decorating. However all walls will be capable of receiving wall paper or a suitable lining paper prior to redecoration.
- Plastering repairs following wall paper removal may take up to 20 days to complete.
- All joinery will be free from decay. Any dampness, infestations or wood-boring insects will have been treated.
- It is the responsibility of tenants to provide their own floor coverings.
- Any vinyl floor tiles fitted are not decorative and are intended as a base for you to lay your own floor covering, therefore the tiles may not be matching.

Heating Appliances

- All heating appliances will be tested and be in working order.
- All radiators will be free from rust and in working order

Electrical Fittings

- All light fittings, sockets and switches will be safe and in working order.
- Any condensation reduction technology such as positive air units which are installed will be tested and working correctly.
- All properties will have had an electrical safety test carried out. Where the electricity supply is not connected then the electrician will have to return to your home when your tenancy commences to complete the safety inspection.
- Burglar alarm boxes and motion sensors fitted by the previous tenant will be removed and walls made good. (Wires may be left in place within walls if safe)
- All properties will have a smoke alarm fitted on each floor.

Decoration

- Decoration is a tenants responsibility, however we will provide a variety of redecoration works while the property is empty to ensure the decoration is to a reasonable standard.
- Textured coatings (Artex) will not be removed from ceilings and will only be removed from walls should it contain asbestos.
- Although polystyrene ceiling tiles are deemed to be decoration, we will remove any ceiling tiles from the kitchen area. We will ensure ceiling tiles fitted to other rooms in the property will be in a good condition and free from damage or defect. Following tenancy commencement polystyrene ceiling tiles will be your responsibility to remove or maintain.

Outside the property

- The main garden path at the front of the property will be free from defects.
- All external drain gully's will be free from obvious blockages
- Any fencing between your home and private neighbour is likely to be their responsibility to maintain. Your Housing Officer will clarify during the allocation process.
- The garden and outbuildings may not be cleared of rubbish until after you have moved into your new home.
- You may need to cut back any garden areas, but grass will be no higher than approximately 30cm at the time of tenancy commencement and overgrown bushes will be cut back to a manageable level.
- Walls will be free from major defects.
- The condition of roof tiles, slates, gutters, drainpipes and waste pipes will be visually checked and in a safe condition. Where a repair is required then this will be ordered as soon as possible to minimise your waiting time once your tenancy commences.
- Wheelie bins may not be empty and will need to be emptied on your scheduled collection day.
- If wheelie bins are missing new ones will be provided free of charge.
- Fencing may be old, missing and in need of repairs, but will be in a safe condition. Any small fencing or gate repairs will be completed while the property is empty, however any large fencing repairs or fencing or gate replacements will be completed as part of future planned programmes.

- Any greenhouses will have been removed.
- You will be shown the outside of your property and made aware of any shared areas or accesses.
- All TV aerials except communal will be your responsibility to maintain.
- Ponds will only be filled if it is ecologically safe.

Cleanliness

Your home will have been cleaned, but you may need to carry out additional **cleaning** to meet your own expectations.

Before you move in:

- Kitchens and bathrooms including fittings, walls, windows, floors, will be cleaned and sanitised.
- All walls, radiators, floors throughout the property **will** be free of food and other unhygienic substances.
- All electrical sockets, light fittings and switches will be wiped clean.
- Any black mould which is caused by condensation will be removed from walls, ceilings and window frames.