

## **Our Property Standard**

### **What you can expect in your new home**

We want to make sure that your new home is secure, meets all your basic needs and is in a reasonable condition when you move in. All our properties meet our 'property standard'. Here's what it covers:

#### **Security**

We will:

- Fit new locks to the main front and back doors
- Check any other security measures like window locks are working properly and give you the keys.

#### **Electrics**

We will:

- Check all electrical installations like sockets and switches
- Do repairs if necessary and certify them as safe.

#### **Gas**

We will:

- Check all gas connections and installations including boilers, gas cookers and fires
- Do repairs if necessary and certify them as safe.

#### **Plumbing**

We will:

- Make sure there is hot and cold running water and all taps are working properly
- Check all the pipe work inside and do repairs if necessary

#### **Heating and energy efficiency**

We will:

- Make sure the heating system is working properly
- Do an energy efficiency assessment and give you an energy performance certificate.

#### **Kitchens**

We will:

- Make sure the kitchen is adequate and has:
  - A kitchen sink unit with cupboard under
  - A gas or electric cooker point
  - An electric point for a fridge
  - At least two usable cupboards
  - Enough space for you to work

#### **Bathrooms**

We will:

- Make sure all toilets, showers, baths, sinks and taps are working properly.
- If a shower is checked and has not been fitted by SKDC we will ask you to sign a disclaimer.

### **Roofs, guttering & outside maintenance**

We will:

- Make sure the property is wind and weather-proof
- Check the roof and make repairs if necessary
- Clear the loft of any rubbish
- Check all the guttering and outside pipe work and make repairs if necessary
- Clear the garden of any rubbish
- Remove any garages or sheds which have been built using asbestos
- Fill in or remove any garden ponds unless you tell us you would like to keep them.

We cannot be responsible for any ponds or garden features you decide to keep and we will ask you to sign a disclaimer.

### **Doors, windows & stairs**

We will:

- Make sure all doors are in good working order and that any glass panels in doors and side panels meets current safety standards
- Make sure all windows are in good working order and any cracked glass is replaced.
- Check the window locks are working (if there are any) and give you the keys
- Check that staircases, banisters and balustrades are secure and safe
- Make sure there are curtain battens fitted above all windows.

### **Walls & ceilings**

We will:

- Check the plasterwork on walls (including under wallpaper) and ceilings is in a sound condition
- Strip wallpaper and do repairs if necessary.

### **Floors and floor coverings**

We will:

- Remove any fitted carpets and floor coverings unless you tell us you would like to keep them
- Secure and/or repair any loose or broken floorboards
- Remove any cracked or broken vinyl tiles.

We cannot be responsible for any floor coverings you decide to keep and we will ask you to sign a disclaimer.

### **Decoration & cleaning**

We don't re-decorate as most people prefer to decorate to their own taste.

We will:

- Offer you a decorating allowance for some rooms if they are in a very poor condition.
- Offer you a cleaning voucher initially or if a request is made, have the property cleaned after you have received the keys
- Remove any graffiti
- Replace all toilet seats.

### **General maintenance and future upgrades**

If there are any general maintenance or repairs to do, we will tell you if they will be done before or shortly after you move in

We have an ongoing programme of major upgrades and replacement of bathrooms and kitchens. We will let you know if and when we are planning to do any major work to your new home.