

# Your new Southway Home and Tenancy: What to expect

**Welcome to your new home with Southway Housing Trust.** We will make sure that your home is safe, clean, and ready for you to move into.

As a new tenant you can expect your new home to meet the following standards when you move in:

## Building Safety and Security

- Doors and windows will open and close properly.
- We always change the locks to external doors so that you have a new set of keys when you accept the property.
- If you have a communal door, you will get a set of communal keys or Fob to gain access.
- A qualified engineer will complete a first stage of a gas and electric test, we'll do the second part of this test when you move in (see below).
- We will re-glaze broken and cracked windowpanes and replace any failed double-glazing units.
- If your home has a gas boiler a carbon monoxide alarm will be installed and checked to make sure that it is working.
- Your home will be fitted with smoke detectors in accordance with current regulations.
- If your home has fire doors we will ensure they are inspected and working correctly.
- If your doors have closers or hold open devices fitted, we will check these are working.
- We will flush the water system and ensure that all the taps and sanitary fittings are in working order.

- If you live in a communal building we will explain what you need to do if there is a need to evacuate the building, and show you where the assembly points are.

## Cleaning and Decoration

- We will ensure that your new home is free from any pests.
- We will remove all items belonging to the previous tenant, including flooring unless you have asked to retain any of these due to them being in good condition.
- All windows, walls, floors, and fittings will be cleaned before you move in, with particular attention given to kitchens and bathrooms.
- We will replace or repair defective plaster on walls and ceilings, but we will not fill minor cracks. In older properties please avoid using wallpaper strippers when decorating as this can damage the plaster.
- Generally, we do not decorate although we will ensure that the property is free from graffiti or stains and that walls are in a good condition for you to do your own decorating.
- We repair boxed in pipework, but we don't box in recently fitted pipes.

## Heating and Insulation

- We will make sure your heating is working – this may be gas or electric heating.
- We will undertake a gas safety check.
- When we visit, we will show how to use your heating controls. We'll make an appointment with you to do this when you sign up for your tenancy.
- We will make sure you have the right number of radiators in your home to help you keep warm.
- Where you have loft insulation, we may look to complete top up insulation work, but this may be after you have moved in.

## Damp and Mould

- We will carry out tests to make sure your home is free from damp and mould and carry out work before you move in if it is needed.

## Kitchens and Bathrooms

- We will replace and colour match missing kitchen units, doors, and drawers to the nearest available product. It might not always be possible to match existing finishes.
- We will make sure units open and close, have shelves, level bottoms and aligned doors.
- Your kitchen drawers will be able to open and close, and we'll repair edgings to doors, drawers, and worktops.
- We will replace badly damaged worktops, repair sealant, replace badly damaged sink tops and make sure there's a plug and chain.

- In your bathroom we will secure loose toilets, cisterns and basins and replace any cracked or damaged baths, showers, or basins. We will also replace broken bath handles and replace any stained items that can't be cleaned.
- Southway will replace any loose, cracked, or missing tiles in kitchens, toilets, and bathrooms with as close a match as possible.

## Gardens, Paths and Driveways

- Southway will ensure that your garden is hazard free and is safe. It will be free from any rubbish.
- Your garden will be trimmed back, before you start your tenancy, but we won't be responsible for changing the design of your garden, for example changing gradients, or laying turf.
- We will make sure the main pathways to your front and back door are in a reasonable condition and repair any trip hazards.
- We will not generally do any work to your boundary fencing, but we will make safe any health and safety risks.
- We will make sure you have a council refuse bin if one is not provided when you start your tenancy.

## What you'll need to do to help you start your tenancy

- Ready for moving in you'll need to set up a gas and electricity supply with your Utility provider so that we can attend to complete the gas and electrical safety tests.
- You will need to provide your own washing line, if necessary.

- Your new home is not furnished, and you will usually need to provide furniture, carpets, and curtains. You will also need to provide your own cooker and white goods, making sure these are installed by a qualified engineer.

Please note that if you need any assistance with this, we may be able to help you source goods from local charities and/or low-cost furniture and white goods loans.



## A Special note on Non-Traditional Homes

Due to the special construction and cladding of the external walls of our non-traditional homes (called diatomites and corolites) we will let you know at tenancy sign up if you are moving into one of these homes.

- Normal fixings for items such as satellite dishes, hanging baskets etc. will not work and if used may result in damage to your home. Your contractor will need to use appropriate fixing if required and these will need removing and making good when you end the tenancy.
- The internal walls of our non-traditional homes are not the same as in traditionally constructed houses, so before you decorate, strip back existing paper or attempt to fix any brackets or other fixings, you need to get our agreement and advice. This includes, but is not limited to, fixing heavy items such as large televisions and mirrors to the walls.

If this standard has not been achieved in your new home, please contact us at [www.southwayhousing.co.uk/contact-us](http://www.southwayhousing.co.uk/contact-us).