

Letting Standard

Moving In



WELCOME - WE HOPE THAT YOU WILL BE VERY HAPPY IN YOUR NEW HOME AND WITH THE SERVICES WE PROVIDE.

Should you have any cause for concern please refer to your Tenancy Handbook in the first instance (<https://www.chsgroup.org.uk/chs-tenancy-handbook/>) - this contains a great deal of helpful information or you can contact us by:-

Phone: **0300 111 3555** Email: **help@chsgroup.org.uk**
Fax: **0300 111 355** Minicom: **01223 713784**

WHAT YOU CAN EXPECT:

- We will provide you with a full set of keys at the start of your tenancy
- All Doors (external and internal) and windows will be working, secure and in good condition
- The door entry system will be working if applicable
- Your new home will be clean, tidy and free from any rubbish inside and out
- Kitchen: units will match and be free from holes, serious chips and deep cuts. All handles, drawer fronts, hinges, catches, drawer runners, shelves, plinths and other parts will be in place, properly fixed and in good working order. Worktops will be in good condition with no significant damage. The sink will have a plug fitted. A minimum of two rows of wall tiles will be provided above all worktops and tiles will be sound, clean and with a good silicone seal between tiling and worktop
- Where possible, we provide both gas and electric cooker points. If you have a gas cooker, you must have it connected by a Gas Safe registered fitter. We will not provide the bayonet fitting - this is your responsibility. An electric cooker should be fitted by a qualified electrician. Plumbing and a power supply for a washing machine is provided, where relevant
- Bathroom and separate w.c. (if applicable): the wash basin and bath will be free from scale and fitted with a plug and chain. All sanitary ware and toilet seats will be in good condition, free from large chips and scratches and in good working order. All tiling will be clean and sound and the sealant around the bath and basin will be watertight
- Your new home will have heating and hot water, and you will be provided with information about how this works
- Where relevant, a gas safety check will have been completed and you will receive a copy of the safety certificate on moving in

- Electrical: light fittings, smoke alarms, sockets, fuse box, electricity meter will all be in working order. Any extractor fans will operate efficiently and effectively to minimise condensation. Please let us know if you need advice on how to manage condensation in your new home
 - An electrical safety check will have been completed before you move in
- Walls (including skirting boards) and ceilings: will be in a reasonable condition suitable for redecoration by you. Where we feel that the previous tenant has not left the decoration of the property in a suitable condition, our supplier will usually provide you with a decorating pack, which you can use to decorate the property yourself
- Floors: there will be vinyl flooring in the kitchen and bathroom, and concrete floors or floor boards in all other rooms, unless flooring has been gifted by a previous tenant. All floors will be free from damp and in a suitable condition to lay floor covering. Please note that laminate flooring should not be laid in areas where there is likely to be water damage, such as kitchens and bathrooms
- Internal woodwork will be free from damage and decay
- Footpaths to and from the property will be level and safe
- The roof will be watertight. Gutters and down pipes will be in working order. The drainage will be running freely
- Fencing: CHS provides basic fencing only; this may be post and wire or chain link fencing
- Garden: You are responsible for your private garden, including looking after any trees on the property, such as pruning, dealing with fallen leaves and fruits/seeds. Ponds will have been filled in

GIFTING

- To help you with your move, we can “gift” you with items in the property if they are in a satisfactory condition and you wish to keep these items. These could also include alterations to the home made with our permission by the previous tenant, non-standard fencing, sheds etc. When we have agreed with you a list of items to be gifted, we will both sign a list of these items, and you will then be responsible for maintaining or servicing. Please read the section on 'Gifted and non-standard items' in the 'Repairs and maintenance' section of your Tenancy Handbook for further information
- If you take on carpets from a previous tenant and find that they are infested, you will be responsible for treating the infestation

We hope you enjoy your new home

