



aschamhomes

[www.aschamhomes.org.uk](http://www.aschamhomes.org.uk)



Service Standard

Your new home

When we let a home, we make sure it is clean, safe and functional for the start of your tenancy.

## All empty homes will be supplied with the following:

- Gas safety certificate
- Electrical test certificate
- New Yale lock and five-lever mortice deadlock to the front entrance door - except for sheltered accommodation
- Smoke alarms (one in flats and bedsits; two in houses and maisonettes)

## Cleaning standard:

- Kitchen units, work surfaces, cupboards, drawers and sink will be thoroughly cleaned
- Bathroom fittings and floor to be cleaned and disinfected
- Internal windows and frames to be cleaned and washed down
- All doors including the front entrance door, door frames and side casings to be thoroughly cleaned
- Stairways and steps to be swept and cleaned to a high standard
- Radiators to be cleaned at the front and behind as far as possible
- All skirting boards to be washed down
- All tiled areas to be cleaned
- All floors to be swept and mopped, attention to be given to removing scuff marks and paint splashes
- Air vents to be thoroughly cleaned

## Bathrooms:

- Baths, showers, wash hand basins and toilet pans that are damaged will be replaced
- All wall tiles and mastic will be sound and watertight
- Taps will be replaced if they are not in good working order
- All bathroom fittings will be chemically cleaned
- A new toilet seat will be fitted
- Showers fitted over baths will be removed, including all associated water and electrical supplies and all holes and fixings will be made good
- All previous tenants' bathroom cupboards, shelves, shower curtains, mirrors and accessories will be removed
- The bathroom floor will be tiled or have a vinyl covering
- Where the existing bathroom has a shower and no bath, the shower unit will be left in place

## Kitchen:

- The kitchen floor will be tiled or have vinyl covering
- If there is space for a washing machine next to the sink, we will provide the plumbing
- All taps will be in good working order
- All kitchens, size permitting, will contain at least the following:
  - Single drainer sink unit;
  - Double base unit and worktop;
  - Double wall unit or equivalent;
  - Electric cooker point; and
  - Gas cooker point, where gas is fitted to the property.

- Cookers/fridges will only be provided in sheltered accommodation and will be inspected, repaired or replaced as necessary
- All mastic and wall tiles will be sound and watertight

## Garden and fences:

- Gardens will be cleaned of all rubbish and grassed areas trimmed
- Overgrown bushes will be cut back
- Boundary markings/fences will be repaired/established, as necessary.

## Miscellaneous:

- The building will be structurally sound, weather tight and in a safe condition
- All polystyrene ceiling tiles or plastic cladding in the kitchen will be removed, as these are a fire hazard
- If there is asbestos in the property – but it is not hazardous – we will identify its location, type and condition for your information
- The location of the stopcock, gas and electricity meters will be identified for your information

## Decorating:

- If you are a disabled person, we can arrange for a room of your choice to be decorated, unless you have an able-bodied person living with you
- It may be possible to assist you with the cost of decorating your home. The officer accompanying you will be able to provide further advice