

Safe

Secure



Warm

Home

**How we prepare a
home for new tenants**
and the standards you can expect



NORWICH
City Council

Tenant
approved

Before a new tenant moves in to one of our properties, we get it ready to make sure it is suitable.

This leaflet explains some of the things we do, to give you an idea of the standards you can expect from a council home.

As a general rule, we will repair rather than replace items – if possible – and we do not replace working items for cosmetic reasons.

Viewing a property

When you are considering moving into one of our properties we will accompany you to look around the property.

We will try to understand your needs and agree with you how we can help. In addition, we will agree with you whether any works are needed to the property and when they will be done.

What you can do to help

Keep to appointments you have made and if for any reason they need to be changed, let us know as quickly as possible.

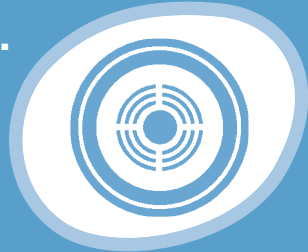


Safe

Before you move in we will...

check that the property is **safe** and this includes:

- providing you with up to date gas and electricity safety certificates
- making sure smoke alarms are fitted in the property
- carrying out thorough checks to make sure there are not hazards or risks.



Repairs

So you get into your home as quickly as possible, without any unnecessary delays, we may need to carry out some repairs after you have moved in.

If this is the case, **we will:**

- discuss and agree with you any repairs before you sign your tenancy agreement.
- provide you with timescales for completing the work.



If the previous tenant has made alterations to the property and some of the fittings are non-standard, they will not be removed if they are safe and in good condition. Items such as carpets or fitted ovens will become yours and the council will not maintain or replace them.

Secure

Before you move in we will...

make sure that the property is **secure** and that:

- all front and back door locks have been changed so that the previous tenant cannot gain entry
- internal doors open and close correctly
- windows will open and shut easily.



Warm

Before you move in we will...

check that the property is **warm** and dry by:

- making sure there is some form of heating and hot water and that both are in good working order.

When we turn your gas supply on we will...

- explain how the heating system controls operate and provide you with an Energy Performance Certificate.



Home

The kitchen will have:

- suitable cupboards for storing food
- work surfaces suitable for preparing food
- if there is enough space, plumbing and an electrical socket for a washing machine
- one row of tiles above the sink
- a gas or electric point for a cooker.



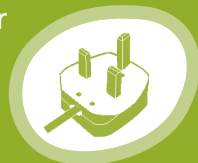
Please note: we do not connect tenants' cookers and it is vital that this is done by a qualified and competent person.

Gas and electricity

It is the tenant's responsibility to arrange gas and electricity supplies.

We will...

- take meter readings before you move in to make sure you are not paying for somebody else's gas or electricity.



The bathroom will have:

- either a bath or a shower
- a plug and chain for any baths or basins
- a row of tiles above the basin and bath.



Decoration

The state of the decor can depend on the age of the property and the condition the last tenant left it in.



We will...

- offer a decoration allowance of £25 (for each room that needs decorating, depending on its condition). This can be spent at B&Q, Homebase or Thorns – whichever you choose.
- offer this partly or wholly in cash if you are disabled or an older person and unable to do the decorating by yourself.

Gardens will:

- be free of any rubbish
- have paths which are safe to use



- be free of any derelict garden buildings, such as sheds or greenhouses.

Help and advice

To try and help take some of the stress out of moving we will provide you with:

- information about the local area
- a tenants' handbook, which is full of useful information and contact numbers.

We will visit you a month after you have moved in to check how you are settling into your new home.

This standard is continually under review and your comments are welcomed.



If you require this leaflet in another language or format eg large print, audio cassette or braille please contact Norwich City Council.

Norwich City Council · City Hall · Norwich · NR2 1NH
t: 0344 980 3333 · e: info@norwich.gov.uk
www.norwich.gov.uk

IN 
TRAN
communication for all