

Lettings standard

Moving into your new home

Signing up to your tenancy

If you have been allocated one of our homes, you will receive a tenancy offer letter. You will have the opportunity to go through information about your tenancy, ask any questions and view the property before signing the tenancy agreement

The information we will provide about your tenancy and your new home includes:

- Your signed Tenancy Agreement
- Your Conditions of Tenancy
- Gas and electricity safety certificates and an Energy Performance Certificate (EPC)
- How to arrange for a turn on and test of your gas supply.
- Fire evacuation procedures (if your new home is a flat)
- Our Privacy Notice
- Your Tenants Handbook, which will include helpful information such as:
 - How to report a repair.
 - Paying Your Rent.
 - Location of stop taps and meters.
 - Your responsibilities.
 - Our responsibilities as your landlord.
 - Our contact details.
 - How to make a complaint or compliment about our service.
 - How you can get involved.

The standard of your new home

When you move into your home, we make sure that it is clean and safe. We will check that:

General

- Your home will meet the Decent Homes Standard
- Your home will have been cleaned and ready for you to move in.
- You may find when you move in that some minor repairs may come to light. This can be reported to our repairs contractor as detailed within your tenancy handbook.

Security

- All external doors and windows are secure.
- All external door locks have been changed and 2 sets of keys will be provided along with communal entrance fobs if required.
- All window handles, catches and restrictors are working.
- All broken glass is replaced.
- Smoke, heat and carbon monoxide detectors are fitted and tested to ensure that they are in working order.

Electrical and Gas safety

- Electrical wiring systems are tested and certified as safe by a qualified electrician.
- All gas and electrical heating systems are checked to ensure they are working.
- All homes with a gas supply will be capped and you will need to arrange for a turn on and test when they move in.

Decoration

- Your home will be free from graffiti.
- Any strong decorative colours are painted over in a white mist coat to make it easier for you to paint.
- Your home will not be redecorated throughout but will be in a condition, ready for the incoming resident to decorate.
- On an Introductory Tenancy a decoration voucher will be given. This can be exchanged for paint and paint brushes.

Furniture

- Your home will be unfurnished.
- No carpets are provided.
- No white goods such as washing machine, cooker or fridge are provided.

Floors and doors

- Missing or damaged flooring, skirting or mouldings are replaced or repaired.
- Standard vinyl flooring is left in the kitchen and bathroom.
- Carpet will have been removed and floors prepared for you to install.
- Missing doors are replaced.
- All internal doors, hinges and handles are in good working order.

Kitchen

- The kitchen will be clean and ready for use.
- There will be a number of storage units and work surfaces.
- All kitchen unit doors and drawers will fit and be in good working order.
- There will be a cooker point with a gas and/or electric service point.
- There will be a space for a fridge/freezer and a washing machine.
- There will be adequate ventilation and an extractor fan where possible.

Bathroom

- The bathroom is clean and in working order.
- Wall tiles are fitted to the back of the bath and wash basin as a minimum.

- The wash basin will have a plug and chain.
- A new toilet seat is fitted.
- There will be adequate ventilation and an extractor fan where possible.

Outside

- Gardens and sheds, excluding communal gardens are cleared of all rubbish.
- Overgrown gardens, trees and hedges are cut back and cleared, with grass cut to manageable length.
- Footpaths providing essential access are repaired or replaced.
- Broken rainwater gutters and downpipes are repaired.
- Repairs to the external structure and roof are carried out.
- Walls and fences that are on Thanet District Council external boundaries are secure and in good condition.

Other Information

- Low energy light bulbs will be fitted. Replacing bulbs will be your responsibility.
- Where applicable, up to 270mm of loft insulation is installed.
- If any major works are planned for your home, for example, new windows, doors, kitchens, bathrooms, heating systems, external decoration, we will let you know.
- Communal TV reception sockets will be left in working order. Non communal aerials are your responsibility to install.
- Once you have moved in, other minor repairs may be identified. These should be reported in the usual way.

Monitoring the standard

We will monitor the Standard by completing the following:

- Homes will be inspected against the standard by TLS officers.
- Average re-let times are reported in our quarterly performance reports which are monitored and scrutinised by:
 - Our Cabinet and Overview and Scrutiny Committee.
 - Senior management.
 - Thanet Tenant and Leaseholder Group (TTLG) Performance and Monitoring Sub-group.
- TTLG representatives attend contractor meetings.
- New tenants are given the opportunity to feedback their level of satisfaction with their new home. The feedback will be used to monitor the standard.
- Average re-let times published online and in TLS annual report.