

What to expect when you move into a Gateway home

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Before you move into your new home, we will carry out general repairs and maintenance to make sure that it meets the Decent Homes Standard. The amount of work we have to do depends on the age and condition of the property when we get it back. We make sure all properties are the same standard before you move in.

The Decent Homes Standard is the minimum quality standard for housing set by the Government, who have said that all rented homes should meet this standard by the year 2010 (or 2012 for supported housing). You can get more information from www.communities.gov.uk/housing/decenthomes.

We want you to be happy and comfortable in your new home and we will make sure that you can make it your own.

We will make sure:

- the property is safe and weatherproof;
- the property, and any gardens or outside buildings, are clear of rubbish and the previous resident's unwanted goods and is ready for you to move into;
- we clean the property after we carry out any repair work (see below for more information);
- the property has heating and hot water;
- all outside doors and windows are secure;
- there are at least two sets of keys for front and back doors, and keys for window locks;
- we fit the front entrance door to your home with insurance-quality five-lever mortice locks (for general-needs properties) or a new barrel on doors with Yale-type locks (for sheltered properties);
- all drains and waste pipes are unblocked;
- water tanks or cisterns have a lid;

- we fit hot- and cold-water supplies with stopcocks so they can be maintained and any leaks can be dealt with;
- all ceramic tiling is clean, free of cracks and has proper grouting;
- all work has been completed before you move in; and
- we leave information in your new home telling you where the services are (for example, gas, electric and water meters, fuse board, main water stopcock and so on).

We will also provide you with the following information if you ask us to.

- Information about the local area.
- Services we and other organisations provide (for example, our repair services and handyman services provided by others for sheltered residents).
- Social activities in the scheme (sheltered housing only).
- Contact details of organisations that give furniture to people on low incomes.

We will also introduce you to other residents at the next tenant involvement group (TIG) or social event (sheltered housing only).

Cleaning

- We will sweep all hard floor surfaces and mop all vinyl floor coverings.
- We will vacuum all carpets.
- We will wipe all fixtures, fittings, window sills and window ledges.
- We will clean the bathroom and get rid of all grease, dirt and limescale and disinfect the toilet.
- We will clean the kitchen and get rid of grease from all worktops, tiles, floor, cupboards, walls and ceilings.



Electrics, gas and water

- We will carry out a gas and electric safety check before you move in.
- We will make sure all fixed electrical systems are working safely.
- There will be at least one double socket in the kitchen and in each bedroom and two double sockets in the living room.
- We will service all gas installations and give them a landlord's gas safety certificate, which is valid for one year. By law, we must visit you at least once a year to carry out your gas service.
- We will take meter readings before you move in to make sure you are not paying for someone else's electricity, gas or water (where relevant).

Kitchen

- The kitchen will have cupboards and work surfaces suitable for you to prepare food on.

- Cupboard doors will work properly and work surfaces will not have any splits or holes.
- The kitchen cupboards, work surfaces and sink will be clean. The sink will be clear of limescale.
- There will be a gas or electric point for a cooker. By law, if you are installing a gas cooker you must employ a Gas Safe registered gas engineer to do this.
- There will be at least a 300mm (millimetre) tile splashback (a panel behind a sink or wall that protects the wall from splashes) to the worktops.
- There will be a non-slip vinyl floor covering in good condition.

Bathroom

- Basins and baths will have a plug.
- The toilet will have a new seat.
- There will be at least a 300mm tile splashback to the bath and a 150mm tile splashback to the basin.
- There will be a non-slip vinyl floor covering in a good condition.

Woodwork and joinery

- Doors and window frames will be in a good condition, without nails or fixings sticking out.
- The floors and stairs will be safe and in a good condition.
- Inside doors will be in a good condition, will open and close properly and will have the right handles and fittings.

Garden

- We will clear the garden of all rubbish left behind by the previous tenant.
- We will make sure plants or trees will not damage the building.



Inside decorations

- We will not normally decorate your new home for you.
- We will leave any wallpaper on walls.
- We may be able to offer you decoration vouchers or an allowance to help you pay for decorating if your property needs it. Please ask your housing officer for more information.
- If you are vulnerable, elderly, disabled or live in sheltered housing, we may decorate the inside of your home instead of offering you vouchers if we think you may find it difficult to do the work yourself.
- We will get rid of any unusual decoration, such as polystyrene ceiling tiles.

If you are unhappy with the lettings service you have received, please let us know on 020 8709 4300 and we will send you a copy of 'How to make a complaint'.

You can ask for this leaflet in large print, on audio tape or in another language. Please contact us on 020 8709 4300.

আপনি এই লিফলেটটি বড় ছাপায়, অডিও টেপে বা অন্য যে কোন ভাষায় পেতে পারেন। দয়া করে আমাদের সাথে যোগাযোগ করুন ০২০ ৮৭০৯ ৪৩০০ নম্বরে। [Bengali]

Waxaad dalban kartaa warqaddan oo ku daabacan farta waawayn, iyadoo ku duuban cod ama ku tarjuman luqadaha beesha. Fadlan nagala soo xidhiidh telefoonka ah 020 8709 4300. [Somali]

Możesz poprosić o tę ulotkę drukowaną dużą czcionką, w postaci zapisu audio lub w innym z języków społeczności. Skontaktuj się z nami pod numerem telefonu 020 8709 4300. [Polish]

Quý vị có thể xin tờ rơi (tờ thông tin) này bằng khổ chữ lớn, bằng ghi âm hoặc tiếng nói khác trong cộng đồng. Xin vui lòng liên lạc với chúng tôi, điện thoại số 020 8709 4300. [Vietnamese]

你可要求這份單張的大字印刷本、錄音或其他社區語言的版本，請致電 020 8709 4300 與我們聯絡。 [Chinese]

آپ یہ کتابچہ بڑے حروف، آڈیو یا کسی دوسری کمیونٹی زبان میں طلب کر سکتے ہیں۔ براہ مہربانی ہم سے فون نمبر 020 8709 4300 پر رابطہ کریں۔ [Urdu]



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INVESTOR IN PEOPLE



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Gateway Housing Association

409-413 Mile End Road, London, E3 4PB

Residents: 020 8709 4300

General enquiries: 020 8709 4409

Fax: 020 8709 4400

Email: enquiries@gatewayhousing.org.uk

www.gatewayhousing.org.uk

This leaflet gives you information on the services we will provide to you.
The leaflet does not affect your rights as set out in your tenancy agreement.
Thank you to all the residents who helped to produce this leaflet.

