

## At sign up:

1. The decorative condition will have been assessed and a **voucher or decorating pack offered** where required.
2. Your Housing Officer will **arrange to visit you** in your new home soon after you have moved in to check that you have settled in well and have **no outstanding issues** they can help you with.
3. **Items left in the property** by the outgoing tenant that are in good condition (such as carpets, cookers or electric showers), may be 'gifted' to you.



بحاجة إلى ترجمة؟

Вам нужен перевод?

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Çeviriye ihtiyacınız var mı?

શું તમને અનુવાદ જોઈએ છે?

ژباړه یې غواړئ؟

Avez-vous besoin d'une traduction?

Benötigen Sie eine Übersetzung?

অনুবাদের প্রয়োজন?

你需翻譯嗎?

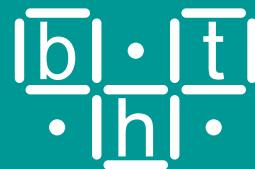
به ترجمه نیاز دارید؟

Precisa de tradução?

To request a translation or large print version of this leaflet: Please call **01323 340018**

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# Housing Services

Combating Homelessness • Creating Opportunities • Promoting Change



## LETTABLE STANDARDS

BHT's set of quality standards for our **Housing Services tenants.**

# Lettable Standards

When you move into your new home there are a set of standards that BHT will always adhere to.

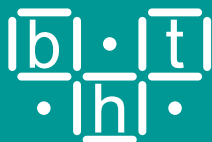
Before you move in we will always ensure that:

1. Your home will be **fit for purpose** – in good repair, safe and habitable, watertight, free from serious damp, mould, wet rot, timber decay or infestation.
2. Your new home will have been **freshly cleaned** with bathrooms disinfected and floors swept and mopped. Carpets will be removed unless in good condition.
3. The property will have valid **Landlord Gas Safety Certificate** and **Electrical Installation Condition Report** and appliances will have been tested. Certificates for these and an **Energy Performance Certificate (EPC)** will be given to you when you move in.
4. We will provide a **smoke and carbon monoxide detector** (if you have gas). Where detectors are wired into the electrical systems they will be fitted with a battery back-up. It is your responsibility to check and replace the battery in the future.
5. Window panes will be **free from cracks** and all windows above the ground floor will be fitted with window restrictors.

6. **Your front door will be secured** with a locking system and all main external door locks will have been changed. We will provide two sets of keys, and it's a good idea to let someone you trust look after the second set as we do not hold copies. You are responsible for paying for lost keys or a locksmith.
7. There will be **gas or electricity connections available** for cooking and space for a cooker and fridge. PRS properties are provided with a cooker and a fridge.
8. There will be either a **bath or shower** and not necessarily both.

Sometimes we may need to do works after you move in:

1. Repairs that are a **tenant's responsibility** will be completed, such as the replacement of **missing basin plugs** and **light bulbs**.
2. The garden and the common ways will be **free from rubbish**.
3. Internal doors will **open and close freely**.
4. Balustrades and handrails will be **secure**.
5. **Tiles in bathrooms and kitchens** will be intact, not loose or cracked, and sealed with watertight mastic.
6. **Bath panels** will be secure and **free from major defects** and showers will be fitted with a screen or shower curtain rail.
7. **Kitchen units**, drawers and doors will be in good working order.



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[www.bht.org.uk](http://www.bht.org.uk) Combating Homelessness • Creating Opportunities • Promoting Change