

THE STANDARD OF YOUR NEW HOME

LES NORMES DE VOTRE NOUVEAU
LOGEMENT

O PADRÃO DE SUA CASA NOVA

STANDARD NOWEGO DOMU

پڻوانهه ځانووه نويڪهه

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آپ كه نئه گهر كا معيار



TENANT APPROVED



Our aim is to provide all our tenants with quality, well appointed homes which meet your needs. Your new home will look in good order, be clean, tidy and secure.

First impressions are important, so your new home will:

- be clear of rubbish from the house, garden, out buildings, shared areas and building works;
- look in reasonable order, be clean, tidy and secure;
- be in good repair; free from damp, mould, wet rot, timber decay and infestation;
- have clean windows and gullies. Manholes will be free from obstruction with moveable covers and access paths clear;

- have fencing and gates provided in line with our fencing policy;
- have gardens that are tidy; and
- have a watertight roof with gutters and down pipes that are intact and free from leaks.

When you move in you will be given:

- a minimum of 2 low energy light bulbs;
- a minimum of 1 smoke detector fitted in the property;
- a gas safety certificate, if your home has a gas supply; and
- directions on how to find the fuse box and water stop tap.

You new home will have as a minimum:

- one form of heating, for example a gas or electric fire;
- watertight, easily opening windows and doors; and
- secure balustrades, handrails, flooring and stairs.



The Kitchen

- There will be at least a single wall unit, a sink unit and a single base unit dependant upon space.
- Kitchen units and worktops will be clean and in reasonable condition.
- Where possible space will be available for a:
fridge or fridge-freezer;
washer;
cooker space with sockets below worktop and switches above; and
sometimes standard white goods may not be suitable, narrow goods are available from suppliers.
- A suitable number of sockets will be available.
- Damaged floor tiles will be either replaced or removed as appropriate and the floor will be level and secure.
- Either gas or electricity for cooking will be provided.
- All electrical installations will be tested for matters of safety, any required repairs will be carried out.

The Bathroom

- It will have a toilet, a bath or shower and a wash hand basin. We will also ensure there is one row of tiles above the wash hand basin and bath.
- All fittings will be clean and in good condition.
- Toilet will be clean and have fresh water in the toilet bowl.
- Windows in the bathroom and toilet will have frosted pattern glass.
- Tiling and grouting will be clean and in reasonable condition.
- Seals around bath and sink will be clean and in good order.



- The floor will be level and secure any damaged floor tiles will be either replaced or removed.

Heating and hot water

- A specialist heating engineer will show you how to use your heating at your 'final fix' appointment.
- Instructions for all equipment supplied will be available when your new tenancy commences.
- Properties with Economy 7 storage heaters will need to have two power supplies one for normal use and one for 'off peak' use.



Décor

- Reasonable decoration will be left in place.
- Decoration vouchers may be provided dependant upon the condition of the existing decoration.
- Customers with former rent arrears or rechargeable works will have the value of any decoration vouchers provided deducted accordingly.

Please note decoration vouchers are not an automatic entitlement.

Adaptations

If you or a member of your family have a disability you may experience physical barriers that make it difficult to carry out every day activities. Every individual should have access to the facilities they need. We are committed to helping you or your family to be able to access these facilities. If you require further information please call **0113 214 1953** or **0113 214 1998**.

See our 'adaptations' leaflet for more information.

Your choice

We are a customer driven organisation and clearly recognise that customers have a choice.

If you wish to start the tenancy on a property which does not meet this lettable standard, we will arrange to carry out none essential works after you move in. We will always carry out the statutory safety checks before we let a new home.

Repairs after letting

- To enable properties to be re-let earlier, we may be willing to complete repairs after you move in, providing they are completed within a reasonable timescale.
- You will have a signed Quality Assurance Certificate issued to you following the satisfactory completion of works to confirm that the property meets this standard at the final fix.

New customer visits

A member of staff will make a follow-up visit no later than four weeks after your tenancy commences.

This is to ensure that you have settled into the property, to resolve any outstanding issues and get your feedback on the service you have received.

Energy Efficiency

To ensure you are warm and comfortable in your new home all properties, where possible, will have cavity wall and loft insulation installed. Two low energy light bulbs will also be provided where necessary.

These measures are designed to help keep you warm and to save money on heating and lighting your home.



If your home is not fully heated you can apply for gas central heating which incorporates a high efficiency boiler, programmable controls and thermostatic radiator valves to give you maximum control over your comfort - please note a weekly charge is applicable.

For further details please contact the Total Heat Team on **0113 2141993**

Our expectations of you

We want all our new tenants to enjoy and be happy in their new home. However, to protect the



peaceful enjoyment of others, and to fulfil our obligations as a landlord, we expect the following:

Looking after your property

We expect you to keep your home clean and well decorated and to ensure that you or members of your household don't damage your property in any way. If damage is caused, either deliberately or through your neglect of your home then you will be charged the cost of works to put this right.

Good Behaviour

We expect you to be a good neighbour, not allowing members of your household, or visitors to your property, to become a nuisance to others in the area.

Rent

We expect you to pay your rent on time and if you are not entitled to housing benefit to pay two weeks rent in advance prior to taking up your tenancy.

If you are entitled to housing benefit we require you to apply and to provide all proofs to your entitlement prior to you taking up your tenancy.

Keeping your garden and communal areas tidy

You must make sure your garden is tidy. For example, lawns must be cut and hedges trimmed. If the garden becomes overgrown and there is no good reason why you cannot do it we may clear it and charge you for the work.

If you live in a property with communal areas you must keep these areas clear of rubbish.

Targets you can measure - we will:

- repair empty properties and make them ready to re-let within 60 calendar days;
- provide you with an accompanied viewing appointment of your prospective new home;
- arrange an appointment with you for us to carry out the 'Final Fix' to your new home; and
- offer you the opportunity to tell us how happy you were with the service.



Do you need this leaflet in a different format? For any other format including large print, audio CD/tape, Braille or translated into another language please telephone **0113 214 1774**.

Avez-vous besoin de ce dépliant dans un format différent? Pour l'obtenir dans un autre format, à savoir en gros caractères, sur CD/cassette audio, en Braille ou dans une autre langue, téléphonez au **0113 214 1774**.

Você precisa deste folheto informativo em formato diferente? Para solicitar qualquer outro formato, incluindo-se letras de imprensa maiores, CD audio ou cassette, em código braile ou tradução para outra língua, por favor telefone para **0113 214 1774**.

Potrzebny inny format? Aby otrzymać tę ulotkę w innym formacie, w tym dużym drukiem, na płycie CD/kasecie audio, pisaną brajlem lub przetłumaczoną na inny język, prosimy zadzwonić pod nr: **0113 214 1774**.

نایا تو نہم زانیار نامیہ یو شیوازیکی تر دہخواریت؟ یو ہمر شیوازیکی تر، وک پیتی گورہ، کاسیت یان سی دی دہنگ، بر ایمل یو نایینا یان وەرگنیر ایئت یو زمانیکی تر، تکایہ پھیوہندی بکہ بہ تلمفونی 0113 214 1774.

ለዚ ፋምብሊት ለዝተፈለየ መልክዕ ትደልዮ ዲኻ? ካልእ ብዝኾነ መልክዕ ለንተላይ ብፍፋይ ፈደላት፣ ድምጺ ሲዲ/ኬፕ፣ብረይል ወይ ድማ ናብ ካልእ ቅንቅ ንኸትርጎም በጃኻ ኣብ 01132141774 ደውል።

کیا آپکو یہ کتابچہ کسی مختلف شکل میں درکار ہے؟ یہ کتابچہ کسی بھی دوسری شکل (جسمیں بڑے حروف کی لکھائی، آڈیو / سی ڈی ٹیپ، بریل یا ترجمہ شامل ہیں) میں حاصل کرنے کیلئے فون نمبر 0113 214 1774 پر رابطہ قائم کریں۔

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