

Your New Home

Bromford.

Service Standards

The standard you can expect when you move into your rented home

We want your home to be one you can be proud of. This service standard outlines what you can expect from your new home.

Windows

We will:

- make sure that all windows are clean, free from breakages, defects and are fully operational and that window seals are in good condition
- ensure all hinges, handles and locks are working correctly and freely
- fit trickle vents to windows where possible
- provide keys to any window locks

Internal doors

We will make sure:

- all doors are free from damage and open and close freely
- frames, latches and hinges are sound, secure and in working order
- if fire doors are required, they have smoke seals and intumescent strips where applicable
- that self-closing devices on all fire doors meet current regulations

External doors

We will make sure:

- there are door numbers fitted to the front door
- you're provided with two full sets of keys for your home and access fobs to any communal entrance, bin store, storage area or letter boxes
- your doors open, close and lock freely with all handles fitted with a minimum five lever mortice lock
- that weather bars and threshold strips are in place and free from defects
- there is a good seal between doors and frames, with no gaps at the top, bottom or edges of doors when closed
- a letter box and plate is fitted, where non communal

Decoration

You are responsible for the internal decoration of your new home, but we will make sure that when you move in:

- all walls and ceilings are free from holes and cracks and are painted in a neutral colour
- all doors and skirting boards will be clean and painted in white gloss

Fixtures and fittings

Where possible, and only if they are in a good, clean and safe condition, we will leave any fixtures and fittings, such as laminate flooring, carpet, curtains, poles and blinds. These will be gifted to you and any future repairs or replacement will be your responsibility and at your own cost. They can be removed prior to you moving in if you wish.

Any previous adaptations, such as grab rails, will be removed unless required by you.

Heating

We will:

- provide a fully operational heating system with thermostatic radiator valves fitted to radiators where possible
- ensure pipework is in good condition and secure

Stairs

We will:

- ensure all stair treads, newel posts, handrails and bannisters are secure and free from defects

Kitchen and bathroom

We will make sure:

- all kitchen cupboards are secure, clean and fit for purpose along with worktops, sink and draining board
- splash back tiles to worktops are in place and fully sealed
- there is space for a cooker, fridge and freezer and a washing machine (unless communal laundry facilities are provided)
- the kitchen floor is fitted with a cleanable vinyl covering
- the stop tap is accessible
- the toilet, bath and wash hand basin are in a matching colour and have plugs and chains fitted
- toilets are fully working, clean and free from staining with a new toilet seat fitted
- there is a shower fitted with the area fully tiled
- a new shower curtain is provided, which will become your responsibility to replace in the future
- the bathroom and WC flooring is non-slip vinyl, clean, free from stains, sealed with no rips or tears
- there is a fully working supply of hot and cold water to the kitchen and bathroom
- all grout and sealant is clean and intact

Roof and loft area (if in place)

We will:

- clear the loft of all items
- ensure effective roof insulation is present in all areas
- ensure loft hatch fits correctly and is insulated
- check the roof structure for any leaks and repairs
- check that gutter and downpipes are free from defects

Garden and communal areas

We will make sure:

- your garden (if there is one) is safe and clear of rubbish, with no obvious trip hazards
- communal areas are clean and free from rubbish or debris



Safety

We will make sure that your new home is safe by ensuring:

- all floors are clean, level and free from trip hazards
- there is a hard-wired smoke detector and also a carbon monoxide alarm, where required
- a safety check of every gas appliance, leaving the system in a safe working order and meeting safety regulations has taken place
- the electrical supply is in line with national standards
- paths, steps and driveways are stable and free from hazards

We will supply useful information for your new home, for example:

- a copy of the Gas Safe certificate
- a 'How To' guide for the boiler controls
- any appliance and equipment manuals or instruction leaflets, where available
- location of services such as; stop tap, fuse board, electric and gas meters

Minor repairs after moving in

To avoid causing you any unnecessary delays in moving into your new home, we may need to carry out some very minor repairs, such as replacement glazing, after you have moved in.

We will agree any work with you and confirm approximate timescales for completing the work.

For any queries, please contact us on **0330 1234 034**

You can help us to achieve our Service Standards and ask that you:

- look after your new home, and return it to us in good condition, removing all your belongings and any rubbish
- allow us access to your home so that we can complete any agreed work on moving in and any future repairs or planned works
- always report any repairs to us as soon as possible either through the portal or by calling **0330 1234 034**
- be respectful and polite to our colleagues, we will always do our best to help
- provide feedback about your experience with us to help us learn and improve our services

How we'll review this standard

We will:

- use feedback from surveys, compliments, complaints and general comments to improve our service
- regularly report how we are doing to our Customer and Communities Influence Network who are our customers and help us to scrutinise our services

We will review this standard

When we:

- update our policies or review our services
- notice that your valued feedback is telling us we need to look at things again

How to contact us



Visit our website for the latest information at [bromford.co.uk](https://www.bromford.co.uk)



Call us on **0330 1234 034**



Contact your neighbourhood coach [bromford.co.uk/neighbourhoodcoach](https://www.bromford.co.uk/neighbourhoodcoach)