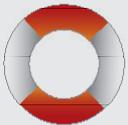


Your New Home



This leaflet describes the type of condition you should expect to find your new home in when you move in.

The following symbols are used throughout this leaflet to show you that your property has been thoroughly checked and is:



SAFE



SECURE



CLEAN



IN GOOD CONDITION

Please do let us know if you think that your property does not meet these standards.

making you feel at home

Things you can expect

Colne Housing Society will ensure that your property is structurally safe, free from serious disrepair and damp.

Your home will have adequate lighting, heating, ventilation, drainage and will be connected to the water supply.

There will also be a working toilet, bath or shower and a hand basin, with a good supply of hot and cold water, for your exclusive use.

We will also...

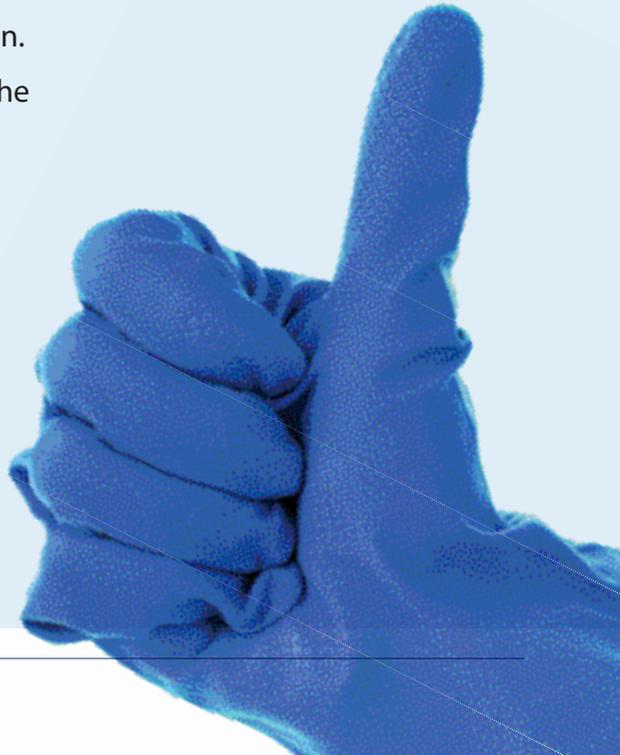
- Clean kitchen units, worktops, toilets, baths, shower units, washbasins and washdown paintwork before you move in.
- Clear away all rubbish from the property, including any loft spaces or external stores
- Ensure any gardens to the property are tidy, free from rubbish, and in a manageable state
- Make sure the property is free from graffiti

- Check that all doors and windows open, close and lock securely
- Provide at least one smoke detector to the property

General information

There may be times when we cannot complete a repair to a property before you move in. This may be because a part is on order or it requires a specialist to complete the work.

This type of repair will not prevent you from moving into the property and where possible we will tell you when the work will be done.



In every property we will...

-  Carry out an electrical safety test and will replace any damaged fittings.
-  Carry out a safety check on any gas installations at the property and provide you with a copy of the gas safety certificate.
-   Clean the floors and take away any coverings that are not in good condition.

If you are not happy with the condition of your property, in any way, please contact your Housing Officer.

Lounge

-  We will ensure that the floor will take a suitable covering, and that any electric or gas fires are checked, along with radiators, storage heaters or convector heaters.
- You will be provided with at least one double plug socket, and a TV aerial socket. However, unless you are connected to a communal aerial system, you will be responsible for your own aerial.

Bedrooms

-  All heating will be checked along with the floors to ensure they are able to take a suitable covering.
-  You will have the use of at least one double socket and where there are fitted cupboards, these will be equipped with a hanging rail, where appropriate.

Gardens

-  Any garden shed or outhouse, located in the garden, will be checked to ensure that it is in a safe and acceptable condition. However it will become your responsibility to maintain.

If there is a pond in the garden, we will ask you if you are happy to keep it. If you do not want it, we can arrange to have it filled in.

-  Paths and patios will be checked to ensure that they are safe, but these will become your responsibility to maintain.



Any trees, shrubs, plants and grass within the gardens are your responsibility to maintain. Fencing which forms the boundary to the property will be repaired if necessary.

Kitchen



This will have at least a sink, one double base unit, sufficient worktops and provision for either electric or gas cooking. There will be at least two double plug sockets and all cupboard doors and drawers will open and close satisfactorily.



We will check that there aren't any leaks and the floor will have a suitable waterproof covering of either tiles or non-slip vinyl. Where possible we will fit the necessary plumbing for a washing machine.



Bathroom



We will check the bathroom for leaks and make sure the toilet flushes. The floor covering will have a non-slip, hygienic moisture resistant finish. Any items of sanitary wear, which are damaged or badly soiled, will be replaced and where possible, we will match these to the other items. You will have tiles around the bath or shower and basin.



Hall, landings and stairs



We will make sure that the flooring is sound and where there are stairs, we will ensure that the stair treads, handrails and banisters are secure. Where there is a loft, this will have a secure cover.



Aids and adaptations

If the property has been previously fitted with any adaptations, we will remove them if not needed or if the property has not been designed for disabled use.

Decoration



Where the internal decoration is not of a good standard, we will offer you decoration vouchers, which can be used to buy the required materials from B&Q. The vouchers can be up to the value of £350, depending on the size of the house and the number of rooms that need decorating.

We realise that some older people with physical disabilities may find it difficult to undertake the decoration themselves and where needed, we will do this. We always use neutral colours as a good base for your furniture and fittings.





Communal areas



If your property has a shared entrance, we will provide a secure main entrance door, and where appropriate, a door entry system connected to your property. Any fire alarm systems will be checked regularly and a regular fire risk assessment will be carried out for shared communal areas. This is to ensure that these areas are clear of obstacles and combustible materials.



Externally



We will make sure that all drains, gutters and external pipes are working. Where there is a garage, the doors will open and close easily and it will be clear of any rubbish or debris.



There may be work needed to fascia's, woodwork etc, but this is likely to be done later as part of a programme of works. If this is the case, we will let you know when this will happen.

Where there are shared communal areas, we will ensure that there are rotary dryers where possible, with a bin store area for disposal of household rubbish.

Things to be aware of...

Toilet

If your home has been fitted with a new type of toilet system, in the event of a ball cock failure, the water will not flow outside the property via the overflow pipe, but will instead continue to run into the pan of the toilet. This will usually only be the case in new build properties, but if you are unsure contact your Housing Officer. If you notice the water is running continuously, please call our office to arrange a plumber.

Immersion Heaters

If your water is heated by an immersion, and you have a storage tank in the roof (again, check with your Housing Officer if you are not sure), please contact us if there is excessive noise coming from the cylinder at any time, or if the water becomes scolding hot. We will rectify this for you.



We will make every effort to provide information in alternative formats on request, including audio, large print and translations.

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