

The Standards to Expect in Your New Home



Raven Housing Trust

The standards you can expect from us

This is a guide to the standard we aim to achieve when we repair, prepare and clean your new home, usually before you move in. Please take the guide with you when you go to look at the house or flat we are offering you.

When a property becomes vacant we always inspect it and arrange for cleaning and any necessary repairs. We also check that the gas and electric supply is safe before offering it to a new tenant.

In this area we have a shortage of housing, so we would like you to move in to the property as quickly as possible. This may mean that we will do some non-urgent repairs after you have moved in. This leaflet shows which repairs we will do, and when.

When you go to view the property, if you find that work is still needed, speak to your Community Housing Manager as we may already have arranged for it to be done. If you agree any extra work with your Community Housing Manager, write it down on the back page of the leaflet. It should be signed by you and a member of Raven's staff to show the work has been agreed.

If any of your rooms need redecorating, we will give you vouchers so you can choose your own materials. We will generally expect you to decorate but in exceptional circumstances we may be able to help. If you cannot do the decorating yourself, you should discuss it with your Community Housing Manager.

We will visit you within about 3 weeks after you move in, to make sure you have settled in and to check that all the repairs are on target. We are interested in your views on the moving-in process and will ask you to complete a survey form during this visit.

After your tenancy starts we may also carry out work that is part of our property investment programme. This will upgrade your home further.

Work we will do in your home		Before tenancy starts	After tenancy starts
Kitchen			
Units	We will provide base and wall units that are all in working order and, if necessary replace any that are damaged. These may not match.	✓	
Sink unit	We will provide a working sink top and base unit, plug and chain.	✓	
Cooker point	We will provide a space for a cooker and will install an electrical outlet and a gas outlet. We will also fit a gas safety chain if a gas supply is available.	✓	
Work top	If any work tops are chipped or their surfaces are cut, we will replace them. The new work tops may not match.	✓	
Wall tiles	All work tops and the cooker hob will have a tiled splash-back 450mm high and we will replace any existing tiles that are cracked.	✓	
Washing machine	We will provide space for a washing machine if we can do so without major alterations. We will then install an electrical supply and drainage for a washing machine.	✓	
Floor	The flooring will be water-resistant.	✓	
Fridge	We will provide space for a fridge if we can do this without major alterations. We will then install an electrical supply for a fridge.	✓	
Power sockets	We will try to provide at least one double socket above every work top. A minimum of one double socket will be provided.	✓	
Cleaning	We will clean all the units, the sink and the ceilings and walls. We will clean the inside of all the windows, and the outside of ground-floor windows.	✓	
Ventilation	We will make sure you have an opening window or an extractor fan in every room.		✓

Work we will do in your home		Before tenancy starts	After tenancy starts
Bathrooms and toilets			
Wall tiles	Bath and basins will have a 450mm-high tiled splash-back. We will replace any old tiles that are cracked.	✓	
Floor	The flooring will be water-resistant.	✓	
Cleaning	We will clean the bath, basin, toilet, walls and ceilings. We will clean the inside of all the windows, and the outside of ground-floor windows.	✓	
Bath	We will repair and clean the bath to a satisfactory standard. If we cannot do this, we will replace it. The bath will have a plug, chain and working taps.	✓	
Basin	We will repair and clean the basin to a satisfactory standard. If we cannot do this, we will replace it. The basin will have a plug, chain and working taps.	✓	
Toilet	We will repair and clean the toilet to a satisfactory standard. If we cannot do this, we will replace it. We will fit a new seat and make sure the toilet flushes properly and the cistern is not rusty.	✓	
Ventilation	We will make sure you have an opening window or an extractor fan.		✓
Electrical			
Safety	We will install smoke detectors in your new home. You will have at least one electrical socket in each room and an outlet in the kitchen for an electric cooker. We will replace any unsafe or broken electrical fittings. We will fit a circuit breaker (RCD) to the consumer unit. We will provide safety certificates for all our appliances.	✓	

Work we will do in your home		Before tenancy starts	After tenancy starts
Gas			
Safety	We will test and service all gas appliances to make sure they work properly and are safe. We will provide safety certificates and install carbon monoxide detectors where necessary.	✓	
Water			
Safety	We will inspect all the plumbing, including stop-cocks and taps. We will replace any plumbing that is not working properly.	✓	
Hot water	You will be able to get hot water from a time-controlled boiler or an immersion heater.	✓	
Cylinder	We will make sure the hot water tank is insulated with a lagging jacket or attached cover.	✓	
Floors			
Condition	We will make sure all floors are safe, level and ready for your floor coverings. Carpet grippers glued to the floor will remain in place.	✓	
Wooden floors	We will make sure that all wooden floors are fixed and level. We will repair or replace any split timbers and repair any gaps.	✓	
Solid floor	We will make sure that all hard floors are repaired or re-covered with Latex so that you can lay your carpets.	✓	
Heating			
Condition	You will have some form of heating in your main living room. We will remove any fireplaces that are no longer needed and do any redecoration that is necessary as a result of this.	✓	

Work we will do in your home		Before tenancy starts	After tenancy starts
Walls, ceiling, windows			
Condition	We will clean all walls and ceilings. We will clean the inside of all the windows and the outside of ground-floor windows. We will remove loose plaster and repair minor cracks. We will remove any loose or broken ceiling tiles and do any redecoration that becomes necessary as a result of this.	✓	
Staircase			
Condition	We will inspect all the staircases, banisters and rails. We will repair and replace them as necessary to make them safe.	✓	
Doors			
Internal	We will make sure that all the internal doors in your home are working properly. If they are damaged, we will repair or replace them, including any cracked or missing glass.	✓	
External	We will provide new locks with keys to all external doors. We will inspect all external doors and make sure they are working properly. If they are damaged, we will repair them, including any cracked or missing glass.	✓	
Windows			
Safety and Glazing	We will inspect all windows and replace any broken panes of glass. We will make sure that any windows that need keys have them. We will fit window restrictors to first floor windows and above.	✓	

Work we will do in your home		Before tenancy starts	After tenancy starts
Other matters			
Insulation	We will insulate loft spaces, water tanks and pipes.		✓
Clearing	If you want us to clear a shed, please contact the Voids Supervisor by phone or email.	✓	
Walls	We will repair loose plaster but you may need to fill minor cracks when decorating.	✓	

CUSTOMER CHARTER

Raven Housing Trust has published a Customer Charter about the standards of service you can expect to receive. The full Customer Charter leaflet is available from all our offices, by calling us and on our website. The Charter states that if you move into a new Raven home:

We will:

- prepare our properties to an agreed standard
- give you decorating vouchers if your new property needs decorating
- visit you within 6 weeks of starting your tenancy to check that you have settled into your new home.

To be completed by Raven staff:

The stopcock to turn off your water is

.....

Your fuse box/consumer unit is

.....

The Council Tax band for your property is

Any extra work

When you view the property, please make a note of any extra work the Community Housing Manager agrees to do.

Room	Details of work	The date any work will be completed

Address of property

Your signature

Raven staff member's signature

Date

An audio version of this leaflet is available on request and we can provide it in large print and in other languages. Please contact us with your requirements.



**Raven
Housing
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