

This standard explains the condition we aim to provide our homes in when you move in – and the condition we expect them to be returned to us when your tenancy ends. It applies to all our housing schemes, apart from leasehold or shared ownership.

We are committed to making sure every home we let is:

- **Safe.**
- **Secure.**
- **Clean.**
- **In good working order.**

Some minor works may be scheduled after you move in if they are not urgent or if we've agreed this with you in advance. Sometimes, repairs only become clear once the home is lived in – if this happens, we'll put them right in line with our usual repair timescales.

What we check before you move in

Bathroom

- Clean and working toilet with no cracks or leaks.
- Clean basin with plug and chain.
- Clean, safe shower, or bath with working waste and taps.
- Limescale removed from fittings and shower heads.
- Extractor fan working and grills clean.

Kitchen

- Units, drawers, sinks and worktops in working, clean condition.
- Taps and wastepipes free from leaks.
- Appliances (where provided) working and clean, including extractor fan.

Electrics

- Electrical safety test completed.
- Light switches, sockets, and fittings secure and safe.
- Any alterations certified and safe.

Heating and hot water

- System in good working order with basic instructions provided.
- Carbon monoxide detector (if gas) and smoke alarms tested and working.

Floors and walls

- Kitchen and bathroom floors free from damage or trip hazards - but may have patch repairs – flooring in bedrooms or lounges is your responsibility.

- Walls and ceilings in good condition – filled, cleaned and neutrally decorated.
- Any grab rails installed are safe and secure.

Windows and doors

- Windows open and close properly, with restrictors fitted and glazing secure.
- A key provided for each window.
- Internal doors safe and secure (cosmetic damage may be visible)

Other

- All cupboards and storage open and close with working catches.
- Washing machine waste pipe capped.
- Clean window sills.

What we expect when you move out

We will arrange an **end of tenancy survey** to agree what you need to do before returning the property. This will be based on:

- The condition of the home when your tenancy started.
- Your signed acceptance of that condition.

You are expected to:

- Return the home in a clean, tidy and well-decorated condition.
- Fill any small holes and cracks.
- Remove carpets, curtains and your own alterations unless agreed otherwise.
- Provide certificates for any electrical work you carried out (if approved).

If repairs are needed because of **neglect or damage**, we may:

- Ask you to complete them before you leave.
- Recharge you if they are not completed to the expected standard.

We always allow for **reasonable wear and tear**.

People, Places, Partnerships in practice

For **people**, this standard ensures you start your tenancy with a clean, safe, and decent home – and know what's expected if you decide to leave.

In the **places** we manage, it sets the tone for well-looked after neighbourhoods and respectful handovers between tenancies.

Through **partnership**, we work with you – from pre-tenancy to move out – to keep homes in good condition for everyone who comes next.