



**Gloucestershire
Housing Association**

A MEMBER OF THE GUINNESS PARTNERSHIP

Our New Homes Standard



**APPROVED
BY GHA RESIDENTS**

If you would like this information in any of the following formats or a different language please contact us. **T. 01452 529 255**

- Large print
- In Braille
- Audio
- Face to face

In all newly let homes you can expect:

- All standard services including water, drainage, gas where available, and electricity
- A heating and hot water system for the whole house that is in working order
- A mains operated smoke alarm
- Changed locks to front and back doors with a five lever mortice lock where applicable
- Two sets of keys to mortice locks and Yale locks
- Two keys or fobs to communal door entry system and sheds
- Windows in working order with keys provided where necessary
- Doors which are operating effectively
- A clearly visible house or flat number fitted to the exterior
- Vinyl flooring in good condition in the kitchen and bathroom
- Floors, stairs and banisters which are in sound condition
- Roof and gutters which are fit for purpose
- Any fencing provided to be in a sound state of repair
- An interior and exterior (including loft space) that is clear of all items other than those that have been agreed to be given to you. You will need to sign a disclaimer to confirm that you understand that you are responsible for the maintenance and replacement of any items left by the previous resident that are given to you.
- A garden or other external space tidied to a reasonable level
- A safe main path to the front door and a path leading to a rear access
- No graffiti on the interior or exterior of the property
- An Energy Performance Certificate provided at the sign up

- A functional kitchen which has (when space allows) a minimum of:
 - a sink, sink base unit, double wall unit, cooker space and fridge space, in a bed-sit, one, or two bedroom property
 - a sink, sink base unit, double base unit, two double wall units, cooker, fridge and washing machine space in a three bedroom property or bigger
- Where there is a space in the kitchen, supplies and a drain for a washing machine are to be provided, with wastes and supplies capped off where required
- A functional bathroom which includes a bath or shower, wash basin and toilet
- An enclosed bathroom light fitting
- A plastic toilet seat
- A thoroughly clean interior ready for you to move in, including all surfaces - floors, walls, skirting, windows, doors, frames, kitchen surfaces and cupboards
- Limescale removed from bathroom fittings
- Gas and electric installations tested and certified as safe. Where power is available in the empty home a full test will be completed, and a copy of the certificate given to you at the sign up.

If power is not available, a visual electric test will be completed before you move in. At the sign up you will be asked to contact the supplier to arrange for the power to come back on, and to contact the Repairs Call Centre on **0800 318 522** once the electricity is on to arrange for a full test to be carried out within one working day of your call.

In the case of gas where no supply is available, a test for leaks will have been carried out, and the meter capped, before you move in. You will be asked at the sign up to contact the supplier to arrange for the gas to come back on, and to contact the Repairs Call Centre on **0800 318 522** once the gas is on to arrange for a full safety test to be carried out within one working day of your call.

Any built-in appliances left in place will be included in the safety tests.

- A decorating allowance to be given if the decoration is considered to be in a poor condition.

Up to £30 will be granted for each room that, in the view of the Maintenance Surveyor, requires decoration.

The total amount will be given to you at the sign up in the form of a Homebase credited card. This can be used at any Homebase Superstore for the purchase of:

- Wallpaper and paste
- Paints, varnishes and woodcare products
- Sandpaper, filler, sealant and masking tape
- Paste table
- Turpentine and paint thinners
- Scraper, brushes, roller and paint trays
- Dust sheets



Equality and Diversity

We are committed to eliminating discrimination and to promoting good relations and equality of opportunity in all aspects of our business. We will treat all service users, fairly and equally, regardless of their sex, trans-gender status, sexual orientation, religion or belief, marital status, civil partnership status, age, race, colour, nationality, national origins, ethnic origin or disability.



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