

MOVING OUT- OUR EXPECTATIONS

Void standard, four key objectives to make sure that the home is:

- Safe and secure
- In good working order, inside and out
- Ready to move into
- Clean and tidy.

Clean and tidy

- The inside and outside of the property including attic space and any storage areas, are clear of any rubbish.
- The home is given a thorough clean to make sure that it is free from grease and grime.
- The gardens to the front and back are left clean and tidy.

The home should be ready to move into straight away ▪ We show you where the stop taps and electricity/water meters/ gas meters are and agree the initial read with you. ▪ We will provide a list of any work to be completed, details of the contractor and agree a date(s) when the outstanding work will be completed to reduce any inconvenience to you.

Our minimum standard:

Safe and secure:

- Front and back door locks (or cylinders) are changed and we provide two sets of keys. We will not change the locks to garages or outbuildings/sheds but we will make sure that one set of keys is given to you.

Inside

- All door and window handles/catches work, and open and close easily.
- We replace all cracked or broken glazing to doors and windows.
- We check any fire and/or smoke detectors and make sure they are working correctly. We fit hard wired smoke detectors if these are not already supplied.
- The electricity and gas supplies are tested and any repairs fully completed before you move in. We leave a gas certificate and electrical safety certificate to show that work has been done.



Outside

- Back gardens are safe, secure and free from hazards. (Ponds to be filled in).
- External paths, paving and driveways are free from any hazards.
- Fencing to front and back gardens is checked. All gates have working latches and, where fitted, locks or bolts work properly.

Decorations

- Walls and ceilings will be clean, free from major cracks, holes and blemishes. Plaster and wallpaper will be in sound condition. The home will be prepared ready for decoration. We do not as standard provide flooring.
- Where we deem that it is required decorating vouchers will be issued to help you with decorating.
- Where necessary the outside is usually decorated on a 5 year cycle.

Kitchens

- All existing kitchen units are sound and useable
- We replace worktops if they are damaged and/or present a possible health hazard.
- All doors and drawer units work properly.
- Vinyl flooring is securely fixed and free from tears.
- Any broken or cracked tiles are replaced with matching tiles where possible. Grout/sealants are clean and complete.

The heating system

- The heating system is checked to make sure that it is working effectively.
- All gas heating systems and appliances are serviced every year. A copy of the service certificate is left with you.

Bathrooms and toilets

- We thoroughly clean the toilet, bath and sink and make sure that they are left in a hygienic condition.
- We replace any of them if they are cracked, chipped or excessively stained.
- All plug holes are supplied with plug and chain.
- We renew the sealant around the bath.
- Any broken or cracked tiles are replaced. Grout/sealants are clean and complete.
- We make sure that all bathrooms/ toilets have suitable vinyl flooring or tiles.

Plumbing

All taps, pipes, valves and radiators are free from drips or leaks. The mains water isolation tap is accessible.

Tenant improvements

Kitchen units additional: If any improvements have been carried out and been removed, the outgoing tenant will be responsible for any making good. This will include the decorations and finishes. If poor standard of works have been carried out by the outgoing tenant and have been left, the works will be removed and then the outgoing tenant will be recharged, this will include the decorations and finishes.

