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The Home Standard

Your guide to what you can expect from your home when you move in and throughout your tenancy.







What this standard means

This guide explains the condition you can expect your home to be in when you move in, how we will maintain it during your tenancy and what we ask you to do to help keep it safe and in good condition.

Here is what you can expect from us:



Your home will be safe, warm, secure and ready to live in.



Your home will be clean, in good repair and essential services and fittings will work.



We will keep you informed and explain anything we still need to do.



We will act fairly and take account of your household needs.

Before you move in



Clean and clear

Your home will be clean, clear of previous belongings and in good repair.



Certificates and information

We will provide you with an EPC (Energy Performance Certificate), gas and electrical safety information and information about any known or presumed asbestos in your home.



Secure access

External doors and windows will be secure and we will provide you with keys.



Safety information

We will give you fire safety information and help you understand any alarms or safety features in your home.



Know your home

We will show you how things work, including heating, hot water and controls.



Work still to do

In a small number of cases, we may need to complete some non-urgent work. We will tell you what this is and work with you to arrange a suitable date for it to be done.



Flooring, decoration and items left in your home

We will provide suitable slip-resistant flooring in kitchens, bathrooms and toilets. We will decorate if needed and tell you about any items we are leaving in the home.

What to expect from your home

The following sections explain what you can expect in each part of your home when you move in.



Kitchen

Storage and sink

The number of units depends on the size and layout of your home. All homes have a sink with taps that work properly

Ventilation

A working window and extractor provide ventilation

Surfaces and tiling

Worktops are clean, secure and sealed. Wall tiles are clean, intact and secure

Water

Taps work easily, do not drip and clearly show hot and cold. We fit lever taps as standard when replacing them

Cooking and laundry

Safe cooker points are ready to use. Where space allows, there is a washing machine water supply, waste connection and suitable space

Flooring

We will provide suitable slip-resistant flooring in kitchens, bathrooms and toilets

Please let us know if you notice any leaks or problems with ventilation, electrics or drainage so we can put it right.

What to expect from your home

Bathroom and toilet

Ready to use

The toilet, bath or shower and basin are clean, secure and working. Seals will be in good condition to help prevent water escaping

Ventilation

A working window and extractor provide ventilation and help control moisture

Taps and tiling

Taps work easily and do not drip. Wall tiles are clean, intact and secure

Floor and light

We provide suitable slip-resistant flooring and a safe moisture-resistant light

Privacy

The door has a privacy handle. If a shower remains, we replace the curtain and rail if needed.

Water-saving fittings

New toilets use a low-flow dual flush. Replacement taps and showers use water-saving fittings where suitable



Please let us know if you notice any leaks or problems with ventilation, electrics or drainage so we can put it right.

What to expect from your home



Living rooms, bedrooms and halls

- Rooms are warm and ventilated
- Rooms will not have areas that are excessively cold
- Floors and walls are safe and sound
- We do not normally decorate, but we will decorate a room if it is in poor condition before letting
- Any fireplaces will be safe to use or safely closed off. Gas fires will be removed

Stairs and internal doors

- Stairs, handrails and flooring will be safe and in good condition
- Internal doors will work, including fire doors where required

Windows and external doors

- Windows and external doors will be secure and working
- We will provide keys for all windows and doors
- Safety glass will be used where required
- Window locks and restrictors will be fitted where needed
- Windows will have adequate ventilation and fall protection where required
- You will be able to escape in an emergency

Not everything in your home will be new. We may keep fittings, doors, windows or other features if they are safe, in good condition and working well.

Please let us know if any window lock or restrictor gets damaged while you are living in your home.

What to expect from your home

Heating and hot water

- Your heating and hot water will work when you move in.
- We will provide you with information so you can contact our contractor to get the heating on as soon as possible after you move in.
- We will show you how to use the controls and provide simple information.
- We will show you where the main water stopcock is.
- Your home will be properly heated, and we make sure there are no excess cold spots.
- We aim to provide energy efficient heating systems.



Electrics

- Lights, switches and sockets will be safe and in good working order.
- The consumer unit will be in place and working.
- Smoke and heat alarms will be fitted as required.
- There will be enough sockets in the right places for everyday use.
- Any fixed electrics, such as extractor fans, will work.

If something is not working properly, please let us know so we can put it right.

What to expect from your home



Outside, gardens and shared areas

Building and drainage
The roof, walls, gutters and drains will be in good repair and keep water out.

Safe routes
Paths, steps, yards and ramps will be safe and in good condition.

Gates and boundaries
Gates, fences, walls and railings will be safe.

Gardens
We remove previous tenants' items before you move in. If a garden is private, you are responsible for keeping it maintained. If it is shared or communal, our contractors maintain it.

Outbuildings
If a shed or outbuilding is provided and safe, it may be offered for you to use and we will explain who is responsible for maintaining it.

Shared and communal areas
Communal entry systems and shared areas will be safe and in good repair.

A home free from risks

Your home will be free from risks when you move in. If any problems occur while you are living here, please let us know.

Examples include:

- Damp or mould
- No heating or hot water
- Leaks
- Damage to floors or stairs
- Unsafe lofts
- Doors or windows not working properly.

Please let us know if you notice loose masonry, blocked drains, damaged paths, unsafe fencing or other problems so we can look into it.

Our repair timescales

We aim to complete repairs within the following timescales:

Emergency	Serious risks, no heating in winter, major leaks or loss of essential services.	**Within 24 hours.**
Urgent	Important repairs that need prompt attention.	**Within three working days.**
Routine	Repairs that are not urgent.	**Within ten working days.**
Planned or larger work	Larger repairs or improvements will be planned and we will agree a timescale with you.	**Within agreed timescale.**

Report a repair

You can report a repair online at epichousing.co.uk/repairs or call 01782 818577

Working together

There are things you can do to help keep your home safe, comfortable and in good condition.

Report repairs early
Tell us about repairs, damp, mould or safety concerns as soon as you notice them.

Household needs
Tell us about anything that may affect what you need from your home, including age, health, disability, pregnancy or caring responsibilities.

Give us access
Let us in for repairs and for legal safety checks such as gas and electricity inspections, and follow any instructions given.

Everyday care
Use heating and ventilation controls, keep vents clear and look after your home.

Minor adaptations
Tell us if you need minor adaptations to help you live safely and independently.

Shared spaces
Keep shared areas clean and tidy and report any problems.

Gardens
If you have a private garden, keep it maintained. Communal gardens are maintained by our contractors.

Keys and security
Keep your keys safe and let us know if they are lost or if locks are not working.

Do not alter safety items
Do not alter fire doors, alarms, fixed electrics, gas fittings or other safety features.

Tell us if anything changes
Let us know if your circumstances change, including if someone moves in or out.

By working together, we can keep your home safe, comfortable and a great place to live.

For more detail, please see the full Home Standard on our website.