

Your new home should be at our lettable standard when you move in.

Walls, Ceilings and Decorating

We let our homes in reasonable decorative condition. We will remove substantial or obscene graffiti, replace damp or damaged plaster and smoothly fill all holes larger than 3cm in diameter.

If using a steam wallpaper stripper, don't over-wet the wallpaper as the plaster will come away with it. If decor is damaged, dirty or has minor graffiti, we will provide you with a Crown Paint decorating pack.

Doors and Windows

Doors and windows will be secure, opening and closing freely. You will have 2 keys to each external door lock and, if you live in a flat, 2 keys or fobs for the communal doors.

Floors

Floors and floor tiles will be level and safe. We will replace damaged floor tiles with the closest match available.

If there is good condition carpeting or carpet grippers in the property, you can choose whether to keep them. We can remove them and leave the floor in a level and safe condition.

Internal Woodwork

Stairs will be safe to use with a secure handrail and good condition carpet

grippers in place. Internal woodwork will be free from damage or decay.

Kitchens

Kitchen units, worktops, tiles and taps will be clean and in a safe hygienic condition. Work surfaces will have a tiled splash back or wet wall. We will replace damaged unit doors, drawers, splash back tiles and worktops with the closest match available.

We will let you know if we are due to modernise your property in the next 18 months.

The property will have a connection for either a gas cooker or an electric cooker. You will need to arrange a Gas Safe engineer to install your gas cooker or a PAT2 qualified electrician to install your electric cooker. We will remove gas appliances from previous tenants.

We will fit a socket and plumbing for a washing machine. You will need to connect your washing machine and make sure there are no leaks.

Bathrooms

Bathroom and toilet fittings, including taps, will be clean and in a safe and hygienic condition without leaks or damage. Baths and basins will have tiled splash backs or a wet wall. Showers will have fully tiled walls. If we can't match

damaged bathroom fittings or tiles, replacement fittings will be white and replacement tiles will be the closest match available.

Gardens

Your property and garden will be clean and free from rubbish and belongings. If you have a garden, we will cut back the grass, shrubs and hedges ready for you to maintain it.

Fencing

Gardens that face a road or alleyway will have front gates and a chain link fence made of green mesh, for safety. Where possible, we aim to keep existing fencing between gardens but those that are dangerous or uneconomical to repair will be replaced with a post and wire boundary marker only. If you want to install your own garden fence we will usually give you our written permission to do so. If we remove a shed, we may leave the concrete base behind.

We will take photos of your garden and fencing when we let the property. When you leave, we will check they meet at least this condition and will charge you for any work we have to do if it doesn't.

Gas and Electricity

British Gas will be your gas and electricity supplier at the beginning of your tenancy (except for sheltered accommodation). At the sign up for your new tenancy we will make a priority appointment for a Gas Safe qualified engineer to do a full safety check of the electrical system. We will give you a copy of the latest gas certificate along with the Energy Performance Certificate for your home. For your safety, we are legally required to check and service gas boilers every year. We take enforcement action, against tenants who don't keep annual gas servicing appointments.

Cleaning

Your property will be clean and free from rubbish or belongings.

Telephone: 01904 551550
 Website: www.york.gov.uk/Housing
 Address: Housing Services
 West Offices
 Station Rise
 York YO1 6GA

This information can be provided in your own language.

Informacje te mogą być przekazywane w języku ojczystym.
Polish

Bu bilgi kendi dilinizde almanız mümkündür.
Turkish

此信息可以在您自己的语言。
Chinese (Simplified)

此資訊可以提供您自己的語言。
Chinese (Traditional)

Large print, CD and other formats available on request