

LETTABLE STANDARD



THE STANDARD YOU CAN EXPECT YOUR NEW HOME TO MEET:

Radius Housing is committed to ensuring that all properties are let to an acceptable standard. When you move into your property it will:

- Be safe, clean and secure.
- Have relevant safety checks complete.
- Electric and gas checks (where applicable) will have been completed.
- A Landlord's Gas Safety Certificate (CP12) will be provided to you by Radius after you sign for your tenancy.
- Have all urgent repairs completed before you move into your property. However, some non-urgent Routine repairs may be completed after you move into the property to avoid causing you unnecessary delays moving into your new home.
- If this is the case your Housing Officer will explain these to you at the start of your tenancy and a time frame for completion.

DECORATING YOUR HOME

- Properties are not generally redecorated but we will ensure decoration is of an acceptable standard.
- Wallpaper where it is in good order will remain and will not be stripped, if you choose to remove wallpaper when your tenancy commences you will be responsible for all plaster works required after removal.



WHAT WE'LL DO

- Your Housing Officer will confirm how to report routine repairs throughout your tenancy and outline your repairs and maintenance responsibility as per the tenant's handbook.
- Heating instructions relevant to your boiler can be found online and on our website, a Radius staff member can direct you to this. If not, practical advice will be given to you by a member of the Radius team.
- An energy performance certificate for your home will be available here:
<https://www.epcregister.com/reportSearchAddressByPostcode.html>
- We will give you a Tenants Handbook which will contain useful contact details and advise you of your responsibilities within the property
- We will visit you within six weeks of you moving in and check that you are satisfied with everything. We will complete a questionnaire to record your comments to help future improvements.
- If you live in an apartment, we will give you details of fire assembly points.



WHAT YOU NEED TO DO

- Find out who your utility suppliers are; take meter readings and inform your energy suppliers that you have moved into your property.
- If there are no electric cards or gas meters cards left on the kitchen counter or at the meters then it is your responsibility to obtain one. If you are installing a gas cooker, ensure that it is fitted by a registered Gas Safe Register engineer.
- If you are in receipt of housing benefit or universal credit, complete a change of circumstances form or update your portal.
- Inform the relevant agencies of your change of address.
- Be mindful of your neighbours. Moving in can be noisy, so please try to keep any disturbance to a minimum.
- Ensure you refer to your Tenant's Handbook which will outline the repairs that are your responsibility and those that are Radius'.
- When signing for your property you are accepting it in its current condition as set out above and no structural changes or works to any garden areas will be carried out when you move in.
- Should you wish to carry out any works within your property you must first request permission from Radius Housing. We will visit with you at the property to discuss the work you wish to carry out and provide advice and permission if approved.