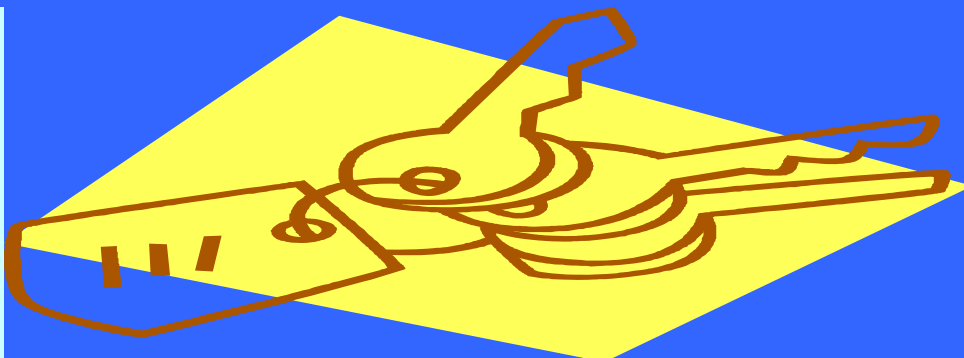


Moving into your new



What you can expect from your new Home

This Leaflet tells you what condition you can expect your new Home to be in when you move in. Each section deals with a particular aspect of your new Home. If you think that your new Home does not reach these Standards in any way, speak to us and we will put it right.

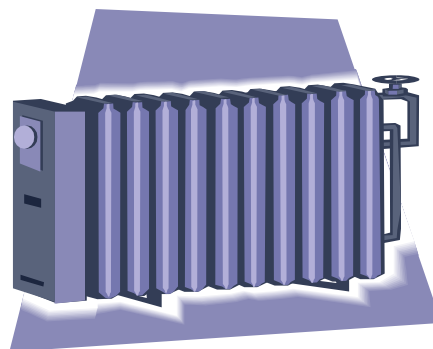
1 A safe and secure property

- Your property will be separated from neighbouring properties by a clear boundary
- Both external and internal doors will be secure and work properly
- External door locks will be changed, with new keys supplied.
- There will be no broken windows
- There will be a smoke alarm fitted
- The stairs will be safe
- We will check any Gas and Electricity supply in the property, and make sure they are safe before use.



2 Effective Heating

- The heating system will be in good working order.
- There will be a Minimum of 250mm of Loft Insulation
- There will be no Damp problems in your new home.



3 A clean property

- The property and any shared areas will be clean
- The garden will be clear and tidy
- The attic space will be clear
- Any shed or Garage will be clear



4 Decoration

- Either the property will be decorated or
- Decoration Vouchers will be supplied



5 A property you can live in comfortably

- All floor surfaces will be in good condition
- There will be at least 2 electrical sockets in each room (except bathrooms).
- The Kitchen will have adequate storage and worktops (as far as space allows).
- Your Heating controls will be explained to you.
- We will supply an Energy Performance Certificate, which will measure the efficiency of your new home, and estimate your fuel costs.

Agreed by Tenants for Tenants

If we need to alter the Void Standards, we first take the proposals to the Residents panel to discuss why we need to make the changes. This gives the Residents the opportunity to put their opinions forward before any changes are made.

If you would like a full copy of the Void Lettable Standard, please let us know.



Void Turn Around Times

Properties requiring Minor Repairs – 3 Weeks

Properties requiring Major Repairs - 12Weeks



How to contact us

Phone: 01900 842100

Fax: 01900 842101

Type Talk: 18001 842100

Email: enquiry@impacthousing.org.uk

Opening times Monday to Thursday – 9.00 –5.00
Friday - 9.00 – 4.30

Impact Operates as a Charity