

What you have to do

This is what you need to do to make your move as smooth as possible.

Gas & electricity

****URGENT - Do this as soon as possible****

Please contact your gas and electricity suppliers as soon as possible to get your supplies turned on. We can give you the meter readings.

To find your gas supplier, call **0870 608 1524**.

To find your electricity supplier, call **0845 330 0889**.

Once your gas and electricity are on, you need to give us **2 working days notice** to arrange for our contractors to uncap your gas supply and check that your gas appliances and electrics are safe (*Turn on & Test*). **Your hot water and central heating will not work until this has been done.**

Our contractors will make an appointment for a weekday morning (8am - 1pm) or afternoon (12 - 5pm). We cannot give you a precise time but we can ask them to try to avoid a specific time, e.g. the school run.

Windows and steel sheeting

If your windows or doors are sheeted up, you need to give us at least **48 hours notice** to get the sheets removed when you want to move in.

If there are broken windows underneath the sheets, we will repair them at the same time as we remove the sheets. Our contractors will clear up after themselves and remove any broken glass.

The finishing touches

You are responsible for the following things.

- Decorating your home
- Getting your own joiner to trim your doors if they are catching on your carpets
- Getting your own *Gas Safe* registered contractor to connect your gas cooker



Problems understanding?

If you need any of our information **translating**, or if you need an **interpreter**, please contact us.

 **(0113) 200 7700**

We can also provide this information in **large print** or **on CD** if you need us to.

Unhappy with our service?

If you feel that we have not kept to the standards that we promised in this leaflet, let us know so we can try to put it right.

If you want to make a complaint, you can do so in the following ways.

- Call our Complaints Manager on **(0113) 200 7704**.
- Write to the Complaints Manager at the address below.
- Email us at ***uha@unityha.co.uk***.

There is more information about making a complaint in our leaflet *Complaints and Compliments* - please ask us for a copy, or look on our website.

Our contact details

Unity Housing Association
113-117 Chapeltown Road
Leeds LS7 3HY

 **(0113) 200 7700**

Email: ***uha@unityha.co.uk***

Web: ***www.unityha.co.uk***



**Lettable
standards**



**The standards for
your new home**

**Leaflet 15
Version 2 - Nov 2009**

Lettable standards

It's a busy, stressful time when you move into a new home. You want it to be clean, tidy and in good condition. These standards tell you what you can expect, and what we will do to make sure that your new home is ready for you.

For more information, see our leaflets *'Moving home'*, *'Repairs'* or *'Tenant repairs'*.

How we get your home ready

Our staff inspect your home when the previous tenant gives notice that they are leaving and it is inspected again when they hand the keys in. Our contractors usually have 5 working days to do all the repairs on your home while it is empty.

However, if the previous tenant kept their home in reasonable condition, sometimes we do a 'back-to-back' let. This means that they return the keys and we give them to you the same day.

We try to fix all the repairs, but sometimes we miss some, for instance because we couldn't see the repair when the house was occupied or the electricity was off when we inspected. If you notice a repair, please let us know as soon as possible.

There are some things that we leave until the day you move. They include taking the shutters off, reglazing windows, the gas safety check, strimming the garden and removing any rubbish dumped outside.

Our lettable standards

These are the standards that your home should meet, and the standard of service that you can expect.

General condition of your home

Your home will be clean, cleared of rubbish, well-ventilated and free from damp. Any flooring will be in reasonable condition and we will have replaced any damaged fixtures or fittings.

You are responsible for decorating, but we may give you some decorating vouchers if the décor is poor.

Information we give you

We will show you where the stop-taps or off-switches are for your gas, electricity and water supplies, so you can turn them off quickly in an emergency.

When our contractors turn on and test your gas appliances and electrics, they will show you how your heating system works.

Plumbing

We will make sure that we have replaced any faulty plumbing, including stop-taps, waste pipes, taps, plugs, chains and waste pipes. Your home will have a plumb-in point for a washing machine and we will give you a radiator bleed-key.

Electrics

We will safety-test all your electrical appliances and systems and remove any illegal wiring. We will make sure that you have at least one smoke alarm per floor.

Gas appliances

Please give us 2 working days notice to turn on and test your gas supply and gas appliances. We will give you a copy of a valid gas safety certificate.

If your gas fire needs replacing, we will give you a choice of new electric fire. This may be replaced after you move in, as they take time to order.

Windows and doors

We will make sure that they are in reasonable condition and open and shut properly. We will reglaze any broken windows and make sure that all windows and external doors have draught excluders fitted.

We will give you two sets of keys for your doors and window locks. If you have a communal entrance, we will give you one communal door key. Please ask us if you would like more - there is a £15 deposit.

Kitchens

We will check and replace any faulty fittings. We will replace any faulty cupboard doors and worktops with the same design or colour or the nearest match. There will be connection points for both gas and electric cookers.

Bathrooms

Your bathroom will be clean. We will replace any cracked or badly stained bathroom fittings or tiles. If we can't get the same colour, we will either fit the nearest possible match or white. If there is a shower, it will work properly and have a shower curtain rail.

Gifts from previous tenants

We will show you anything that a previous tenant has fitted, e.g. lighting, floor coverings, showers, extra locks or any other alteration, and give you a choice:

- You can accept the items as a gift and maintain them yourself (Unity will not repair them); or
- We will remove them for you.

Frequently asked questions

Q: *I want to make some improvements to my home - can I do this?*

A: You need to ask Unity for permission first. See our leaflet *'Tenant repairs'* for more information.

Q: *My kitchen cupboard doors don't match - will you replace them?*

A: They should be a reasonably close match - if they are not, let us know. They will eventually be replaced under our planned maintenance programme. Please ask us if you want to know when.