



Property Management Services

Standard for empty homes



**Residential letting and
property-management specialists**

Standard for empty homes

Our standard

Our standard is our guarantee to you that, at the start of your tenancy your home is;

- safe with everything working properly;
- secure;
- clean; and
- in a reasonable condition.

We want you to tell us if the home you are viewing does not meet our standards. Please read this leaflet and tell us on page four if you are happy that this home meets the standard.

The home is safe

- The gas and electric services are safe and working properly.
- The home has been checked for asbestos, we will provide a copy of the certificate.
- We have checked all inside doors with glass in to make sure they are safe.
- Footpaths, ramps and steps to main doors are free from surfaces you could trip over.
- Stair treads, banisters and any handrails inside and outside are safe and fixed properly.
- Floorboards and any fixed floor coverings are safe and fixed properly.
- Toilet seats are safely fitted and are not broken.
- Any sheds, greenhouses and so on seem to be safe.

The home is secure.

- All doors and windows are secure and open and close easily.
- You can lock or close securely on a latch all of the windows. If possible, we will give you keys for the windows with locks.
- There is no broken or cracked glass.
- If the previous tenant installed a burglar alarm and we have tested it, we will ask you to look after it in the future, (if you move in).
- Smoke alarms are fitted and we have tested them to make sure they work.

The home is clean.

- The home and all the fittings are clean.
- We have removed any items the last tenant left.

All services are working properly.

- The immersion heater is working properly.
- The shower is working properly.
- We have checked for, and carried out, any small repairs.
- We have checked the plumbing system to make sure it is working properly.
- We will explain the central-heating controls and give you manuals or instruction leaflets if possible and if you ask.
- The bath and sinks have got plugs.
- There is a key to the meters outside.

How satisfied are you with the standard of the home?

Please tick the appropriate box to tell us how satisfied you are with the standard of the home we have offered to you.

Are you:

- Very satisfied with the standard of the home?
- Fairly satisfied with the standard of the home?
- Neither satisfied nor dissatisfied with the standard of the home?
- Fairly dissatisfied with the standard of the home?
- Very dissatisfied with the standard of the Home?

Confirmation

I have read and understood this document.

Your name:

Your address:

The address of the home you viewed:

Your signature:

Date:

If you need help understanding this information, please ask one of our staff, or contact Customer Services, telephone 01226 772720

আপনার যদি এই তথ্য বোঝার জন্য সাহায্যের প্রয়োজন হয়, তবে অনুগ্রহ করে আমাদের কোন একজন স্টাফকে জিজ্ঞাসা করুন, অথবা গ্রাহক পরিষেবার যোগাযোগ করুন, টেলিফোন 01226 772720

अगर आप इस जानकारी को समझने में सहायता चाहते हैं तो कृपया हमारे किसी कर्मचारी से पूछें, या उपभोक्ता सेवा, टेलीफोन 01226 772720 पर संपर्क करें

Jeśli nie rozumieją Państwo tych informacji i potrzebują pomocy, mogą Państwo poprosić o pomoc któregoś z naszych pracowników lub zadzwonić pod numer telefonu: 01226 772720 (Biuro Obsługi Klienta)

Если вам требуется помощь в понимании этой информации, обратитесь к нашим сотрудникам или позвоните в Отдел обслуживания клиентов по телефону 01226 772720.

اگر برای درک این مطالب نیاز به کمک دارید، از یکی از کارکنان ما کمک بخواهید، یا با بخش خدمات رسانی به مشتریان ما تماس بگیرید، شماره تلفن 01226 772720

اگر آپ کو ان معلومات کو سمجھنے کے لئے مدد کی ضرورت ہے، تو براہ مہربانی ہمارے عملے کے کسی رکن کو پوچھیں، یا کسٹمر سروسز سے رابطہ کریں، ٹیلیفون 01226 772720

إذا كنت بحاجة للاستفسار عن هذه المعلومات، رجاء اطلب المساعدة من أحد الموظفين أو اتصل بخدمات الزبائن على الرقم 01226772720

如果您需要协助，以便更好地了解该信息，请与我们的员工联系，或致电客户服务：01226 772720。



a fresh approach to people, homes and communities