What to expect from us when you move into your new home

	This guide explains the standard you can expect when moving into a whg home. The home will be safe, secure and fit for occupation. While some items or finishes from a previous tenancy may remain where they are in good condition, any necessary repairs and safety checks will be completed before you move in.
1	**General**
1.1	All rubbish and waste will be removed prior to occupation or soon after you move into your home.
1.2	Maintenance of gardens will be the responsibility of the incoming customer. Where a garden is heavily overgrown, whg will undertake work to leave it in a safe and manageable condition before the tenancy begins, wherever possible.
1.3	Some fixtures and fittings left by the previous customer may remain in the home where they are safe, in good condition and suitable for reuse. These items are provided for the benefit of the incoming customer and will not be maintained, repaired or replaced by whg.
1.4	When you move in, your home will be clean and free from any environmental hazards.
1.5	You will receive at least 2 keys for all the external door locks and 2 keys or fobs for any communal entrance door.
1.6	An EPC (Energy Performance Certificate) will be issued to new customers, demonstrating the current energy efficiency of the home.
1.7	New customers will be issued with “Looking after your home customer guide” and shown how to report a repair online via the whg portal.
1.8	All associated documents, policies and procedures are available through our website https://www.whg.uk.com/publications/#ub-publications-cat-customer-publications
2	**Services, Gas and Electrical**
2.1	All relevant gas and electrical safety checks required by law will be completed before you move into your home.

2.2	Electrical consumer units will be clearly labelled. Smoke and carbon monoxide detection equipment will be tested.
2.3	New customers will receive instructions on using gas appliances at sign-up.
3	**Externals**
3.1	Minor works to the exterior of the building including any outbuildings will be completed prior to occupation. Any major replacement work will be undertaken through the whg Asset Investment Programme
4	**Gardens**
4.1	Existing pathways will provide access to front and rear doors and be free from trip hazards.
4.2	Steps and handrails will be repaired or installed to prevent falls from height.
4.3	Hard standings for vehicles will be assessed and removed if they pose a hazard. They won't be replaced unless originally installed by whg.
4.4	Fencing will be in overall good condition and shall be repaired or replaced if necessary. The boundary lines will be established for the home and reinstated if they have been altered.
4.5	Boundary fencing that is whg's responsibility will be repaired or replaced where required in accordance with our Repairs and Home Maintenance Guide.
4.6	A gated access to the rear of the home will be provided where appropriate.
4.7	Garden ponds will be drained and made safe. Garden features shall be removed or made safe where necessary and ground levels may be reduced to abate damp issues within the home.
4.8	Heavily overgrown areas will be cut back where required to provide a garden that is safe and in a condition reasonable for a customer to maintain.
4.9	Trees will not be removed unless diseased, damaged or creating a hazard.
4.10	Where a garden is extensively excavated, grass seed may be sown to reduce weed growth during the summer period of April to September.
4.11	Some garden fixtures, fittings and features left by the previous customer may remain where they are considered safe and in good condition. These items will become the responsibility of the incoming customer to maintain, repair or remove if required.
5	**Decorations**

5.1	Decoration will be in fair condition. Existing decoration in good condition may be left in place for the incoming customer. Alternatively, rooms may be stripped and prepared ready for decoration. The home will be free from graffiti of any kind. Any signs of damp or mould will be treated with appropriate approved products and stain block applied to any areas that require it, following remediation works to deal with the root cause.
5.2	A decoration allowance may be issued at the discretion of whg Housing Colleagues.
6	**Floors**
6.1	Floors shall be free from major defects, significant gaps or holes and ready for the customer to install their own floor covering. Nonslip vinyl tiles or sheet flooring will be provided to the kitchen and bathroom areas only.
6.2	In some circumstances, existing carpets or floor coverings may be left in the property where they are clean, safe and in good condition. Any flooring left in the property will become the responsibility of the incoming customer and will not be repaired or replaced by whg.
6.3	Carpet grippers will be removed from doorway thresholds and stair treads to avoid injury but may be left to perimeters of rooms.
6.4	All laminate flooring in flats above the ground floor will be removed due to noise nuisance.
7	**Walls and Ceilings**
7.1	Any DIY boarding to walls or ceilings will be removed. Defective plasterwork to walls or ceilings will be patched to match existing or renewed. Polystyrene ceiling tiles will be removed, and necessary repairs completed. Plaster coving, if in good condition will remain in place.
7.2	Drill holes and minor cracks will become the responsibility of the new customer on occupation, as part of their decoration obligations.
7.3	Existing textured finish on ceilings and walls or other surfaces will generally be left in place or repaired where it is damaged.
8	**Windows and External Entrance Doors**
8.1	All windows will be checked for operation, security and repair. Broken or cracked glass will be replaced. Any low-level glass or glass in doors will conform to current regulations for safety glass. Some glazing or repairs work, depending on security

	and Health and Safety issues may be considered for completion after the customer has moved in.
8.2	Windows and doors requiring replacement will be made safe and depending on manufacture times, security and any Health and Safety issues, may be considered for works to be completed after the customer has moved in.
8.3	All external doors will be checked to ensure they operate correctly and are secure. New doors shall have locks, fixtures and fittings to match existing as far as reasonably practicable.
9	**Internal Joinery, Fixtures and Fittings**
9.1	Skirting boards, door frames and architraves shall be in good condition and repaired or replaced if required. Stairs, handrails and balustrades shall be sound and safe with any split or badly damaged treads repaired.
10	**Kitchen Units**
10.1	Work surfaces will be sound and cleanable. Any which are damaged or excessively scored will be replaced.
10.2	Kitchen units which are damaged or badly contaminated will be replaced. All unit drawers and doors will be fully operational.
10.3	Under normal circumstances cupboard units, drawers, doors and handles that need replacing will be replaced with matching items. However, sometimes a close match may need to be used when that colour or design is no longer available.
10.4	Wall tiles and grout shall be sound and cleanable. Any damaged or missing tiles will be replaced with matching wall tiles, or a close match should that colour no longer be available.
10.5	When installing new kitchens, whg will aim to leave appropriate space for a washing machine, cooker and fridge subject to the space available.
11	**Bathrooms/Cloakrooms**
11.1	Baths, toilets, wash hand basins or shower cubicles where fitted, will be in good condition, cleanable and sealed to adjacent surfaces as necessary. Heavily stained W.C. pans, basins, steel or cast-iron baths which cannot be cleaned sufficiently will be replaced. Missing plugs and chains will be replaced.
11.2	Where practicable, a shower will be fitted where one is not already installed.
11.3	Wall tiles and grout shall be sound and cleanable. Any damaged or missing tiles will be replaced with matching wall tiles, or a close match should that colour no longer be available.

12	**Plumbing and Heating Systems**
12.1	All pipework, taps, waste pipes, drainage, cisterns, water tanks and cylinders will be tested for operation and repaired if required.
12.2	Washing machine taps and associated waste connections will be installed where practical. Existing points will be tested and capped ready for the new customer.
12.3	A separate water isolation device may be fitted where isolation of the mains supply has restricted access.
12.4	Water systems will be checked, tested and returned to service before you move in.
12.5	Water outlets such as taps and showers will be flushed before occupation in line with water hygiene requirements.
13	**Internal and External Works in occupation**
13.1	In certain circumstances, works may be required after you move into your home. This will be agreed with the incoming customer and a timescale agreed.
13.2	Where necessary larger non-essential repairs and replacement works may need to be scheduled after you have moved into your home. These will be made clear to you and completed with the least disruption possible through the whg Asset Investment Program Works Team.
13.3	Where repairs are reported shortly after the start of a tenancy, these will normally be managed through our responsive repairs service in accordance with our Repairs Policy.
14	**Condensation and Damp**
14.1	Any damp, mould or condensation identified within the home will be investigated to determine the cause and remedied before occupation. Walls and surfaces badly damaged because of damp, mould and condensation shall be treated and repaired. Mechanical extraction fans will be installed in kitchens and bathrooms wherever practicable. Please visit the whg website for further advice on preventing and managing damp, mould and condensation.