



Welcome to your new home

*A guide to what you can expect when
you move into your new home*



To help you enjoy your new home we try to make sure that it is clean and that everything works. This guide explains what you can expect when you move into a Waverley Borough Council home.

1. Outside

We will ensure the following:

- Paths, inspection chamber covers, and porches will be safe
- Windows and doors will be secure and must work properly. You must be able to open a window in each room. A minimum of two window keys will be provided where necessary
- Glazing will be intact and meet the relevant British standards
- Dividing fences between properties will be defined, but maintenance will be your responsibility
- The front and rear garden will be free from rubbish, removing broken glass and sharp objects
- Hedges and trees will be cut back and gardens tidied

2. Inside

We will ensure the following:

- Existing gas, electric, water and smoke detecting appliances and systems will be safe and working
- All plumbing will be in working order with valves and waste pipes installed for a washing machine where possible
- Kitchen fittings and fixtures will be safe. Wall tiles will be in place for splash backs and these will be intact. A single drainer, sink unit, double base unit and worktop will also be provided and where possible, there will be a space for a washing machine and fridge. Either an electric or gas cooker point will also be available



- No dampness or mould will be visible in the property
- Ceilings and walls will not have any major visible defects
- Polystyrene ceiling tiles, or similar fire hazard will be removed
- The loft space will be cleared
- Mobility adaptations will be safe and secure

3. Cleaning Standard

We will

- Remove all cobwebs
- Remove all drawing pins, sticky tape, and Blu tack from walls
- Thoroughly clean all electrical sockets, light fittings and switches
- Thoroughly clean all kitchen units, work surfaces, cupboard drawers and the sink
- Clean all bathroom sanitary ware and remove all lime scale
- Clean toilets - back, front and around the U - and disinfect the floor
- Clean and wash down internal windows, frames and sills
- Thoroughly clean all external and internal doors including, doorframes and architraves
- Clean radiators front and back (as far as possible)
- Sweep, clean and wash down all skirting boards
- Clean all tiled areas
- Sweep and mop all floors and try to remove scuff marks and paint splashes
- Deodorise all rooms – leaving air freshener in the kitchen and bathroom
- Fit a new shower curtain where needed
- Replace all WC seats and leave with polythene wrapping

4. Decoration

If the property is in a poor state of decoration we will give you decorating vouchers to help you re-decorate.

What happens next?

We will also contact you soon after you have moved in to check you are happy with the condition of your new home. We will need to ask you a few questions and this will help us improve the service we offer you and future tenants.

Sometimes we may leave things like electric showers, sheds or carpets if they have been provided by the previous tenant and we consider them to be in a good serviceable condition. We will consult you before leaving these items. You will be responsible for maintaining or replacing them in the future.

Sometimes we can't complete all the work needed before you move in. If so, the work will be completed within 14 days of you moving in.

We hope you enjoy your new home. Please don't hesitate to contact us at once if you have any problems

Contact details

Home Choice Team

01483 523014

homechoice@waverley.gov.uk

Housing Management

01483 523169

housing.management@waverley.gov.uk

Housing Benefits

01483 523 275

housingbenefits@waverley.gov.uk

Repairs and Maintenance

0800 954 7548

repairs@waverley.gov.uk

Calls may be recorded for training or monitoring purposes.



Acceptable Standards

The following pictures show the standard of repairs and cleanliness you should expect when you move into your new home.



Unacceptable Standards

The following pictures show unacceptable standards. You should not have to move into a property in this condition. We would expect you to leave your home in an acceptable condition when you move out.



**For further information
please contact**

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monitoring purposes

www.waverley.gov.uk

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another language, please call
01483 523491/3453

