

Standard of new home

You can expect from us.

Your new home will be clean, safe, habitable and free from disrepair when you move in. Every home will also be structurally sound, water tight, weatherproof, free from leaks and plumbing blockages, and free from significant trips and fall hazards.



Security

- All locks will be changed before you move in and compatible with standard domestic insurance policies.
- Boundary fencing will be of a 90cm (3 feet) high chain link except to initial privacy screens and adjoining public areas.
- All external doors and windows will be in good working order, robust and provide adequate security.



Safety

- Front doors to flats will meet all statutory fire regulations.
- Safety restrictors will be fitted to windows above ground floor level.
- All internal doors, stairs, handrails, floors, will be checked to ensure they are fully functional and safe to use.
- All bathroom and toilet floors will have slip resistant vinyl flooring.
- All properties will be subject to a full asbestos survey.
- Carry out a full gas and electrical safety check to ensure both are safe to use.



Cleanliness and decoration

- All rubbish, unwanted carpets and furniture will be removed.
- Gardens will be left in a manageable state ready for you to maintain.
- Where no fruit tree is present in a garden, one will be planted.

- Your home will be fully cleaned including all floors (if washable), doors and frames, the inside of windows and your kitchen and bathroom.
- Your property will be handed to you ready for you to decorate.
- All defective plaster will be renewed; cracks and small holes filled and rubbed down.
- Any new plasterwork and woodwork will have an undercoat applied only.
- New tenants will receive a decoration voucher where redecoration is required. This will be £200 for homes with up to two bedrooms or £300 for homes with three bedrooms or more.



Fixtures and fittings

- Roofs and rainwater goods will be structurally sound, safe and free from blockages and leaks.
- Drains and gullies will be free running and clear of obstruction.
- Rooms will be checked to make sure internal joinery such as doors, architraves, skirting, curtain battens, loft hatches, airing cupboards, pantry shelves and bath panels are present and in reasonable order.
- Bathrooms and toilets will be fit for purpose, safe and clean.
- Kitchens will be fit for purpose, safe and clean.

How will we make sure we are doing what we say?

Set and monitor targets to test how well we deliver the service to you.

We will monitor:

- Satisfaction with the standard of a property when starting a new tenancy.

We would also like to hear your views on our service. Once you move into your new home, you will be asked for feedback not only on the standard of your property but the overall experience of moving into a home with us.

How will we share how we are doing with you?

- Share data about our performance every year in our annual report, which is available to read on our website www.bvt.org.uk or you can request a paper copy.
- Hold annual review meetings with you to get your views on how our service is going and what improvements we can make.

We want to help you keep your home and neighbourhood in a good state of repair.

If you have something that needs repairing, please tell us by emailing: repairs@bvt.org.uk or calling our Customer Services team on 0300 333 6540.