

Moving into your new home



Wprowadzanie się do nowego domu

Pārcelšanās uz jaunu dzīvesvietu

搬入您的新居

ਆਪਣੇ ਨਵੇਂ ਘਰ ਵਿਚ ਜਾਣਾ

अपने नए घर में प्रवेश करना

This leaflet tells you about the standard you can expect if you decide to rent or take a licence of a home from us.

Our ready-to-let standard

Together with our customers, we have set a certain standard for what you can expect when you rent a new home from us, called our ready-to-let standard.

Safety and security

- Gas and electric services will be safe and will have been tested before you move in.
- Fittings for connecting the gas or electric cooker will be suitable.
- There will be a safe, working heating system.
- There will be smoke alarms in appropriate places. Battery-operated smoke alarms will be fitted if there is no mains smoke detector.
- All doors and windows will open and close correctly and will be undamaged.
- You will get two full sets of keys for all external doors.
- All floors and paths will be in a safe condition. No flooring, floor tiles or stair treads will be missing.

Kitchen and bathroom

- All cupboards and work surfaces will be in good working condition.
- The bathroom will have a hand-wash basin, bath or shower (or both) and a toilet. There may be more than one toilet and it may be separate from the bathroom, depending on the house type.
- The sanitary fittings will be in good working order.

All rooms

- All walls and ceilings will be ready for decorating or a decoration allowance may be paid.
- Your new home will be clear of rubbish and furniture and fittings, unless we are providing these as part of a supported housing package.

Gardens

- Your garden will be tidy and free from rubbish and rubble. Outbuildings and sheds will be empty.

Cleanliness

- All sanitary fittings, kitchen cupboards and work surfaces will be clean.
Please note, if your home is newly built, you will get some dust for several weeks.

If you have any comments about our ready-to-let standard, please let us know.

When you sign your tenancy or licence agreement, we will:

- explain the terms and conditions to you
- give you information leaflets that clearly explain our services and the standard you can expect from us when you use them
- give you all the information you need about your new home, for example where your stop-cocks are and how your heating system works
- give you a copy of the gas-safety certificate, or arrange to send you one within 28 days
- explain your rent and the ways you can pay it
- tell you how to claim any housing benefit you are entitled to.

After you have moved in, we will:

- contact you or visit you within six weeks to welcome you to your new home.

Supported housing

If you are a customer of Bromford Support, the person providing your support will visit you as soon as you move in, to:

- tell you their working hours and contact details, including their mobile phone number
- agree a support package with you
- explain how to use any care alarm that is in the property.

If you have difficulty understanding this information or would prefer to receive an alternative format (i.e. translated, audio, Braille or large print) please contact us.

Jeżeli mają Państwo problem w zrozumieniu tych informacji lub chcielibyście je otrzymać w innej formie (np. przetłumaczonej, audio, napisane alfabetem Braille'a lub dużą czcionką), prosimy o kontakt w tej sprawie.

Ja jums ir grūti saprast šo informāciju vai arī jūs labāk vēlētos to saņemt citā formātā (tas ir tulkotu, kā audioierakstu, Braila rakstā vai arī drukātu lieliem burtiem), lūdzu, vērsieties pie mums.

如果您在理解本资料方面有困难，或者您更希望我们为您提供一份其它形式的资料（例如，翻译版本、音频版本、盲文版本或大字体版本），请与我们联系。

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਮੁਸ਼ਕਿਲ ਹੈ ਜਾਂ ਇੱਕ ਬਦਲਵਾਂ ਰੂਪ ਪ੍ਰਾਪਤ ਕਰਨ ਨੂੰ ਤਰਜੀਹ ਦਿਓਗੇ (ਜਿਵੇਂ ਅਨੁਵਾਦ ਕੀਤਾ ਹੋਇਆ, ਆਡੀਓ, ਬ੍ਰੇਲ ਜਾਂ ਵੱਡੇ ਪ੍ਰਿੰਟ), ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

यदि आपको यह ये सूचनाएं समझने में कठिनाई हो या इसे किसी और प्रारूप (जैसे अनुवाद, ऑडियो, ब्रेल अथवा बड़े प्रिंट) में प्राप्त करना चाहते हों, तो कृपया हमसे संपर्क करें।

HomeZone Living
5 Stowe Road
Lichfield
WS13 6WA

Tel 01543 420800
(8am - 6pm, Monday to Friday)
Minicom 01543 420878
Fax 01543 417248

Email
customerservices@homezonehousing.org.uk

Office open for visitors
8am - 6pm, Monday to Friday



CUSTOMER SERVICE EXCELLENCE

If you are a customer of Bromford Support, please speak to the Bromford colleague who is working with you for more information.



This leaflet is available in large print, audio and other formats and languages. Please ask for details.

www.bromfordgroup.co.uk

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Bromford
Group The logo icon for Bromford Group, consisting of a stylized lowercase 'g' inside a square frame.