

# MOVING IN STANDARD

## Welcome to your new home!

This booklet outlines the standard you can expect your new home to meet at the point you sign your tenancy and move in.

Before giving you the keys, we will inspect the property to ensure that it meets this Housing Moving In Standard. We will ensure that your new home is safe, secure, clean and ready for you to move into. Before you move in, we will carry out any necessary repair and maintenance works, as well as important safety checks on gas and electrical installations.

Once you have moved into your new home, you are responsible for reporting any repairs to us so that we can arrange to complete them. You are also responsible for keeping your home in a good state of decoration and cleanliness throughout your tenancy. If you think that we have not met any of the standards set out here, or you have any other queries about your new home, please contact us and we will be happy to help you.

For more information on your home, your tenancy, or the services we provide, please refer to your Tenancy Handbook or visit our website.

## Contact information

Repairs – 0800 035 0003 (Option 1 – General Repairs/ Option 2 – Gas Related Repairs)  
[propertyservices@cityoflondon.gov.uk](mailto:propertyservices@cityoflondon.gov.uk)



# FLOORS



- Carpets and laminate flooring will be removed between tenancies
- Any missing or damaged floorboards or floor tiles will be replaced
- Any solid flooring will be made good where necessary

- Ceilings and walls will be made good and will be free of cracks and holes
- Polystyrene tiles will be removed from the property
- Walls will be free of damp and mould and they will have been treated for this where necessary

# CEILINGS & WALLS



# STAIRS

(inside the property)



- Staircases will be safe, secure and all stairs fixed in place
- Handrails will be secure and replaced where necessary
- All stair nosing and banisters will be in good condition

- Windows and external doors will be secure and able to open and close properly
- Locks to front entrance doors will be changed before you move in
- Locks to back doors will be changed where required
- Three sets of keys to your front door along with any window keys and other communal area keys will be provided
- Internal doors will be clean, secure and easy to open and close

# WINDOWS & DOORS



## KITCHEN



- Plumbing and water systems will be tested to ensure they are in good working order and free of leaks and blockages
- The sink will be clean and in good condition, there will be a plug and chain
- There will be cold and hot water
- Space will be available for a cooker with either an electricity or gas supply and with one electric cooker switch
- Space will be available for either a fridge freezer, washing machine or both, depending on the size of the kitchen

- Your bathroom will have a washbasin, toilet and either bath or shower. These will be clean and a plug and chain provided for the washbasin and bath
- Plumbing and water systems will be tested to ensure they are in good working order and free of leaks and blockages
- The toilet will work properly, have no cracks and will be securely fixed
- There will be a renewed seat, and the flush handle or chain will be working properly
- A sealed light fitting will be provided

## BATHROOM



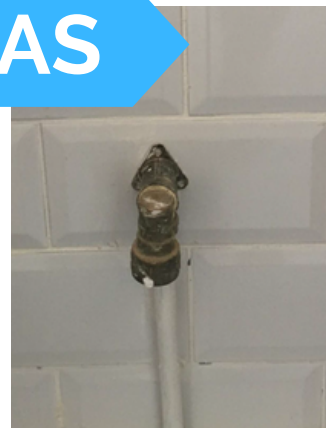
## ELECTRICITY



- We will check the electrical supply in line with the National Inspection Council for Electrical Installation Contractors (NICEIC) inspection procedure
- Sockets, switches and fittings will be free of damage and safe to use
- Each room (except the bathroom and toilet) will have at least one plug socket

- We will test the gas supply and installations in line with current gas safety regulations to make sure they are safe
- We will give you a copy of the landlord's gas safety certificate when you sign your tenancy
- A disconnected gas supply may not have been checked before you have moved in but it will be capped. Once reconnected, the cap will be removed, and a test will be carried out
- Carbon Monoxide detectors will be provided and tested

## GAS



## HEATING



- Heating will be either gas or electric
- We will provide energy performance certificates with all new properties we let. We will give you the certificate at your tenancy signing
- There will be an emergency control valve to turn off the gas supply

- We will sweep and vacuum all hard floors to remove loose dust
- We will sweep, mop and dry all tiled, concrete and hard floors to remove dirt
- We will sweep all storage cupboards
- There will be no graffiti
- We will wipe clean all fixtures, fittings, windowsills and ledges, radiators, pipes, door frames, door handles, picture rails, skirting boards and fire surrounds
- We will remove cobwebs from walls, ceilings and cupboards
- We will remove blu-tack, sticky tape, drawing pins, chewing gum and labels
- We will clean the inside and outside of kitchen cupboards, drawers, sink, taps, plugs, worktops, wall tiles, grouting and sealant
- We will wash the shower, bath, washbasin, taps, toilet and pipes

## CLEANING



## DECORATIONS

- If the property has deteriorated while it is empty, you may be eligible for a decorations allowance. This varies based on the size of the property and the rooms which need decorating
- Sheltered housing properties will be decorated throughout between tenancies

## ADAPTATIONS & FIXTURES

- Some properties will be fitted with some adaptations e.g. a wet room. We will not remove adaptations (except stairlifts)
- Non-standard fittings will be removed

## ASBESTOS

- At the sign-up you will be provided details on any asbestos checks carried out, what asbestos has been found (if any), where it is and how you manage it safely.