Quality Homes Standard Market rent

Homes Plus | Severn Homes

Before we let our properties, Homes Plus makes sure they are safe, clean, secure and in reasonable repair. We make a commitment to all our customers that on moving day your new home will be 'ready to let'.

That commitment is our Quality Homes Standard.

It's designed to set out the standards we work to in our empty properties, so that you know what to expect when you move into your home.

We have provided a checklist below to explain the standards that each part of your home should meet, before you move in.

Legal and safe

First and foremost, your home will meet all legally required safety inspections:

- Electrical installations including lights, fuses and plug sockets will be inspected, tested and safe, ready for you to move in.
- Gas appliances such as fires, boilers and heaters will be inspected and tested.
- You will be provided with a copy of up-to-date gas and energy performance certificates.
- If you live in a flat, fire risk assessments will be carried out periodically in the communal areas.

Your home will:

- Be wind and watertight, and secure
- Have hot and cold water provision
- Be secure, with a minimum of two keys (or fobs, where relevant) for each external door
- Be well ventilated and free from damp and mould
- Be clean and tidy
- Have a safe and usable form of heating
- Have internal doors that open and close properly
- Have adequate smoke detection and a carbon monoxide alarm
- Have no obvious potential hazards, internally or externally
- Be free from any known vermin or pest infestation
- Be fitted with working, energy efficient lightbulbs. Spotlights and extractor hood lights will all be checked

You can choose your own preferred utility company to supply gas, electricity and water. As part of your tenancy sign up, we will provide you with current meter readings. That way, you know that you will only be charged from the date you move in.

Standard cleaning

- Your property will be clean and in a neat and tidy condition.

Decoration, ceilings and walls

- All walls will be clean and presentable. They will be in reasonable decorative condition but may not be to your taste.

- Wallpaper and ceiling paper in good condition or with minor damage will be retained. If there are any marks or scuffs on your walls they will be noted on your inventory.
- Badly damaged wallpaper will be removed, ready for redecoration.
- Small holes will be filled and plastered, where necessary.
- There will be no polystyrene tiles or timber cladding on ceilings.
- Walls will be free from damp and mould.
- Curtain batons and/or poles will be fitted.

Your floors and stairs

- Where carpets are in place these will be stain-free (where possible), odour free and in good condition. If there are any marks these will be noted on your inventory.
- Solid floors will be free from major faults and free from trip hazards .
- Threshold strips will be installed where required.
- Skirting boards and stairs will be free from major splits, missing sections and major defects.
- Staircases and landings will have bannisters and handrails.

Your doors, internal woodwork, windows and glazing

- Windows will all open and close (where designed to do so). These windows will be provided with single lockable handles.
- Window restrictors will be fitted where necessary.
- Misted glass will be replaced.
- All internal and external doors will be in good condition and will open and close easily.
- Any internal glazed doors will be fitted with safety glass.
- Any cracked or broken glazing will be replaced.
- Fire doors will meet regulatory and legal requirements.
- All internal woodwork will be in good condition.

Your heating and mains services

- If the property has a gas supply, the supply and any appliances will be tested to make sure they are safe and in working order.
- Hot water cylinders, where fitted, will have an insulation jacket or lagging.
- There will be a stop tap for water. We will let you know where to find the stop tap.
- We will provide you with guidance on how to use your heating appliance(s).

Your kitchen

- The property will be fitted with an oven and a hob.
- If the property is a flat, a washer/dryer and a fridge-freezer will be provided.
- All appliances will be in clean condition and good working order. They will have been tested and safety checked before you move in.
- There will be hot and cold water.
- Kitchen units will be securely fixed. Doors and drawers will open and close properly.
- Work surfaces will be sound and cleanable. Surfaces will not be badly scratched or chipped so that they are unhygienic for food preparation.
- The kitchen taps will be in good condition and will not leak or drip. A plug and chain will be provided.

- There will be at least one row of tiles or splashback in good condition above the work surfaces.
- If the existing kitchen units or tiles are no longer available, we will find alternatives which match as closely as possible.
- There will be an appropriate, cleanable flooring surface.
- There will be adequate ventilation.

Your bathroom and toilet

- Will have hot and cold water.
- Will have a bath and/or shower, washbasin and toilet. All will be fitted securely, with watertight seals.
- There will be a plug and chain for the washbasin and bath.
- The bath will have a panel fitted.
- Shower heads will have been replaced.
- Taps will be in good condition on the bath and washbasin and will not leak or drip.
- The toilet will work properly.
- There will be tiles above the washbasin and bath. If there is a shower, it the shower area will be fully tiled. The tiles will be in a good, clean condition and grouted.
- If the existing bathroom tiles are no longer available, we will find alternatives which match as closely as possible.
- Wet rooms will be checked to make sure they drain properly.
- There will be an appropriate, cleanable flooring surface.
- There will be adequate ventilation.
- If a towel rail and toilet roll holder are provided, they will be securely fixed to the wall.

Outside, including garages

- Roofs, walls, gutters and downpipes will have received a visual inspection and be in a safe and working condition
- Front and back gardens, bins, bin stores and sheds will be free from rubbish and left in a condition that you can maintain.
- Fences or post-and-wire boundaries between gardens will be secure, stable and in good condition.
- We will cut back any overgrown hedges (outside nesting season) and lawns.
- Trees will be inspected and a record will be made. Any species of tree that is considered difficult to maintain will be removed. This will only take place outside nesting season.
- Ponds will be filled in.
- All rear boundary walls or fences that are next to an open space or public access will be secure, stable and in good condition.
- We will not provide or maintain sheds and other similar garden buildings. If they are left by the previous customer in good condition and you want to keep them, they can be "gifted" to you. You will be asked to sign a form to accept responsibility for the gifted items when you sign for the tenancy. We will not be responsible for their maintenance.
- Greenhouses will be removed.
- Any brick-built outbuildings will be empty and left in a safe and clean condition. Please note: the ongoing maintenance will be your responsibility.

Your responsibilities

- Ongoing maintenance of hedges and lawns, if they belong to your home and are not part of a communal area.
- Fridges/freezers should NOT be stored in outhouses or sheds.
- You must not block or impede any ventilation (e.g. airbricks).

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