

We offer a wide range of leaflets which set out our policies, procedures and good practice. These are available on request.

Whitefriars is proud to be part of



### Whitefriars Housing Offices

9 Little Park St  
City Centre  
Coventry

☎ 024  
7676 7111

29-31 Riley Square  
Bell Green  
Coventry

☎ 024  
7670 8400

192 Torrington  
Avenue  
Coventry

☎ 024  
7649 6700

St James Lane  
Willenhall  
Coventry

☎ 024  
7651 6700

### Need help in your own language?

Arabic

هل تحتاج إلى مساعدة بلغتك

French

Vous avez besoin d'aide dans votre propre langue

Kurdish

ئێهێ زێان ههیه به یارمهتی به زمانێ خۆهه

Farsi

یا به زبان خودتان به کمک نیاز دارید؟

Polish

Wymagają Państwo pomocy w swoim języku?

Urdu

اپنی زبان میں مدد کی ضرورت ہے۔

☎ 024 7676 7000

### Do you want this leaflet in a different format?

If you need this leaflet in audio, braille or large print format contact

☎ 024 7676 7000

**Repairs Line (24hrs) 0300 7906 555**



[www.whitefriarshousing.co.uk](http://www.whitefriarshousing.co.uk)  
[www.wmhousing.co.uk](http://www.wmhousing.co.uk)

# Your new home

## Standards for reletting

Państwa nowy dom/mieszkanie  
- standardy ponownego wynajęcia  
آپ کا نیا گھر - دوبارہ کرایے پر لانے کے لیے معیار  
منزلکم الجدید - معائیر إعادة الإيجار  
منزل جدید شما - معیارهایی برای اجاره ثانوی  
خانوی نوین خود - پیروز کردن سوا نهمین  
Votre nouveau domicile  
- standards pour relouer



"creating places where people are proud to live and work"

## Your new home

We want all of our customers to live in good quality homes that you are happy with when you move in. We spoke to customers and agreed the following minimum standards that we want to achieve in all of our homes.

Sometimes this may not be possible because of the layout of your home or planned improvements to your and neighbouring homes

If you think these standards have not been met, please tell us when you go to look at your new home or before you sign for your tenancy.

### Standards you can expect in your new home

Before you move in, all of the repairs to make your home safe, secure, and clean will be done. If your home has been boarded up for security or has a gas heating system, these repairs will be made on the day you move in.

Whitefriars does not decorate homes. We want you to be able to decorate your home to your own style and taste. You may get some help towards decorating with vouchers to exchange for materials at a local supplier if we think that your home needs decorating.

The property will be secure, in good repair, clean and clear of rubbish.



## Outside your Home

- Path, steps, handrails, ramps will be safe.
- Garden fencing, walls and boundaries, owned by Whitefriars Housing, will be safe and in good repair.
- Dividing fencing is your responsibility. Where the boundary is not clearly defined, we will mark it with post and wire dividers along the boundary.
- If your garden has a usable green house, shed or lean-to any future maintenance will be your responsibility.
- Gardens will be clear, but may not be planted or have the grass cut.
- Outhouses will be secure and clear.



## Doors and windows

- Front and back doors and all internal doors will be in good condition with all locks and handles working properly.
- Two keys will be provided to external front and rear doors.
- All windows will be in good repair, easy to open, be watertight and secure.
- Any damaged windows will be replaced before you move in. Except where security screens have been fitted, these will be removed and the glass replaced on the day you move in.



## Floors and Stairs

- Floors will be even and safe.
- Floor boarding will be firmly fixed and in a safe condition.
- Stair handrails will be adequate and securely fixed.
- Washable coverings to the bathroom and kitchen will be in reasonable condition.
- Carpets and laminate floor covering will only be in your home if it is in a good condition. Any maintenance is your responsibility.



## Kitchen

- Each kitchen will have a mixture of base and wall units and worktops.
- All kitchen units and doors and drawers will be in good working order.
- All worktops will be in good repair.
- Where possible, space will be provided for a fridge and washing machine.
- Tiling and sealant will be complete and in good condition.
- Each property will have either a gas or an electric cooker point.
- There will be a minimum of 2 double socket outlets.



### Bathrooms and toilets

- Each bathroom will have a bath or shower, wash hand basin and toilet. This does not apply to some sheltered bedsits.
- All bathroom fittings will be clean, in good condition and in working order.
- Tiling and sealant will be complete and in good condition.
- If there is a shower, it will work.

### Gas and electric services

- The gas and electric services have been inspected and tested.
- Your gas supply will be capped off for safety and will be reconnected on the day you move in. We will also explain how to use any gas heating system and issue a Gas Safety Certificate.
- You must contact gas and electricity suppliers yourself to arrange connection. Without this, we cannot reconnect the heating system and you may not have any power supply.

### Cleaning

- All rubbish, old carpets and furniture will be removed.
- Your home will be clean and free of any stains, grease or dirt and floors will be swept and cleaned.

### Other Information

- Your home will have a smoke alarm.
- We will carry out an Energy Efficiency rating of the property and issue an Energy Performance Certificate.
- We will also check you have settled in by contacting you within 4 weeks from the start of your tenancy. We will try to help with any problems that may have arisen.

