

Your new home - the re-let
standard: clean, safe, secure



www.soha.co.uk

Soha standards

We are offering you a Soha Housing property. This leaflet explains what you can expect from a Soha property. It was developed with tenants.

When you accept a Soha home it will be clean, safe and secure, we will:

- Help you view the home before you decide if you would like to live there
- Make an appointment with you to collect the keys and sign the tenancy agreement
- Explain your tenancy agreement and different ways to pay your rent
- Give you a detailed information pack
- Visit you within 6 weeks

Re-let standard

All Soha homes are checked by a Technical Officer to ensure they are clean, in good condition and have services that operate correctly before a tenant moves in. The re-let standard for our sheltered housing may differ in some instances from what we call our 'general needs' properties (non-sheltered housing). Please see the additional section for sheltered homes at the end of this leaflet for more information.

Your new home will be:

- Clean
- Safe
- Secure
- In reasonable condition
- Have all services in working order

Clean

- Your Soha home, including the loft space, will be cleared of all rubbish before you start your tenancy
- We will clean your home throughout
- There will be no pest problem
- We will give you vouchers to redecorate, if appropriate
- There will be no damp, wet/dry rot, or timber decay

Safe

Before you move into your Soha home, **we will carry out the following safety checks:**

- Gas
- Electricity
- Smoke detectors
- Floors
- Stairs and handrails
- Windows

Secure

- We will provide you with 2 sets of keys to your front and rear doors
- Doors and windows will open and close correctly
- We will provide keys for all window and door locks

Structure and services

We will:

- Make sure your home is structurally sound and watertight

Services

There will be:

- A mains water supply
- A means of heating your home

- No debts on your gas/electric meters
- Labelled stop taps that operate correctly

Kitchen and bathroom

There will be:

- A minimum of one kitchen sink and drainer over a double base unit
- Hot and cold washing machine connections and a waste outlet
- An electric point for a cooker. A gas supply to the cooker will also be provided if there is a gas supply to the property
- A bath or shower, wash hand basin and toilet, all in good working order

General & external

General

- We will repair any major plaster defects
- We will remove any polystyrene tiles
- Any existing adaptations for a previous tenant's disability will be removed if they are not required

External

- Paths to the front and around to the rear door will be in good order
- Fences and gates that are our responsibility will be in good order
- We will fill in and level any pond

- We will clear gardens of surface rubbish
- We will empty any shed or garage
- Lawns will be strimmed

Our repairs standard

We will:

- Respond to all emergency repairs within two hours
- Deal with all urgent repairs within 7 days
- Deal with routine repairs within 28 days

Your home will be let in accordance with our re-let standard. We may carry out less urgent repairs once you've moved into your new home. A list will be given to you when you move in so you know what to expect.

Decoration

If your new home is in poor decorative condition, Soha will provide you with decoration vouchers to enable you to decorate. You can choose to use your decoration vouchers at a number of stores.

Soha will decorate any rooms in poor decorative condition if you are elderly or disabled.

Minor repair work

If the previous tenant has left good quality fittings in place (including floor coverings), you may wish these to be given to you. In these instances, you will be asked to sign a disclaimer to confirm that you take responsibility for future maintenance of these items.

You may also be advised that your new home is on a 'planned works' programme. If this is the case then you will be given a likely timescale of any work that is due to be started.

Additional information for sheltered housing services

Most sheltered schemes have communal heating systems

- Sheltered housing door locks are not changed with a new tenancy due to access required in a possible emergency
- Where communal areas are provided, laundry facilities may be available

**If you would like this information in a different language,
in large print or on CD, please contact us on 01235 515900.**

Polish Twój nowy dom – wskazówki

Jeśli chcesz uzyskać te informacje w innym języku, dużą czcionką lub na płycie CD, skontaktuj się z nami pod numerem 01235 515900.

Portuguese Guia para a sua nova casa

Se desejar receber esta informação em outro idioma, num tamanho de letra maior ou em CD, queira contactar-nos através do número 01235 515900.

Bengali আপনার নতুন গৃহ -- নির্দেশিকা

যদি আপনি এই তথ্য একটি ভিন্ন ভাষায়, বড় অক্ষরের ছাপায় অথবা সি.ডি'তে চান, তাহলে অনুগ্রহ করে 01235 515900 নম্বরে আমাদের সঙ্গে যোগাযোগ করুন।

Chinese 您的新住家 - 指引

若您需要以其他語言撰寫、以大字體顯示或以 CD 方式儲存的此資訊，請致電 01235 515900 聯絡我們。

Albanian Shtëpia juaj e re - udhëzime

Nese deshironi kete informacion ne gjuhe te ndryshme, te shtypur apo ne CD, ju lutemi te na kontakton ne numrin 01235 515900.

Slovakian Vaša nová domácnosť – usmernenie

Ak požadujete túto informáciu v inom jazyku, vytlačenú s veľkými písmenami alebo na disku CD, kontaktujte nás na čísle 01235 515900.

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