



SAXON
WEALD

Moving in

RESIDENTS' GUIDE





What you can expect from a Saxon Weald property

Our properties offer a good basic standard of accommodation for you to decorate and furnish as you choose. Some of our properties are older than others, which means that the condition of accommodation will vary, dependent on its age.

Our aim is to provide a clean, safe and sound property for you to make your home.

Our Lettable Standard

As an absolute minimum, all of our homes will meet or exceed our Lettable Standard and be ready to occupy. They will be:

Safe

- Your home will have safe, legally compliant and working electrical, gas and water supplies. We will give you copies of any relevant certificates.
- There will be working smoke and carbon monoxide detectors.



Secure

- Your front door will be fitted with new locks and we will give you two sets of keys.
- Locks to windows will meet recognised security standards.
- Access gates will have working bolts or latches.



Clean and clear

- We will do a basic clean to ensure the property is free of dirt, grime and debris.
- There will be no carpets or household items. The previous tenant's belongings will have been removed, unless you have specifically agreed with them for an item to stay. When you move in, any such items will become your responsibility.
- Gardens will be cut back and free from debris. If there is a shed or greenhouse, we will gift it to you and it will become your responsibility to maintain.



Energy Efficient

- Your home will be weather-proof and have appropriate levels of insulation. You will be given an Energy Performance Certificate which explains the property's energy efficiency rating.
- There will be a fully operational heating and hot water system appropriate for the type and size of the property.



Ready to decorate

- Large cracks and damaged plaster will be repaired, ready for you to decorate.
- If your home needs significant redecorating, we will supply you with a decorating pack containing the basic materials you will need. The type and quantity of materials provided will depend on the size and condition of the property.



In working order

- Fixtures and fittings will be fit for purpose and in working order. This includes your kitchen, toilet and bathing facilities.
- Kitchen cupboard space will be appropriate for the size of the property, with at least one surface available for food preparation.
- We may ask you to move in even though we know a particular repair is outstanding; for example, if we are waiting for a part. If we do this, we will agree with you when the work will be done.



Aids and Adaptations

Where we are aware of any specific aids or adaptations that are required to assist your day to day living, we will try to do them before you move in. Where this isn't possible, we will agree with you when the work will be done.

Assistance to tenants

Saxon Weald will consider decorating empty properties where there is evidence to support that the incoming tenant is vulnerable (subject to meeting clear vulnerability criteria), unable to do it for themselves and has no relatives, friends or alternative forms of support available to help or do it for them.





Should you require a large-font, braille, audio or OpenDyslexic font version of this document, please contact:

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