



Giving you peace of mind  
in your new home



Home Standard

It's an exciting and busy time moving home, that's why every Aspire Housing property is checked to make sure it is safe, clean and secure before you move in.



Our **Home Standard** sets out what levels of repairs and cleanliness you can expect in your new home.

We ask you to keep your home in this condition and return it like this when you leave.

## How to use this booklet

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The standard of repair or cleanliness for each area of your home is contained within this booklet.

Next to each standard you can circle 'YES' or 'NO', and use this as a checklist when you move into your home.

If you have any NOs circled or any issues with your home when you move in, please contact customer services.

Is the standard met?

**YES** / NO

## How to contact us

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**Online**      [www.aspirehousing.co.uk](http://www.aspirehousing.co.uk)  
**By Phone**    01782 635200  
**facebook**    [facebook.com/AspireHousing](https://facebook.com/AspireHousing)

## Gas, electric and water

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Is the standard met?

### 1. ELECTRIC CHECKS

YES / NO

A qualified engineer will carry out a full check of the electric circuits to ensure that they are safe to use.

### 2. GAS CHECKS

YES / NO

The gas supply system and appliances will be tested and checked before you move in. You will receive a copy of the landlord's gas safety record when you move in.

### 3. HEATING

YES / NO

Your home has an adequate and safe form of heating. Boiler, radiators, thermostat and timer will be in working order. You will receive a copy of the EPC (Energy Performance Certificate)

### 4. PLUMBING AND WATER SYSTEM

YES / NO

Your plumbing and water system will be tested to ensure it is in working order and free of leaks. All taps and stopcocks will turn freely.

### 5. ELECTRICITY AND GAS SUPPLY

YES / NO

Once you have received the keys to the property and the tenancy agreement, you will need to contact an electricity and gas supplier to arrange a supply in your name. You will be provided with information on how to do this.

## Floors and stairs

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Is the standard met?

### 1. FLOORING

YES / NO

Floor surfaces will be clean, intact, secure, level and free of trip or slip hazards and suitable for your own flooring. Clean, undamaged, washable vinyl flooring or similar is usually provided in the kitchen, bathroom and WC.

### 2. FLOORS AND SKIRTING BOARDS

YES / NO

These will be clean, secure and free of rot and trip hazards.

### 3. STAIRS

YES / NO

Hand rail, steps and vertical posts will be securely fitted.

## Kitchen

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### 1. KITCHEN UNITS

YES / NO

These will be sound and usable. All drawers and doors will open and close without catching. As a minimum, your kitchen will be fitted with one unit with a stainless steel sink, one double base unit and one double wall unit.

### 2. WORK TOP

YES / NO

This will be clean and sealed around the sink.

### 3. SINK

YES / NO

This will be clean, free of rust and stains with a plug and chain securely fitted.

### 4. TAPS

YES / NO

These will be clean, easy to operate, marked hot and cold, and drip-free.

### 5. STOPCOCKS

YES / NO

These will be accessible and easy to open and close.

### 6. TILING

YES / NO

These will be clean and safe.

### 7. COOKER POINTS

YES / NO

Gas - clean and capped off with bayonet fittings, ready for cooker to be put in. And/or electric - power point supplied and clean, ready for cooker to be put in. Your cooker must be installed by a qualified fitter.

### 8. WASHING MACHINES

YES / NO

A standard size washer space and where fitted, hot and cold valves will be clean and easy to open and close. Valves will be drip-free, marked hot and cold and waste pipes secure and drip-free. Installation of a washing machine will be your responsibility.

## Bathroom

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Is the standard met?

### 1. BATH

YES / NO

This will be clean, sealed where bath edges meet the tiling, secure and free from major chips. The plug and chain as well as the bath panel will be secure and clean.

### 2. TOILET PAN/SEAT/CISTERN

YES / NO

These will be secure, clean and easy to flush.  
A new toilet seat will be fitted in all properties prior to being let.

### 3. WASH HAND BASIN

YES / NO

These will be secure and clean. The plug and chain will be secure.

### 4. TAPS

YES / NO

These will be secure, clean, easy to operate, drip free and marked hot and cold.

### 5. TILING

YES / NO

These will be clean, intact, not loose or cracked with water tight mastic seal. We will ensure that there is a suitable splashback above your bath and wash hand basin. If a shower is fitted, the shower area will be fully tiled and be fitted with a clean and mould free shower curtain.

## Internal doors and windows

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### 1. INTERNAL DOORS

YES / NO

Doors will be clean, secure, easy to open and close, hinges and catches secure. The bathroom and WC doors will be fitted with a suitable lock that can be used from the inside.

### 2. WINDOWS

YES / NO

Windows will be safe, wind and water tight and open and close freely.  
Where fitted locks will be in good working order.

## Walls and ceilings

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### 1. WALLS AND CEILINGS

YES / NO

These will be free from damp, graffiti, large cracks, loose plaster, bulges and holes, ready to receive your own decoration.

### 2. DECORATIONS

YES / NO

Any wall which is in a very poor state of decoration due to graffiti or mould growth for example, will be redecorated before you move in.

## Health & safety

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Is the standard met?

### 1. ASBESTOS

YES / NO

All homes built before 1999 may contain asbestos. If asbestos is found through a survey it is either removed or left in a safe condition.

### 2. FIRE SAFETY

YES / NO

**Smoke Detectors:** these will be clean, secure and tested. We will provide two smoke detectors in a house: one in the hall and one in the landing.

In a flat, we will provide one smoke detector in the hall/lobby. The smoke detectors will be wired into the electrical installation and will also be fitted with a battery back up.

**Fire Doors:** these will be fitted with a door closer and ironmongery to allow easy opening from the inside, which will be tested prior to letting.

### 3. ADAPTATIONS

YES / NO

Where adaptations are fitted they will be clean, secure and working.

Fixed equipment such as; stairlifts, through floor lifts, closomat wc, hoists, will only be retained in properties where a maintenance agreement is in place between yourself and Staffordshire County Council.

As part of our commitment to providing a safe, secure and clean home to move into, we will carry out the following:

## Cleanliness

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1. Loft space will be clear. YES / NO

2. Sweep all floors and mop all floors if tiled or covered in a washable surface. YES / NO

3. Wash down doors, worktops, cupboards and electrical outlets. YES / NO

4. Remove all items such as drawing pins and sticky tape from walls. YES / NO

5. Clean and de-scale wash hand basins, baths, and toilets as required. YES / NO

6. Clean all radiators. YES / NO

7. Clean front door, wipe down frames inside and out. YES / NO

8. Sweep front path or landing directly outside property. YES / NO

## Outside your home

Is the standard met?

### 1. ROOF

YES / NO

This will be safe, secure, wind and watertight.

### 2. DRAINS, GUTTERS, DOWN PIPES AND OVERFLOWS

YES / NO

These will be safe and secure, free from blockages, weed growth and leaks.

### 3. DOORS

YES / NO

These will be secure, open and close freely, wind and watertight, and locks in good working order. We will ensure that the lock is replaced and that you are provided with two full sets of keys.

### 4. GARDENS (FRONT AND REAR)\*

YES / NO

These will be cleared of rubbish. If badly overgrown, grass and vegetation will be cut back to a manageable level. After you move in, the garden is your responsibility.

### 5. GARAGES, SHEDS AND OUTBUILDINGS\*

YES / NO

These will be cleared of rubbish, safe, secure, wind and watertight.

### 6. PATHWAYS TO THE FRONT AND BACK DOORS

YES / NO

Pathways will be even and free of trip hazards.

### 7. FENCES, WALLS AND GATES\*

YES / NO

These will be intact, free of graffiti and defects and any gates will have working catches or locks.

### 8. GRILLES TO EXTRACT FANS

YES / NO

These will be clean and free of blockages.

\*NOTE: On some occasions, items listed in this section will be completed after you have moved in to the property.

## General

When

After you have moved into your home, at various times we will need access for the following:

- **New Tenancy visit by your Neighbourhood Co-ordinator.** after 4-6 weeks
- **Gas service and inspection** annually
- **Electrical installation condition inspection** every 5 years
- **Home condition survey** every 5 years
- **Planned works and repairs** as required

Please refer to your Tenancy Agreement for further information.

## Additional notes

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## How to contact us

[www.aspirehousing.co.uk](http://www.aspirehousing.co.uk)  
[enquiries@aspirehousing.co.uk](mailto:enquiries@aspirehousing.co.uk)  
01782 635200

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