

## **Free new tenant Handyperson Service**

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We offer a **free** handyperson service provided by Templer HomeBuild to all new Teign Housing residents. Bookings should be made within your first month, and the service is provided by a fully trained Templer HomeBuild operative. Here are your options:

### **Option 1 – Handyperson Service**

The handyperson can fit curtain poles, put up shelves, fit stair gates, adjust doors after carpet laying and do other minor repairs around the home. You will need to supply the items to be fitted. This service is offered free of charge as a one-off visit for a maximum of 2 hours (including travel time). If you require the handyperson for longer than the free 2-hour slot, you will need to pay for this, which is chargeable at £25 per hour (maximum of 4 hours, including travel time).

### **Option 2 – Cooker Installation**

A fully qualified electrician or gas engineer can be booked to install your cooker. Please note that if you live in a flat or a building with shared access, your gas cooker must have a flame supervision device or flame failure device. Unfortunately, we will not be able to fit your cooker if it does not have this feature, and you should bear in mind that not all cookers have flame safety devices already installed. In addition to this, the engineer will require access to the instruction manual for your cooker to ensure that it is installed safely and to the manufacturer's specification. Templer HomeBuild will only fit new cookers or cookers used in your previous home. Finally, you must ensure that you have purchased a connector for the cooker to connect to the gas pipe, a cooker hose and a safety chain. If you want us to supply these, the cost is £35 + VAT and must be paid in advance.

## **Free information visit**

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Templer HomeBuild offers all of our new tenants a free 'Information Visit' when you first move in to provide you with all the information and advice you need, such as how to operate the heating system and other appliances that are installed in your home.

We recommend contacting us to book this visit as soon as you have moved in to secure an appointment slot that is convenient for you.

To book either of these free visits, please call the Customer First Team by calling **01626 322722, option 2.**

## Teign Housing Re-let Standard

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### Our Standard

Teign Housing will provide a property that is in a good standard of repair, decoration and cleanliness at each new letting. We will ensure our properties provide a home that is safe, secure, clean and free of rubbish, including the garden, outbuildings and attic and is ready to move into.

This standard has been agreed in consultation with our staff, tenants and other stakeholders.

When you move into a Teign Housing property, this is the standard you can expect:

### Your Health and Safety

✓ Smoke detectors will be provided and tested before your occupation. There will be a minimum of one smoke or heat detector per floor covering escape routes and high-risk areas – hallways and landings, the kitchen and living room.

✓ Carbon Monoxide detectors installed in all homes (excluding homes where the heating source is electric).

✓ Gas boilers will be serviced and safety tested to ensure they are in a safe working condition; where possible, a copy of the Gas Safety Certificate will be issued to you on the day of your tenancy commencement in your Welcome Pack\*.

✓ An Electrical Safety inspection will be carried out to ensure the installation is in a safe working condition; where possible, a copy of the certificate will be included in your Welcome Pack\*.

\* Where it is not possible to provide certificates with the Welcome Pack, they will be sent within 10 working days

✓ An asbestos survey will have been carried out on your property if it was built before the year 2000. We hold the full survey and will provide a summary of the report in your Welcome Pack.

✓ There will be an accessible water main stopcock.

✓ Open fires will be blocked up and vented.

## **Your Kitchen**

We will provide the following:

- ✓ A sink and drainer, floor and wall units (the number will vary according to property size and number of bedrooms) ensuring adequate space is provided for cooking, food storage, preparation and cleaning.
- ✓ A standard cooker space and a fridge or fridge freezer space (where practicable) will be provided.
- ✓ Cold water feed and waste pipe connection for a washing machine (space allowing) will be provided (however, not necessarily in the Kitchen).
- ✓ Worktops will be provided adjacent to either side of the cooker space.
- ✓ In addition to the electric cooker point, at least 2 Double plug sockets.
- ✓ An extractor fan (where practicable).
- ✓ Wall tiles will be provided to form splashbacks for the entire length of work surfaces, appliance spaces and sink positions. Cooker spaces will be tiled down to floor level or the top of the skirting board (a maximum of 6 tiles above the worktop height and one tile below).
- ✓ Flooring will be slip-resistant vinyl.

## **Your Bathroom**

We will provide the following:

- ✓ New toilet seats and shower curtain (if applicable) will be provided.
- ✓ All sealant around the wash hand basin, bath and / or shower will be clean and free of mould or discolouration.
- ✓ Full height splashbacks to the entire perimeter of walls enclosing a bath and a minimum of 300mm high splashbacks above washbasins. Any cracked tiles will be replaced to match existing ones where possible.
- ✓ Showers will be cleaned, disinfected, tested, and left in full working order.
- ✓ Bathroom privacy locks will be provided on bathroom doors.
- ✓ Flooring will be slip-resistant sheet vinyl.

- ✓ An extractor fan (where practicable).
- ✓ A low-energy, water-resistant light fitting.

### **Decoration**

- ✓ All pins, nails and screws will be removed from walls, ceilings and stair treads.
- ✓ Walls will be painted white or magnolia.
- ✓ Ceilings will be painted white.
- ✓ All woodwork (including the internal face of doors) will be painted white.

### **Floors and Floor Coverings**

Slip-resistant floor coverings will be provided in all kitchens, bathrooms and shower rooms.

Carpets and underlay will be provided in all flats (excluding kitchens, bathrooms and shower rooms).

Where underlay and carpets are provided, the resident is responsible for their care and upkeep, including cleaning and any treatment required, and they should remain in the property.

Excessive wear and tear or damage, or the replacement of missing carpets, will be charged for, as set out in the Rechargeable Works Policy. The replacement of carpets during the tenancy is down to the resident; however, any replacements should remain in the property when you leave.

Any carpets that are in the property at the start of a new tenancy but are not new will have been professionally cleaned and flea treated.

### **Security**

- ✓ As a minimum, any external doors will have new multi-point or 5 lever locks, with two keys provided for each lock.
- ✓ All windows to the main dwelling will be checked, serviced and left in good working order, and keys are provided for window locks.

✓ Any cracked, misted units or broken glazing will be replaced.

✓ Two Fob keys will be provided where there is a communal door. \*Extra fobs can be provided at an additional cost.

In homes where support services and equipment are provided, all pull cords, intercom controls, and alarms will be tested to ensure they are in working order before the property is occupied.

## **Energy Efficiency**

✓ There will be a minimum of 250mm of loft insulation provided in all properties with a loft space.

✓ Low energy usage light bulbs will be supplied for all rooms.

✓ There will be a heating source provided for all habitable rooms. Habitable rooms are those used for living, bathing, cooking, eating or sleeping. Corridors and hallways may not be provided with separate heating appliances.

An Energy Performance Certificate (EPC) will be provided with your Welcome Pack. This includes information about your home's energy efficiency and advice on managing and reducing your energy costs.

Once you have moved into your new home, with your permission, we will pass your details via our Energy Switch provider to an individual utility provider who will set up an account for the relevant gas and electricity supplies. You may be eligible for a cheaper tariff for your electricity and gas.

We can also arrange for you to meet a representative of our contractors at the property. They will show you how to use your heating/hot water system. Details of how to arrange this are on page two of this pack.

## **Sockets**

The number will be no less than what is detailed below:

### **Kitchen**

2 x Double Sockets

2 x Single un-switched sockets to serve kitchen appliances

### **Living Room**

4 x Double Sockets

### **Dining Room (if applicable)**

3 x Double Sockets

### **Bedroom**

3 x Double Sockets

### **Hallway**

1 x Double Socket



### **Landing**

1 x Double Socket

### **Internal Storage Cupboard**

1 x Double Socket

### **Externally**

1 x IP65 RCD protected single socket

### **General**

- ✓ The property will be cleaned internally.
- ✓ Curtain battens will be provided at all windows.
- ✓ All doors and door furniture (handles, etc.) will be checked and left in good working order.
- ✓ All taps, pipes and wastes will be checked to ensure they operate correctly.
- ✓ Electrical installations will be checked, and switches, light fittings and sockets will be undamaged.

- ✓ Gutters and down pipes will be clear and keep the property free from water ingress.
- ✓ If existing timber sheds are left, these will be offered to you, and if wanted, these will be 'gifted' to you, and you will become responsible for their future maintenance or replacement.
- ✓ Boundary fencing - existing hedges or fences, if safe, will remain. Existing fences will be repaired like for like. If fencing or hedging does not exist, the boundary will be marked with posts and wire. In some circumstances, an alternative will be provided if required.
- ✓ Access paths and steps will be safe.
- ✓ Gardens will have significant overgrowth cut back and be left safe and cleared of any rubbish and debris.





## **We're here for you.....**

We are always here to help with any queries you may have about your home, and there are plenty of ways to reach us!

You can contact us:

- Monday to Thursday - 8.30am to 5pm
- Friday – 8.30am to 4.30pm.

Our office opening hours are:

- Monday to Friday – 8.30am to 4pm

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