

Free new tenant Handyperson Service

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

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

Our Standard

Teign Housing will provide a home that is in good standard of repair and clean.

We will ensure our properties provide a home that is safe, secure, clean, free of rubbish, including the garden, outbuildings, and attic, and ready to move into.

We will do this in a timely and cost-effective way, making the best use of resources to provide a home which our residents and we can be proud of.

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

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

Your Health and Safety

✓ Every home is inspected for signs of damp, mould and condensation, and where found, remedial work will be completed. This will be confirmed in the welcome pack.

✓ Smoke detectors will be provided and tested prior to 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 the 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 electrics are 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 within the Welcome Pack, these will be provided 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, easily accessible in properties designated for older customers or where a customer's disability has been established.

- ✓ Open fires will be blocked up and vented.

Your Kitchen

- ✓ 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 will be provided.
- ✓ Cold water feed and waste pipe connection for a washing machine (space allowing) will be provided.
- ✓ 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.
- ✓ 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 top of the skirting board.
- ✓ Flooring will be slip-resistant vinyl.

Appliances and white goods

We do not routinely provide appliances or white goods in our homes; however, there may be specific circumstances where the provision of some appliances or white goods may be considered. Referral to Teign Housing's Head Start service could provide assistance for very low-income residents.

Your Bathroom

We will provide the following:

- ✓ New toilet seat and shower curtain (if applicable).
- ✓ 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.
- ✓ A low-energy, water-resistant light fitting.

Decoration

- ✓ All pins, nails and screws will be removed from walls, ceilings and stair treads.
- ✓ Wallpaper will be stripped where it is damaged, peeling, or unsuitable, and the walls will be prepared for decoration.

Where the home is within our Independent Living provision:

- ✓ Where needed, walls will be painted in a neutral colour.
- ✓ Ceilings will be painted white.
- ✓ All woodwork (including the internal face of doors) will be painted white.

Where the home is within our General Needs provision:

- ✓ The property will be left ready for final decoration.
- ✓ A paint pack will be provided that contains emulsion for walls and ceilings, specific kitchen and bathroom paint, and gloss or satinwood for internal woodwork.
- ✓ An accessories pack that contains filler, tray and roller, brushes, masking tape, polythene sheet, white spirit and assorted sandpaper.

The paint packs will be sized to suit the home and decoration required and should be redeemed within 6 months, with no alternative cash value option.

Floors and Floor Coverings

Slip-resistant floor coverings will be provided in the kitchen and bathroom /shower room.

Any carpets that are in the home at the start of a new tenancy are not new. They will have been professionally cleaned and flea-treated if pets were present and are the responsibility of the incoming residents.

Assistive Equipment and Disabled Adaptations

We will only allocate homes that are suitable to meet the needs of the incoming resident(s) or suitable with only minor adaptations.

If you have a disability, we should have arranged a visit to the property with you and our Occupational Therapist to assess the suitability and your need for specialist equipment or adaptations and decide if the home is suitable for you.

We will consider a property suitable if it only requires minor adaptations, such as grab rails, or if you are an existing tenant of Teign Housing. We are unable to provide major adaptations to new Teign Housing tenants within the first twelve months of their tenancy with us.

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 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 300mm of loft insulation provided in all properties with a loft space.
- ✓ Low energy 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 provides you with information about the energy efficiency of your home, including advice on how to manage and reduce your energy costs.

Once you have moved into your new home, with your permission, we will share your details with our Energy Switch provider, who, if possible, will move your gas and electricity supplies to an individual utility provider. You may be eligible for a cheaper tariff for your electricity and gas.

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General

- ✓ 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.

The number of switched socket outlets 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 Utility Room	1 x Double Socket

- ✓ The property will be cleaned internally.
- ✓ Curtain battens will be provided at all windows.
- ✓ Gutters and downpipes will be clear, keeping 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 or replaced like-for-like, except where over 4m long, and these will be replaced with post and rail/wire. If fencing or hedging does not exist, the boundary will be marked with posts and rail/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.



Use of an outbuilding

If your home has an outbuilding, it must not be used as a habitable space or for housing your white goods, such as a fridge, freezer, or washing machine.

They are generally constructed with single-skin walls and lack a damp-proof membrane, making them particularly vulnerable to condensation and temperature fluctuations, which can lead to mould growth, electrical hazards, and appliance malfunctions.



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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