

lettings

your new home

You have received this leaflet with the letter provisionally offering you a Soha home.

soha standards

The Lettings team will:

- meet you to 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 once the home is ready .
- explain your tenancy terms and conditions and the many different ways to pay your rent..
- We will email the maintenance pack to your before your tenancy starts, and will contact you within the first week to see how you are settling in.

re-let standard

All Soha homes are checked by a Technical Officer before you move in to ensure that it is clean, safe, in good condition and has services that operate correctly.

Our re-let standard was developed with Soha tenants to make sure that all homes meet an agreed minimum standard before they are let.

Your new home will be: clean, safe, secure, in reasonable condition and have all services in working order.



clean

- Your Soha home, including the garden, loft space and garage, will be cleared of all rubbish before you start your tenancy.
- We will clean your home throughout.
- There will be no problem with pests such as rats or wasps.
- 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 and doors.

secure

- We will provide you with two sets of keys to your front and rear doors.
- Doors and windows will open and close correctly.
- We will provide keys for your windows.
- We will make sure your home is structurally sound and watertight.

services

There will be:

- a mains water supply.
- some form of heating.
- 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, a double base unit and a wall unit.
- a washing machine connection and waste outlet. (We will not provide washing machine connections in sheltered scheme flats if there are communal laundry facilities.)
- a space provided for a cooker, fridge-freezer and washing machine.
- 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. (Please note, no new gas supplies will be installed to cooker positions in sheltered schemes.)
- a bath or shower, wash hand basin and toilet, all in good working order.

general

We will :

- repair any major plaster defects.
- remove any polystyrene tiles.
- sweep chimneys and test to make sure no fumes are escaping through gaps in masonry, etc. If your chimney fails this test, we will block it up and vent it.

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.

outstanding repairs

We may carry out a small number of routine repairs once you've moved into your new home. We will give you a list when you move in so you know what to expect.

decoration

If your new home is in a poor state of decoration, Soha will provide you with a decoration gift card or voucher which you can choose to use at a number of stores. You will be able to buy the following items with it: paint, wallpaper, white spirit, paint brushes, rollers, sandpaper, paint trays, dust sheets, masking tape and wall filler.

items left by the former tenant

If the previous tenant has left good quality fittings in place (such as carpets, curtains), these can be given to you if you sign a disclaimer to confirm that you take responsibility for their future maintenance. If you don't want to keep the items, Soha will remove them at no cost to you.

planned work

When you move in, we may tell you that your new home is on a 'planned works' programme. This is when large components – such as roofs, kitchens, or electrical wiring - are replaced across a number of homes at the same time. If this is the case, we will tell you the likely timescale of any work that is due to be started.