High Peak Community Housing

The Re-let Standard of Our Properties

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Out of Hours:  01663 752099

If you need this information in another format, call the Corporate Services Team on 0845 129 8075 or 01298 28430
High Peak Community Housing

High Peak Community Housing is committed to providing high quality homes. Our properties meet the Decent Homes Standard, which was set by the Government to ensure that all social rented housing is improved to a basic standard.

We continue to invest in our properties so that the decency standard is maintained. We do this through annual improvement and maintenance programmes and by having a minimum standard for the properties we re-let through Home Options.

We have developed this minimum ‘lettable’ standard, in consultation with tenants, so anyone who wants to rent one of our properties knows what they can expect.

As a new tenant, you can expect a new home that is:

Clean

We will:

- Sweep and clean the floors in every room
- Wash down woodwork e.g. skirting boards and door frames
- Wash down the kitchen and bathroom fittings to achieve a good hygiene standard
- Always fit a new toilet seat, regardless of whether we fit a new toilet & leave the wrapping on so you know its new
- Leave the property clean and odour free
- Leave air fresheners and welcome information in your home
Clear

We will remove;

- All building waste materials
- Any household items or bulky rubbish left by the previous tenant(s)

We will leave floor coverings left by the previous tenant, if these are in a good condition and if you want to keep them. We will agree this with you when you view the property. You will be expected to sign a form stating that you accept any floorings you want, in the condition you find them in, and they will become your responsibility.

Safe

We will;

- Carry out gas and electric safety checks.
- Ensure that electric consumer units are brought up to a safe modern standard
- All floors, stair treads and fixed floor coverings such as tiles will be of a good standard, free of trip hazards
- Remove any hazardous materials left by the previous tenant
- Ensure your property has a working smoke alarm
- Make sure you have keys for the locks on your windows
Secure

We will;

♦ Change the door locks to your home
♦ Provide you with a fob for the main entrance, if your new home is in a flat block

Warm

We will;
♦ Ensure that heating is working in every room.
♦ Leave the boiler in good working order

Decent state of repair

We will;

♦ Check for any signs of dampness or other structural issues and any major defects will be dealt with before you move in
♦ Ensure that all kitchen and bathroom fixtures and fittings are in good working order
♦ Ensure that electrical and plumbing fittings are in a good state of repair
♦ Provide space, plumbing and a plug socket in your kitchen for a washing machine
♦ Leave a space in the kitchen for you to install a fridge
♦ Provide a minimum of one plug socket over each work top in the kitchen
♦ Ensure that windows are fully operational and fully glazed (i.e. no broken windows)
♦ Make sure that all internal doors are in a good condition and open and close properly
Liveability

We will;

♦ Provide a minimum of 2 base or wall units in the kitchen. The total number of units to be provided will depend on the size of the kitchen
♦ Leave adequate space in the kitchen for essential appliances such as a cooker and fridge and, where possible leave space for a washing machine (unless communal laundry facilities are provided).

Ready to decorate

We will:

♦ Ensure that all wall tiles are matching and free from damage
♦ Make sure woodwork is ready for decorating e.g. door frames, skirting boards, window sills and make sure they are free of damaged or flaking paint
♦ Remove any damaged or old wall coverings
♦ Ensure walls are smooth enough to decorate
♦ Ensure Ceilings have a consistent finish – all artexed or all smooth
♦ Leave sealant and splash back tiles around the sinks and bath in a good condition

We will only provide a decorating pack in exceptional circumstances.
Clean and clear garden or communal area

We will:

- Remove any bulky items and other rubbish from the gardens and communal area surrounding your new home
- Tidy grassed areas/gardens at your new home leaving them neat and tidy (houses), so that you can continue to maintain these yourself
- Provide you with a map showing the areas you are solely responsible for within your tenancy

Fencing

Following discussions with our tenants, we do not provide new fencing nor do we repair or replace existing fencing, regardless of condition. We have a limited amount of funding available each year to spend on property repairs, maintenance and improvement works and tenants have told us they do not see fencing as a priority when funding is stretched.

As a result we cannot do everything that we would like to do. Meeting our legal repairs obligations, maintaining homes to a decent standard and tackling health and safety issues are the main priorities and tend to take up a substantial amount of our repairs and maintenance budget. This does not leave enough money to deal with the demand from tenants for fencing work.

We want you to be able to move into your new home as quickly and easily as possible. Sometimes, we will carry out less urgent repairs once you move into your new home. If we need to do this, we will give you a “promissory note”, setting out when we will carry out these repairs.

‘Ready to let...ready to move...ready to live there’