

# What to Expect in Your New Home.

Every property let by Cardiff Council has to meet a good standard. This leaflet explains what that standard means for you.

We will ensure your home is:-

In good repair  
Safe  
Secure  
Clean

All major repairs will have been carried out before the offer of accommodation was made; however there may be some smaller repairs which will be carried out after you have moved in.

The Officer who accompanies you on the viewing will be able to advise you what these works are and the likely timescale for these to be completed.

You can expect your new home to meet the following standards when you move in:

## General

- The property (including all bathroom fittings/ kitchen units and worktops) will be clean.
- There will be no major damage to the internal woodwork.
- The ceilings & walls will be in good condition to allow you to paint or wallpaper. (See decorating section).
- The water and heating systems will have been checked and will be in working order.
- Gas & electric safety checks will have been carried out.

- The property will be free from vermin and insect infestation.
- There will be no rubbish inside or outside the property including the roof space.
- All lawn and garden areas will be clear.
- Trees & shrubs will be tidy.
- Footpaths/ramps/steps to main door/s will be safe.
- There will be no graffiti on the property.
- We will tell you the energy rating of your property.
- The property will be weather tight and free from damp.

## Floors, stairs & ceilings.

- All ceiling and flooring will be safe.
- Floors will be in good condition to allow you to lay your own flooring. (Please note:- the Council does not provide floor coverings).
- Where individual floor tiles have been replaced they will be matched as closely as possible to the original tiles.
- If a floor covering (such as a carpet or other flooring) is left in the property it will be in a good condition.
- If a stair rail is provided it will be safe.

## Windows and doors.

- The front and back door locks will have been changed from the previous tenant and you will be given a set of keys.
- All external doors will be secure and to a high security specification.
- Doors will be securely hung.
- All windows will open and close properly and will be secure. If there are window locks you will be given keys.
- All glass will be in place and unbroken.

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Yn Falch o Gyflawni



## Bathroom/WC

- The toilet/s, washbasin/s and bath will be safe and clean.
- The toilet cistern will *work* properly
- The bath panel will be in good condition.
- There will be a new toilet seat.
- If there is a showers it will be clean and in good working order.

## Kitchen

- If possible there will be both a gas and electric connection.
- All worktops and units will be in good condition.
- The sink unit and taps will be clean and in good working order.
- Connections for a washing machine will be provided.
- Spaces will be left for a cooker, washing machine & fridge.

## Decorations.

All properties will be let in a reasonable state of decoration. Where we think that you may have to decorate in the near future a decoration allowance may be provided to assist you.

In sheltered housing complexes properties will be in a good state of decoration.

The above standards apply to all Council properties. If, when you view the property you feel that these standards have not been met let the Officer know. He / she will answer any questions you have either while you are at the property or as soon as possible afterwards.

## Future improvements

The Council is carrying out large scale improvements to provide up to date fixtures and fittings in all of its properties. This includes:-

Kitchen & bathroom  
Heating systems  
Electrical upgrades  
Windows  
Secure by design front & back doors  
Roofing  
Outside painting

Some of these improvements may already have been made to the property you have been offered, while others may be planned for a future date.

## When you decide to move in

You will need to:

- Arrange for utilities such as gas, electric and telephone to be connected.
- Have your own cooker connected – cookers are not provided.
- Provide your own furnishings such as curtain poles or tracks, curtains, carpets or other flooring, lampshades, light bulbs

If you agree to accept the property you will be given a 'New Tenants Information Pack' which includes contact telephone numbers and other information you may need in your tenancy.

## What happens if I don't accept this property

You can discuss this with your Viewing Officer. For many people it will simply mean waiting for another offer from the waiting list. However, if the offer is being made to you as part of a homelessness application this may be the only offer that the Council will make. Again the Officer will advise you on this matter.