

What you can expect from us

Moving home can be a very stressful experience. We aim to make moving into your new Habinteg home as smooth as possible and have developed a set of standards to let you know what you can expect:

In the interior of the property we will:

- Clean and clear the property before you move in;
- provide two keys per lockable door;
- make sure all internal doors and windows are secure and in good repair;
- fit new toilet seats and all sinks will have a plug;
- make sure all plumbing and fixtures are in good condition and free from leaks or blockages;
- take meter readings which will be given to you;
- supply and install low energy bulbs in the property;
- test all smoke detectors or install new where no detection currently exists;
- provide you with an up to date Energy Performance Certificate (EPC), which will give you information on the energy efficiency of the property;
- carry out a gas safety check if the property has a gas supply and give you a copy of the Gas Safety Certificate;
- carry out electrical safety checks at the property and give you a copy of the Electrical Safety Certificate;
- make sure internal walls are sound, free from major damage and ready to be painted;
- if we consider that decorating is required we will contribute towards the cost for you to decorate (generally we do not decorate our empty homes), in exceptional circumstances the Operations team may authorise additional decorating.



At the exterior of the property we will:

- clear all rubbish and litter from gardens and cut back grass and hedges;
- ensure that the structural fabric of the property and any attached canopies, garages and/or out houses, are safe.

How can you be sure that Habinteg is meeting these service standards?

We will:

- inspect any works completed at the property to ensure we have met our standards;
- commission satisfaction surveys for new tenants from an external provider;
- invite involved tenants to review performance and periodically scrutinise Habinteg's service and standards for empty properties.

Contact us

Sign up to your online Habinteg account for easy access to our services, visit my.habinteg.org.uk, or our website habinteg.org.uk.

