



PEMBROKESHIRE HOUSING
TAI SIR BENFRO



Our Service Standards

moving in
to your new home

**Mae'r daflen yma ar gael
yn Gymraeg**



Moving into your new home - our service standards

This leaflet sets out the service standards you can expect from Pembrokeshire Housing as you move into your new home.

Before you move in...

1. We will survey the property to check that everything works, and to see what work is required to ensure your new home meets our finished home standard when you move in.
2. We will carry out this work to meet our finished home standard.
3. We will give you the opportunity to view your potential new home before you decide whether to accept it. If work is still underway we will explain to you what we intend to do before you move in.
4. We will ensure the utilities (electricity, water, gas, oil) are connected and working. You pay separately for utilities and will need to arrange for these services to be put into your name as you move in.
5. We will not ask you to pay a deposit, or to pay rent in advance.
6. We will offer an appointment with our welfare benefit advisor to assist you to make a claim for housing benefit if necessary. If you share with us your income details we can assess whether you will qualify for housing benefit and estimate the likely amount.
7. We will arrange an appointment for you to meet your Area Officer at your new home. We call this meeting a handover as this is when we hand you the keys, you sign the tenancy agreement, an engineer will explain how the heating system works, and we provide you with a welcome pack (containing "Your Home Book" and other useful information.) We use a checklist to ensure nothing is missed, which both parties will sign. We will give you the names and contact details of your customer services advisor, and your area officer.
8. We can provide additional help to you as you move into your new home through our Tenancy Support service. Please see the attached leaflet for more information.

After you have moved in...

1. Moving home is a busy time, so shortly after you move in we will send you a "Welcome to your new home" letter highlighting useful information.
2. About a month after you move in we will arrange for your Area Officer to visit you at home. You can use this meeting to ask your Area Officer any questions you may have about our services or your new home. We use this meeting to ensure you have settled into your new home.



Finished home standard

Outside.

1. We will explain the parking arrangements for your home, our car parking areas are for use by taxed and roadworthy private cars only, we aim to keep our car parks free from rubbish and we will arrange the prompt removal of any abandoned vehicles.
2. All houses and bungalows have a private garden; flats normally have a shared garden/clothes drying area. When you move in your garden will be free from rubbish, overgrown vegetation cut back, and the boundaries of private garden areas will be defined.
3. Normally external painted surfaces are decorated every 6 years; we can let you know when your home is due to be painted.
4. Before you move in we will fix any defects on the outside that cause problems inside e.g. a leaking roof. Minor external defects may be repaired after you have moved in, we will explain these, and give you a repair receipt for each of them.

Inside.

1. Your new home will be free from rubbish (rooms, cupboards, stores, and the loft will be empty) floors will be swept, gloss painted surfaces and kitchen cupboards will be wiped down, toilets, baths, basins, sinks will be cleaned.
2. Sometimes the former resident leaves carpets, if they are in reasonable condition we will give you the choice of whether we remove them or leave them for you.
3. Doors and windows will be in working order and secure.
4. Before you move in a qualified electrician will check all the landlord's electrical fixtures and fittings and leave them in safe working order.
5. In the kitchen we will supply fitted storage cupboards, worktop(s), and a kitchen sink, all clean and in good working order. There will be space for you to fit your own cooker, and fridge. In most homes there will be space for a washing machine.
6. The heating and hot water system will be in working order, and we will show you how it works. Landlord supplied gas, oil, and solid fuel appliances will have an annual safety check and you will receive a copy of this when you move in.
7. You will wish to decorate the inside of your new home to suit your tastes. If you are moving into a newly built home we ask you not to decorate in the first year. If your home is over a year old you may decorate as soon as you wish. We offer a decorating allowance as a contribution towards the cost of decorating when you move into a home with very poor decorations.
8. Where we supply furniture, a cooker, laundry equipment, or a fridge, we will ensure that these items are clean and in good working order.
9. Some minor defects may be repaired after you have moved in, we will explain these, and give you a repair receipt for each of them.





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