



better homes and better  
services for better lives

# Your new home



[www.acisgroup.co.uk](http://www.acisgroup.co.uk)

# Your New Home – What can you expect from us?

We want you to move into your new home knowing that we've already made sure that it is safe, secure, clean and in good condition.

This is referred to as our lettable standard and it explains what we expect our customers to find when they move into any rented Acis property.

**So, what does this mean?**



## Inside your Home:

### **We'll make sure that the inside of every Acis property is:**

- In good condition and ready for you to decorate
- Cleaned and with all cupboards, storage areas and lofts fully cleared of the previous tenant's items.
- Provided with stairs and floors that are safe and secure, ready for flooring to be laid. If we've agreed with you that existing floor coverings are being kept, these will be cleaned before you move in.

## Outside Areas:

### **If your property has a garden, or if you share a communal outside space, we will:**

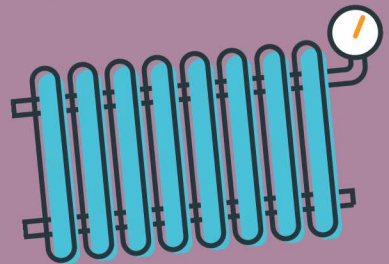
- Make sure it is tidy and free from waste. We'll undertake a visual inspection of any trees and deal with any health and safety issues arising at the time. We will also cut back all grass and vegetation
- We will identify the boundaries of your property and ensure that any existing boundaries are in good order.
- Check all footpaths, steps and ramps for trip hazards and repair anything that might present a risk
- Make sure that any existing sheds and outbuildings we are passing on to new customers are free from rubbish, safe, secure, and watertight.



## Your Safety:

**We want your new home to be a safe place for you and your family, we will:**

- Make sure that the wiring, fuse board, sockets, switches, and light fittings are all safe and working. Where possible we will provide two double switched sockets in each room. We'll make sure that there's a bulb in every light fitting which you'll then need to replace when they eventually wear out.
- Test the gas system and make sure it is in good working order. Any gas fires that are not part of the main heating system will be removed. We'll also run the system whilst we're with you to make sure you understand how everything works and leave a copy of the Landlord's Gas Safety Certificate with you for you to keep. Information about how to operate your heating system will also be available for you to view via your MyAcis log-in.
- Make sure that plumbing and water systems have been run, flushed and cleansed in line with current water safety guidance. We'll also make sure that you know where all the meters, valves and stopcocks are located.
- Provide you with appropriate information about any Asbestos Containing Materials located in your property. Don't worry, we'll already have checked that these are safe, and they will present no risk to you if you do not undertake any work on them.



- If you live in a flat, we'll provide you with information about any alarms, the emergency evacuation procedure and we'll show you where the fire assembly point is.
- Talk to you about any non-urgent repairs. We will have completed all urgent or major repairs before you move into your property. However, with your agreement, some things that we agree still need to be done may be completed after you move into the property. We'll confirm these items with you and let you know when we plan to complete them.

## **The Environment:**

**At Acis, we want to make sure that we minimise our impact on the environment and we are committed to getting ready to meet the UK Government's Net Carbon Zero targets. To help with this we will:**

- Provide you with the latest copy of the Energy Performance Certificate for your new home
- Make sure that loft spaces are provided with no less than 300mm of insulation
- Provide you with information about how to keep your home as affordable to heat as possible
- Provide you with energy efficient light bulbs

You can talk to us about any additional help and support you think you may need, whether that's access to advice and guidance on energy saving options, or assistance with finding low-cost furniture and white goods. You can talk to us when you collect your keys, or contact us using MyAcis once you've settled in.

**So, let's look at little more closely at your new home. Every Acis property is different so not all of this might apply to you, but here's what you can expect:**

## **Security**

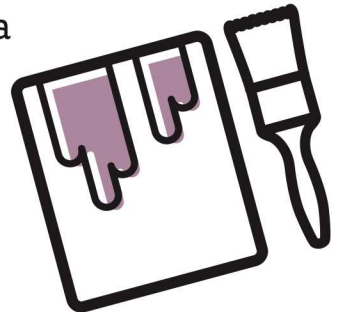
- All external doors and windows will be safe and secure
- All external door locks will be changed
- Smoke, heat, and carbon monoxide detectors will be fitted and tested
- A security light outside the front door will be provided.

## **Windows**

- All window handles, catches and restrictors will be operational, and we'll provide window lock keys

## **Decoration**

- Uneven wall surfaces will be in a good state of repair and left ready for decoration.
- Strong decorative colours and discolouration from tobacco smoke will be painted over in a neutral colour
- Missing or damaged wall tiling will be replaced or repaired.

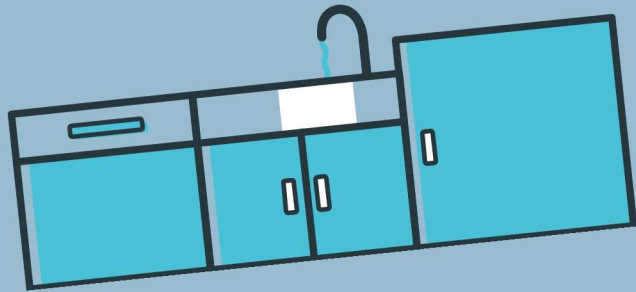


## Stairs

- Stairs cases and handrails will be safe, secure and will be defect free

## Kitchen

- All fixtures and fittings will be defect free, clean and in good working order.
- Flooring coverings will be clean and hygienic, with no trip hazards.
- Space will be provided as a minimum for a cooker, fridge/freezer & washing machine (where the layout allows)
- Walls will be thoroughly washed down to leave a grease and stain free finish



## Bathrooms

- The bathroom suite will be clean and in working order
- Wall tiles will be fitted to the back of the bath and washbasin
- All sinks will have plugs and chains
- A new toilet seat will be fitted.



# What you need to do

**Moving in to a new property can be exciting; don't forget that there are some essentials you'll need to do yourself though.**

- If you have a gas cooker, ensure that it is fitted by a Gas Safe Register engineer.
- If you are in receipt of housing benefit, complete a change of circumstances form.
- Inform the council tax department of your change of address.
- Be mindful of your neighbours. Moving in can be noisy, so please try to keep any disturbance to a minimum.



To find out more about how we deliver our services, visit [www.acisgroup.co.uk](http://www.acisgroup.co.uk) or call us on **0800 027 2057**