

Moving in guide

What to expect when you move into a Saxon Weald home.



What you can expect when you move into a Saxon Weald Home

Our aim is to provide a clean, safe property for you to make a home. This guide explains what you can expect from us, and what you will need to do yourself.

SAFETY



- ▶ We will carry out safety checks for gas, electricity and water. We will give you copies of the relevant certificates. Annual safety checks will be carried out for both gas and electricity.
- ▶ Heating and hot water systems will be in good working order. We will leave user instructions in the property for you.
- ▶ There will be working smoke and carbon monoxide detectors. These must not be removed.
- ▶ We will clean the property and make sure it is clear of any rubbish.
- ▶ Your home will have appropriate levels of insulation. We will give you an Energy Performance Certificate which explains your home's efficiency rating.

WINDOWS AND DOORS



- ▶ We will fit new locks to your front door and give you two keys. If you want more copies you will need to arrange this yourself.
- ▶ If there is a communal entrance door, we will give you a key or access fob.
- ▶ Windows will be in sound condition with working locks.
- ▶ We will replace any misted windowpanes. This may happen after you move in, depending on delivery times for the replacement glass.

KITCHEN



- ▶ Kitchen cupboards and drawers will be in good working order. They should be close in colour, but may not match exactly. If you want to upgrade or remove any units to make space for additional appliances, you must get our written permission first.
- ▶ Worktops should be clean and useable.
- ▶ Tiles or backboards will be clean and secure.
- ▶ Taps and sinks will be clean and in good working order, with no visible leaks or blockages.
- ▶ There will be a working extractor fan. It is important that you do not turn it off, as it helps control moisture and reduces the risk of damp and mould.
- ▶ Flooring will be in safe condition, free from trip hazards.
- ▶ There will be sufficient electrical sockets for the room size. If you would like more sockets, you must use a qualified electrician to install them.



BATHROOMS



- ▶ Baths, washbasins and toilets will be clean and free from cracks.
- ▶ Toilets will be fitted with a new seat.
- ▶ Shower heads and hoses will be clean and in good working order.
- ▶ There will be a working extractor fan. It is important that you do not turn it off, as it helps control moisture and reduces the risk of damp and mould.
- ▶ Tiles or backboards will be clean and secure.
- ▶ Flooring will be in safe condition, free from trip hazards.

DECORATION



- ▶ Living rooms and bedrooms will not have carpets fitted. You will need to arrange your own flooring.
- ▶ Walls and ceilings will be clean and in reasonable decorative order.
- ▶ Pipework should be clean and painted if necessary. Please note that we no longer install covers for pipework.

LOFT SPACE



- ▶ If you have a loft, the hatch will be locked. For safety reasons, you are not able to use the loft space for storage.

GARDEN



- ▶ If you have a garden, it will be free from obvious trip hazards and debris.
- ▶ We will cut back over-grown gardens to a basic, manageable level. You will need to do your own weeding, trimming and tidying.
- ▶ If there is a shed or greenhouse, it will be structurally sound. These will become your responsibility to maintain.
- ▶ The boundary of your property will be marked by fencing, walls, hedges or similar. If you want higher fencing for security purposes, e.g. to keep in a pet, you will need to arrange this yourself. You must get our written permission first.
- ▶ It is your responsibility to maintain your garden to a neat and tidy standard.

OUTSTANDING REPAIRS



- ▶ Occasionally, we may ask you to move in when there is still a repair needed. This might be because we are waiting for a part. If this happens, we will agree a date with you for the work. We do this because we know many people are eager to move into their new home, and we don't want to keep you waiting any longer than necessary.

If you have a problem

If something is wrong when you move in, please tell us straightaway. You can call us on 01403 226000 or email hello@saxonweald.com.

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