

# YOUR NEW HOME SERVICE STANDARD

RBH are committed to supporting our customers by working hard to provide homes to a high standard.

We will aim to deliver great homes for people and families where they feel safe and secure to enable them to flourish and grow in the communities they have chosen to live and to give them a sense of pride for their new home and community.

RBH recognises that the quality and appearance of our homes is very important and specifically in terms of cleanliness and a good state of repair.

We understand that presenting our homes to a high standard will help towards gaining a successful sustained tenancy.



## Work undertaken

We will:

- Carry out any scheduled major improvement work including kitchens, bathrooms, rewires, central heating systems and plastering whilst empty
- Carry out a water safety assessment
- Complete asbestos checks to all homes
- Complete gas and electrical safety checks
- Ensure all fixtures and fittings are safe.

## Accompanied viewings

We will:

- Undertake accompanied viewings where the home is safe to do so
- Advise you of any decorating assistance that may be available
- Advise you of all works that are being undertaken or planned
- Advise you of the timescales for work to be completed and anticipated date the home will be ready for occupation
- Tell you what our service standards are and what you can expect.



## Safe and secure

We will:

- Change all locks to the home
- Ensure windows and doors are secure
- Complete and certify gas and electrical checks
- Give you advice about water safety
- Ensure a functioning smoke alarm is installed
- Replace damaged paving slabs that lead to the front, side or rear door
- Ensure that fixtures and fittings are secure and intact.

## Cleaning

We will:

- Clean all kitchen units' tiles and worktops
- Clean all bathroom fixtures and tiles
- Clean toilets - front, back and inside, disinfected and taped up
- Clean all floors and woodwork.