



# EMPTY HOMES SERVICE STANDARD

RBH are extremely proud to welcome you into your new home. We have worked hard to make your home one where we hope that you will feel happy and part of your local community.

Our aim is to demonstrate the standard you can expect, ensuring the home you move into is:

- 🏠 Clean
- 🏠 Safe (Protected from the risk of danger)
- 🏠 Secure (Fixtures and fittings fixed so as not to become loose or give way)

We would appreciate your help in monitoring our performance against these standards by asking you to complete a brief questionnaire with your New Tenant Advisor. Performance will be reported to the Homes Panel twice a year and used to review the overall standard annually.

## Clean

We will:

- 🏠 Clean your home before you collect your keys to ensure floors, window frames, kitchen and bathroom have been sanitised.
- 🏠 Provide a new shower curtain where showers are installed.
- 🏠 Ensure walls will not have any damp or mould present.

## Safe

We will:

- 🏠 Replace damaged paving slabs for the primary front and rear paths and to one row around the property only. All other DIY paving will be removed unless you request it to remain but maintenance of this will be your responsibility.
- 🏠 Complete gas and electrical safety checks (including smoke alarm) before you move into your new home.
- 🏠 Service the heating and smoke alarm every year for your safety and to comply with the law.

## Secure

We will:

- 🏠 Ensure ceilings and walls are intact with any visible damaged plasterwork repaired. (Small cracks and holes will be the tenants responsibility).
- 🏠 Replace missing floorboards on timber floors and check they are secure and free from rot and woodworm.
- 🏠 Ensure that the toilet seat is secure and in good working order.
- 🏠 Ensure all kitchen units are secure, with the edging complete and doors and drawers working properly.
- 🏠 Replace the front and rear door locks.

