

Your New Home Standard



**What can you
expect from your
new home**

Supported Housing

As you settle into your new home, we want you to feel safe and confident from day one. That's why we carry out a range of works and checks in every home, both before you move in and while you live there.

Before you move in

We will check all utilities (gas, electric and water) within the property to make sure they are all in good working order. We will leave the heating and hot water on a low setting to maintain the system.

We will inspect your new home before you move in and will record the condition with photographs.

Meter readings

We will take initial and final meter readings from the property before letting it to you. This ensures you are only charged for the utilities that you use. It is important you take meter readings on the first day of your tenancy to set up your account correctly with your energy provider.

Giving access for bpha to complete repairs and compliance checks

We will ask for access to your home for compliance checks, repairs and maintenance as set out in your tenancy agreement. We will always give you notice and an appointment when we need to do this.

It's very important that you book safety check appointments when asked to so we can keep you and your home safe.

Your New Home Standard

Compliance checks

Compliance checks make sure essential services like gas, electrics, water, and fire safety are working properly and meet all legal and safety standards. By identifying and addressing any issues early, we protect your wellbeing, keep your home in good condition, and make sure you can enjoy your new space with complete peace of mind.

- We will carry out a gas safety check and will repeat this check every 12 months
- We will complete an electrical installation condition inspection and will repeat this check every 5 years
- We will install Smoke and Carbon Monoxide alarms and will check them every 12 months
- If required, we will complete and provide you with an Energy Performance Certificate (EPC).

Outstanding repairs

We hope to complete all repairs before you sign your tenancy agreement. However occasionally we may need to complete some minor repairs after you move in, if we are awaiting specialist materials for example. This helps prevent a delay in you being able to sign your agreement.

We will do our utmost to ensure everything meets your satisfaction. If you notice any outstanding repairs please contact us within four weeks of moving into your new home so we can resolve them as quickly as possible.

After the first four weeks of your tenancy, you can report repairs by contacting us on 0330 100 0272 or via my.account. You will find the timelines to complete repairs in our Repairs Policy which you can find here <https://www.bpha.org.uk/about-us/policies/115/>. If you need support in reporting repairs please speak to your Independent Living Officer.

Heating systems

Your heating system will be in full working order. It is important you take meter readings on the first day of your tenancy to set up your account correctly with your energy provider.

If you are unsure how to use your heating system, please contact bpha's Customer Communications Centre on 0330 100 0272 and they can arrange for someone to explain it to you.

Damp, mould and condensation

We will treat any damp, mould or condensation before you move in. We have some practical guidance to avoid damp and mould. You can find out more about this here: <https://www.bpha.org.uk/living-in-my-home/damp-and-mould/>

If you see any signs of water leaks, damp, mould or condensation please report this to us using my.account (www.bpha.org.uk/my-account/) or by calling us on 0330 100 0272.

Your New Home Standard

Asbestos

We will carry out appropriate compliance checks for asbestos. Where identified, we will carry out works relating to asbestos removal. If your home has materials that may contain asbestos, we will provide an asbestos report during sign-up to highlight the areas this can be found. You can find more information about asbestos here: <https://www.bpha.org.uk/living-in-my-home/asbestos-safety/155/>

Rubbish and disposal of waste

We will make sure the property is clear of all rubbish and any former tenant possessions, including from the loft space and any external sheds.

Keys and locks

We will provide a minimum of two keys to all external doors, including any communal doors. Any lockable window handles will have a minimum of one key. If you would like more keys, you can get these cut at a local key cutting service.

Windows and glass

- We will make sure all glass is in good repair and free from cracks or breakages
- We will clean windows internally
- We will make sure windows will open and close with ease
- Where required, we will fit safety window restrictors.

Walls, ceilings and decoration

If the wall and ceiling decorations in the property are not in an acceptable condition at the time it becomes vacant, we will complete full internal decoration. This will include:

- White painted ceilings
- White or cream painted walls
- Undercoat and gloss to all internal woodwork (doors, frames and skirting).

We will ensure the property is clean, neutral and a good decorative standard for you to move into. The decoration will then become your responsibility unless it is covered within your service charge (as set out in your tenancy agreement).

Carpets

We will ensure any floorings in the kitchen and bathrooms are in place and in good condition. They will be smooth and easily cleanable.

We will provide suitable carpets and floorings to all other areas of the home. Where existing carpets are present and are in an acceptable condition, they will remain in place and we will clean them professionally before letting. If any existing carpets do not meet the required standard, we will replace them.

Your New Home Standard

Skirting, stairs and internal frames

- We will make sure all timber is free from major defects and painted to a good standard
- We will make sure stair safety rails are securely fixed and meet all legal and safety requirements, with at least one handrail fitted.

Plug sockets

We will provide the following minimum number of plug sockets:

Kitchen	• One cooker point • Two double sockets above the worktop • Fused spur (safety switch) and switch in appliance space (washing machine and fridge freezer).
Bedrooms	• Two double sockets in double bedrooms • One double socket in single bedrooms.
Lounge	• Three double sockets • One TV socket.

Plumbing and bathrooms

We will check your bathroom is clean, hygienic, and safe to use. We make sure fixtures like the toilet, sink, and bath or shower are in good working order. We will clean all surfaces. This helps ensure a fresh start in your new home.

We will show you the location of your stopcock (water stop tap) in case you need to turn the water off due to a leak.



- We will make sure tiles are in good repair with grout and waterproof sealant intact
- We will replace the toilet seat
- We will make sure bath side and end panels are in place and in good condition – they are your responsibility if they are damaged after you move in
- We will make sure there is hot and cold water supply for sinks, basins and baths
- Where showers are fitted, we will make sure they are in good working order. Shower curtains, shower hoses and heads will be replaced during empty homes works in line with the manufacturers' guidelines.

Your New Home Standard

Kitchens

We carry out kitchen hygiene checks to make sure everything is clean, safe, and ready to use. We make sure worktops, cupboards, sinks, and ventilation areas are clean and safe and that any necessary repairs are completed. This helps give you a fresh, safe space to prepare food and settle into your new home with confidence.



- All units and worktops will be in place, in good repair and matching
- We will make sure sinks are connected to hot and cold water.
- There will be adequate storage cupboards for food
- We will provide a tiled splashback
- There will be an extractor fan which you have a responsibility to use to prevent condensation
- There will be a connector for your cooker and for your washing machine. It is your responsibility to ensure these are safely connected using a recognised contractor.

White goods (large kitchen appliances such as cookers, fridges, freezers and washing machines)

We will carry out Portable Appliance Testing (PAT) on any white goods in the property. We will clean and leave all appliances that meet the standard. If required, we will replace the cooker, fridge/freezer and washing machine and future maintenance will be bpha's responsibility.

Any additional white goods that you need will be your responsibility to supply, install and maintain.

TV aerials

If there is a TV aerial in place in flats, we will test it. If a replacement is required, we will arrange this if it's linked to a communal aerial.

For TV aerials on houses, it is your responsibility to maintain.

We will leave most satellite dishes in place, but you will be responsible for taking a contract for the use of this with an approved TV streaming provider.

Communal or shared areas

Repairs or improvements to shared and communal areas may not be completed straight away. During the empty homes process, we will survey all shared spaces, including shared kitchens and bathrooms. This survey will record the current condition of these areas and identify any repairs, compliance issues, or improvements required. We will report any actions to the relevant team to arrange the work.

We also carry out maintenance on a cyclical planned programme.

UG-HO107-03	Version 1	June 2026	June 2029
-------------	-----------	-----------	-----------

Your New Home Standard

External pathways and gardens

We will make sure the external pathways and garden are clear and clean. You are responsible for maintaining these areas, unless the gardens are communal.

Any sheds that are safe and in good condition will be left and will become your responsibility to maintain.

Rear garden boundary walls, fences and gates that adjoin public footpaths or publicly accessible areas, will be in good condition and will remain bpha's responsibility. Rear/front garden walls, fencing and gates that form a part of your home and a neighbour's property border will be in good repair but will become your responsibility.

Cleaning standards

- Sockets, light switches and extractor fans will be clean and cleared of paint and dust
- Skirting boards will be clean and free from dirt and dust
- Storage cupboards will be empty, clean and free from dirt and dust
- Kitchen cupboards will be empty, clean and free from dirt and dust including the undersides and tops
- Sinks will be clean
- All windows and doors will be clean and free from dirt and dust, including trickle ventilation (air vents) and sills
- Radiators and pipework will be clean and free from dirt and dust
- All tiling and grout will be washed down and free from watermarks
- Bathrooms including fixtures and fittings will be clean and free from dirt and dust
- Internal doors will be clean and free from dirt and dust
- External doors will be clean and free from dirt and dust
- Balconies and external pathways will be clear and clean
- Walls will be free from surface dirt and dust
- Communal areas immediately outside flats will be clean and tidy.

Your New Home Standard

Your new home sign-up checklist – you can use this to help you check that everything has been done.



General condition

- ☐ The home is clean, tidy, and safe
- ☐ All rubbish and belongings removed
- ☐ Keys provided for all external doors and windows

Compliance and safety

- ☐ Gas and electrical checks completed
- ☐ Smoke and Carbon Monoxide alarms fitted and working
- ☐ Meter readings provided
- ☐ Stopcock (main water shut off tap) location shown
- ☐ Energy Performance Certificate (EPC) provided (if applicable)

Heating

- ☐ Heating system working
- ☐ Instructions provided or support available

Your New Home Standard

Windows and doors

- ☐ Windows open/close easily
- ☐ Glass free from cracks and breakages
- ☐ Internal window cleaning completed
- ☐ Door operation checked

Decoration and interior

- ☐ Walls/ceilings clean and free from holes
- ☐ Skirtings and timber secure
- ☐ Floor coverings in kitchen/bathroom in good condition

Electrics

- ☐ Sockets and switches working
- ☐ Minimum socket numbers met
- ☐ TV point in place (if applicable)

Bathroom

- ☐ Bathroom clean and ready to use
- ☐ Tiles, grout and waterproof sealant intact
- ☐ Toilet seat replaced
- ☐ Bath/shower panels in good condition

Kitchen

- ☐ Units/worktops in good repair
- ☐ Sink connected to hot/cold water
- ☐ Extractor fan working
- ☐ Splashback in place
- ☐ Connections available for cooker/washing machine

TV and aerial

- ☐ Aerial tested where fitted
- ☐ Satellite dish left if one already in place (customer responsibility)

Your New Home Standard

Outside areas

- ☐ Paths, balcony and garden clean
- ☐ Sheds safe and usable (if applicable)
- ☐ Boundaries/fences in good repair

Cleaning standards

- ☐ Sockets/switches clean
- ☐ Cupboards clean
- ☐ Windows/doors clean
- ☐ Bathroom fittings clean
- ☐ Communal areas clean