

# Standard of new homes from MSV

## The standard you can expect from your new MSV Home

### Our New Home Lettable Standard is our guarantee that the home we offer you will be:

- Safe, with services in good working order
- Secure
- Clean and in a reasonable condition
- Complies with legal and safety requirements



### All our properties will have:

- The locks changed from the previous tenant
- The meter readings taken and given to you
- Electrical and gas safety checks completed, and supplies safe and in working order. You will receive a copy of the gas safety certificate and energy performance certificate (EPC)
- Smoke detectors checked and tested or installed where no detection currently exists
- Cleaned to a good standard including removing all protruding nails, cobwebs, drawing pins, sticky tape and blue tack from walls, cleaning electrical plug sockets, light fittings, switches, all kitchen units, work surfaces, cupboard drawers inside and out, sinks, bathroom fittings (toilet, sink and bath/shower), bedrooms and living area, internal windows, frames and sills, all doors and door frames, radiators, skirting boards, storage cupboards, stairways and steps, tiled areas and floors
- Free from any damp and mould

### Inside your home, we will ensure:

- In the kitchen there will be at least an electric cooker point, a gas cooker point (where gas is to the property) and plumbing for a washing machine although this can be dependent on the size of the property
- Kitchen cupboards and drawers open and close freely, wall tiles are intact, grouted, sealed and clean
- The bathroom suite is clean and in good working order
- A new shower curtain will be fitted (if appropriate)
- A WC toilet seat will be replaced if necessary
- Internal doors open and close properly
- Floors are sound and free from major defects/hazards
- The ceilings and walls are free from major visible defects
- Architraves and skirting boards are complete
- Staircases and handrails are safe
- All water appliances and systems are safe and in working order
- The roof space is clear and free of obstacles
- There is no visible damp or mould growth



- Any mobility adaptations are safe and in working order
- Vents are clear, allowing for the free flow of air, including storage heater vents
- Rooms are deodorised
- Windows and doors are secure, open, and close freely with glazing intact
- Decoration is the tenant's responsibility but in certain cases reviewed by MSV, a paint pack may be issued to assist tenants with redecoration

## Outside your home we will ensure:

- The structural fabric of the property and attached canopies and/or outhouses, including pointing and rendering are safe
- The roof, gutters and downspouts are in good order
- Drainage systems and waste pipes are in working order
- Paths and paving are in good condition with no tripping hazards
- Any external handrails and steps are safe
- Existing boundary wall, fence and gates are left in safe condition
- There is no rubbish left from the previous tenant and dustbins will be empty
- Gardens will be trimmed and overgrown hedges or trees cut back although this work may be completed after you have moved in as it can be weather dependent

## Your responsibilities

- To look after your new home and return it to us in the condition you received it including removing your belongings and any rubbish
- To report repairs to us and allow MSV reasonable access to carry these out so we keep our homes in good condition, including safety checks
- Not to cause any damage to your home
- Understand where your stopcock is and how to use it, in the event of water damage to your home
- Seek permission to make any alterations to your home

## How we will measure the standard

- We will publish this standard on our website
- We will give every new tenant a copy of the standard and measure their satisfaction
- We will use our resident engagement and scrutiny groups to periodically review the feedback and satisfaction of new tenants and arrange focus groups where there are issues
- We will carry out sample checks of completed homes to ensure the standard is being consistently applied. If you would like to get involved in any of our resident engagement opportunities, search for 'Get Involved' on our website



إذا كنت ترغب في الحصول على هذه المعلومات بلغة أو صيغة أخرى، فيرجى الإتصال بنا.



**If you would like this newsletter in another format or language then please contact us**

**Haddii aad macluumaadkan ubaahan tahay luqad kale ama hab kale, fadlan nala soo xiriir**

اگر آپ کو مدد یا ترجمہ چاہیے تو برائے مہربانی نیچے دئے گئے نمبر یا ای میل ایڈریس پر ہم سے رابطہ کریں

## Contact us:

Log in to your 'My MSV' account on our website

Email [enquiry@msvhousing.co.uk](mailto:enquiry@msvhousing.co.uk)

Call 0161 226 4211

**msvhousing.co.uk**