



Your new home

What to expect when
you move in

We pledge to make sure that all our homes are in a liveable condition when we let them to tenants. This leaflet outlines what you should expect from day one of moving into your new home from Broadland Housing. We call this our 'Empty homes lettable standard'.

Below states the work we will carry out as a minimum to your new home.

Asbestos

Carry out a survey and make you aware of any asbestos that is in your home, with the appropriate safety information.

Basins

Provide plugs and chains to all sinks and your bath.

Bulbs

Provide you with energy-saving bulbs in all the light fittings in your new home.



Clean

Clean your new home throughout, ready for you to move in.

Damp and mould

Check and rectify any properties with damp or mould-related issues.

Decoration

- Remove damaged wallpaper.
- Carry out any plastering where necessary.
- Remove any unused heating controls and picture hooks and repair/make good any marks they leave behind, ready for you to decorate.

We will not usually decorate your new home. However, we may offer you decorating materials, depending on the condition of your new home.

Drainage

- Ensure waste pipes are free from blockages.
- Flush water pipes.
- Check water pipes are free of Legionella while the property is empty and before you move in.

Electrical

- Complete an electrical safety check.
- Ensure all the rooms in your new home have a minimum of one double plug socket, except for bathrooms, shower rooms and toilets.
- Provide safety certificates.

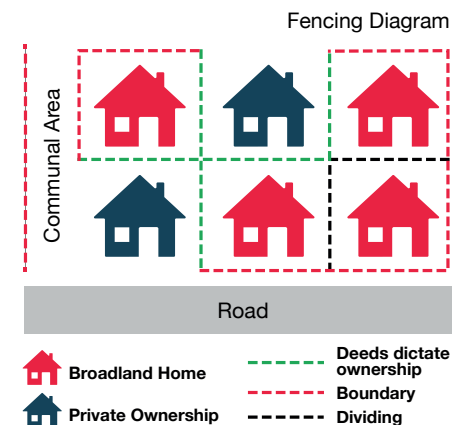


External

Clear and trim your new garden, including the grass, shrubs, bushes, and any trees.

Gates and fencing

For tenancies started in 2008 and beyond, Broadland is only responsible for boundary fencing/gates. All other fencing/gates is a tenant responsibility. Please see diagram.



Floor coverings

Provide adequate flooring, free from tears or damage, to your kitchen and bathroom only.

Heating and hot water (gas, oil & renewable)

- Ensure property has adequate heating and hot water and that systems have been checked/serviced accordingly.
- Provide safety certificates.

Internal

- Ensure internal doors open and close freely with the appropriate handle/fittings.
- Ensure stairs comply to building regulations.
- Check that floor screed, floorboards or chipboard are in good condition.
- Check that woodwork (including architraves, skirtings etc) are free from damage and nails.

Kitchen

- Allow space in your kitchen for cooking facilities and a fridge-freezer.
- Provide a connection for a washing machine within the property (not necessarily in the kitchen).
- Provide suitable cupboard space, with cupboards that open and close freely.
- Ensure worktops are free from burn marks or holes.

Locks

- Install new locks to your doors.
- Provide you with one set of keys for each lock.
- Locks will be of high quality and to British Standard for your own peace of mind.



Rubbish/waste

Clear the property, any outbuildings and garden of rubbish.

Shower/toilet

- If your home has an existing shower, fit a new head and hose, and flush the system through.
- Fit a new toilet seat.



Smoke detectors

- Install carbon monoxide detectors
- Install smoke detectors on each floor of your home

Stop tap

Maintain the stop tap to ensure it is easy to switch off your water in an emergency.



Tiling

- Clean and ensure tiles are free from cracks.
- Provide a minimum of 3 rows of tiles in your kitchen and bathroom.

TV aerials

If your home has a shared TV aerial or digital system, make sure there is a connection from your living room.

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TENANTS
ONLINE

The information in this booklet is correct at
time of publication in May 2025.