



# YOUR NEW HOME

What you can expect

**DARTFORD**  
BOROUGH COUNCIL

# What you can expect from your new home

This factsheet explains Dartford Borough Council's Lettings Standard for new tenancies and provides guidance on the works that are carried out to empty properties so that new tenants know what to expect and also what you will be responsible for yourself. When we let a home, we promise that every dwelling shall provide a safe, serviceable and clean environment for an incoming tenant.

## In general

- ✓ The property will be clean, tidy and secure
- ✓ The property will be structurally sound, weather tight and in a safe condition
- ✓ Gullies have been cleared and repaired where necessary
- ✓ Rubbish in and around the property, and collapsing sheds will have been removed
- ✓ Windows and doors will be secure and handles will work properly, keys will be provided where applicable
- ✓ New locks will be fitted to the front and back doors
- ✓ Communal door keys/fobs will be provided
- ✓ Fences will be in sound condition around boundary lines
- ✓ Sheds will be cleared and keys provided

## In the property

- ✓ Safety checks on the electricity and gas have been carried out
- ✓ Interior of the property has been cleaned to a basic level
- ✓ The property will have full central heating
- ✓ Balustrades, handrails and stairs will be secure
- ✓ Plasterwork will be in a sound condition
- ✓ All pipe work will be sound and free from leaks
- ✓ We will remove polystyrene tiles
- ✓ All flooring will be safe and in fair condition

## Decoration

- ✓ The condition of the decoration will vary by property. We may provide decoration vouchers dependant upon the condition of the existing decoration to contribute towards the cost

## The Kitchen

- ✓ Will have cooker space with either a gas or electric cooker point
- ✓ The cupboards and work surfaces will have been cleaned and in serviceable condition
- ✓ There will be at least one wall unit, a sink and base unit depending on the size
- ✓ Where possible space will be available for a fridge/freezer and a washing machine with plumbing and drainage. Note – due to space restrictions standard white goods may not be suitable and you may have to use slim line appliances.
- ✓ There will be at least four double sockets, with a minimum of two located above worktop height

## The Bathroom

- ✓ All fittings will be clean and in fair condition
- ✓ The toilet will be cleaned and descaled and there will be a new toilet seat
- ✓ Tiling and grouting will be clean and sound
- ✓ Seals around the bath and sink will be clean and in good condition

## What you will be responsible for

- ✓ Any additional keys outside of the ones that are provided to you
- ✓ Lightbulbs
- ✓ Internal painting and decoration where required
- ✓ Cutting of grass and/or bushes
- ✓ Floor coverings – laminate floors are not permitted in flats above ground floor
- ✓ Window cleaning
- ✓ Utility supplies including meters
- ✓ Arranging a turn on and test for your gas supply with Dartford Borough Council
- ✓ Keeping the property clean

## Repairs after lettings...

Sometimes we may not have finished all of the repair work by the time you move into your new home. Any outstanding repairs that are required will be issued and completed within an agreed timescale. For any other repairs, please telephone 01322 343800.

## Follow up visits...

A member of Dartford Borough Council's Housing Team will contact you to make a follow up visit to you once your tenancy has started to ensure that you have settled into your accommodation, to resolve any outstanding issues you may have and to obtain your feedback on the standard of the property.

ਪੰਜਾਬੀ	தமிழ்	Polski	česky	简体中文	Français
Punjabi	Tamil	Polish	Czech	Mandarin	French
01322 343610	01322 343611	01322 343612	01322 343613	01322 343614	01322 343615

If you or anybody you know requires this or any other council information in another language, please contact us and we will do our best to provide this for you. Braille, audio tape and large print versions of this document are available upon request.

**Tel: 01322 343434**

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Calls are welcome via typetalk

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