

Service Standard

Properties

BCHA aims to provide the highest standard of services, including rented properties. Below are the standards customers can expect when they move into their new home. All necessary repairs and decoration will be completed before tenancy begins to ensure a smooth transition.

Should any repairs be incomplete, when assisting an urgent move in date, BCHA will ensure the customer is aware and agreeable.

Safety & Security

- Property doors and windows secure
- Front door lock changed and new keys supplied
- All opening windows fitted with appropriate restrictors
- Smoke detector(s) fitted and in working order

Services

- Electrical system tested and certificated by a qualified electrician
- Where applicable, emergency call facilities and door entry systems in good working order
- Security light(s) installed
- Gas installation safety check undertaken by a qualified engineer and a Landlord Gas Safety Record at property
- Heating system in good working order
- Gas fires, which are not part of the main heating system, will be removed
- Energy Performance Certificate provided to outline energy efficiency at the property

Decoration

- Rooms clean and tidy
- Any rooms previously decorated in strong/dark colours will be re-decorated
- Additional decoration/adaptions may be undertaken at accommodation for the elderly/disabled
- Any traces of damp will be treated/repared
- Flooring, skirting or architraves will be repaired/replaced where necessary
- Wall or floor tiles will be repaired/replaced where necessary

Decoration vouchers may be issued, as a contribution to the costs, should tenants request they complete their own decoration.

Bathrooms

- Bathroom suite clean and in working order, with wall tiles to the back of the bath and around wash-hand basin
- Any power shower not previously fitted by BCHA will be removed

- Should the property be scheduled for a new bathroom, the prospective tenant will be made aware

Garden & External Areas

- Garden, shed/garage (if applicable) will be cleared of any rubbish
- Gardens, trees and hedges will be trimmed/cleared
- Any dilapidated structures (shed/temporary lean-tos) will be removed
- Boundary walls/fencing will be replaced/repared to ensure security of the property and tenant
- Rainwater gutters and downpipes will be repaired/replaced
- Footpaths, including those that provide essential access to the property, will be repaired/replaced/cleared
- The External structure of the property and roof will be sound, and repaired if necessary

General

- Carpets will be removed, unless specifically asked to be left, by the new tenant
- Property will be thoroughly cleaned, including windows
- Should asbestos be present in the property, full details will be provided, including where present and measures to be taken if decorating etc plus dedicated Contractor contact details

Ideas and Designs

If a resident would like to make changes to the décor of their new home, or make improvements or alterations to fixtures and fittings, BCHA ask that they make contact with the proposal, to obtain written consent before proceeding. All reasonable requests will be considered, however it may be conditional - to leave the property as found, -when vacating.

BCHA trusts this information is useful, however if you have any further queries or questions, please do contact us on **01202 410500** or customerservices@bcha.org.uk or visit our **website www.bcha.org.uk**