



# Vico Homes

**Your New Home:**  
Our promise to you

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# What you can expect

When we let you a new home, this is what you can expect from us when you're given the keys:

- It will be safe and secure
- It will meet all required legal standards (see page 2)
- It will be cleaned to a satisfactory standard

## Inside your home

- We'll read the meters and provide you with the readings and the current energy supplier(s). If you're unhappy with the energy supplier(s), you'll be responsible for switching. We'll give you information to help you to do so.
- If the electric meter is faulty or in debt, we'll delay the tenancy start date to give you time to resolve it and advise you how to do this.
- Although gas meters aren't our responsibility, any gas meter will be free from faults or debts. For new build homes that haven't been let before, the gas supply won't be capped off. For all other homes, the gas meter will be capped off, and we'll offer a date when we can uncap the meter.

When the meter is uncapped, we'll do more safety checks and provide you with another landlord gas safety record. The tenancy start date won't be any sooner than the date we offer to uncap the gas.

- The water system will have been isolated and drained down for safety and compliance reasons. When you're living in your home, you'll need to turn the water back on, carefully following the steps outlined in the leaflet we'll provide.
- We'll have changed the locks from the previous tenant.
- Electrical, smoke and any carbon monoxide alarm, water, and gas safety checks will have been done to make sure they're in safe working order. You'll get a copy of the certificates and energy performance certificate. If your gas supply needs uncapping, you'll get another gas safety certificate once uncapped and tested again.
- There will be an electric cooker point or a gas cooker point.
- We'll provide plumbing for a washing machine except where there are communal facilities available. You'll be responsible for having any washing machine or dishwasher plumbed into the fittings.
- If a cooker, hob, cooker extractor, washing machine or dishwasher were fitted when first built, they'll have been disconnected and will be gifted to you. You'll be responsible for connecting or removing them and for all testing, safety, and repairs.



- We may be able to give you some financial assistance with white goods depending on the condition of your new home and your circumstances.
- Your home will meet the Government's Decent Homes Standard.  
More information can be found at [www.gov.uk](http://www.gov.uk)
- Your new home will be fit for human habitation which means that it is safe, healthy and free from things that could cause serious harm.  
More information can be found at [www.gov.uk](http://www.gov.uk)
- The kitchen will be functional and all units, worktop and flooring will be fit for purpose.
- Bathroom suites, walls and flooring will be fit for purpose and in good condition.
- Basins, sinks, baths, and heating and hot water appliances will be in good working order.
- Where practical, there will be a shower fitted either over the bath or as part of an adapted bathroom. There will also be a shower screen or a curtain and rail.
- Windows and external doors will be secure and open freely with glazing intact. If you live in an apartment above the ground floor and have children under 16, we'll visit your home after your tenancy starts to fit window locks or restrictors (if not already provided).
- All doors will open and close properly and external doors will lock. After your tenancy starts, you will be responsible for internal doors.
- All floors will be sound and free from major defects or hazards.
- We'll leave carpets down from previous tenants if they're in good condition (unless you ask us to remove them). They're gifted to you and become your responsibility. We may be able to provide you with some financial assistance with carpets depending on the condition of your new home and your circumstances.
- Skirting boards and architraves will be complete.
- Staircases and handrails will be safe and secure.
- The ceilings and walls will be free from major visible defects. Any minor defects or cracks would be your responsibility to fix. We don't provide decorated walls or ceilings as standard on all our homes. You may want to strip, paint or redecorate but we advise you to do this one room at a time. We may be able to provide you with some financial assistance with this depending on the condition of your new home and your circumstances.
- The home will be free from damp, mould and condensation and there will be no visible mould growth, ensuring a healthy and comfortable living environment.
- Air vents will be clear. This might be completed after your tenancy starts.
- The roof space will be free from items.



- Any mobility adaptations will be safe, for example additional handrails or a level access shower.
- If you need additional fire alert equipment due to being hard of hearing, we can arrange for an assessment for the possibility of fitting additional equipment.

## Outside your home

- The structural fabric of the home and attached canopies and / or outhouses, including pointing and rendering will be safe.
- The roof, gutters and drainpipes will be in good order. Some of this work may be done after your tenancy starts.
- Pathways and steps that provide main access to the front and back door of the home and any paved area provided at the point of tenancy will be safe.
- Any external handrails and steps will be safe.
- Any existing fences and gates at the front of the home will be safe and functional. However, we're only responsible for rear and boundary fencing where it directly leads to a hazard posing a direct risk to life.
- There won't be any rubbish left from the previous tenant and dustbins will be empty.
- Gardens and overgrown hedges will be cut back (although this work may be completed after you have moved in).
- Garages and outside store places already in place at the point of tenancy at individual homes will be safe, functional and repaired by us.
- Sheds and garden furniture won't be maintained by us and if they become unsafe and you choose not to repair them yourself, they'll be removed and won't be replaced.

## What to do if your new home doesn't meet this standard

- Contact our Customer Experience Team on 0345 8 507 507 and ask to speak to our Homesearch Team. They'll try and resolve your issues for you.
- If you're not satisfied with the outcome or solution offered, you can make a complaint. Complaints can be made on our website ([www.vicohomes.co.uk](http://www.vicohomes.co.uk)), by phone, email or through your 'My Account'.

## You will be responsible for



- Decoration of your home
- Dustbins and the removal of your household rubbish. Your local authority is responsible for the collection and recycling of your household waste. Check your council's website to find out when your rubbish will be collected.
- Replacement or extra key fobs for communal door entry systems.
- Driveways and shared driveways
- Damaged glazing
- Security chains, key safes and spy holes
- Internal timber, UPVC or tile windowsill (unless affected by rot or woodworm)
- Internal doors and associated ironmongery (unless affected by rot or woodworm)
- Provision of additional door locks
- New or replacement keys
- Clearing blocked gulleys and grids
- Work carried out to gardens and flooded gardens (unless caused by an underground leak)
- Dividing and rear fencing and gates (unless it leads directly to a hazard that poses direct risk to life)
- Washing lines and posts (except in communal areas or part of an Independent Living Scheme)
- Replacement or repairs to sheds
- Minor repairs to plasterwork for example small holes and cracks (less than 5 mm)
- Skirting boards, picture rails and battens (unless affected by rot or woodworm)
- Vinyl fitted by us as part of the improvement work
- Bath panels (unless damaged by us while carrying out a repair - replacement may not match existing suite)
- Cooker ovens, hobs and cooker extractor fans (these are disclaimed at point of tenancy)
- Carpets left by former tenants that you've agreed can stay
- Plugs on your appliances
- Sink units and hand basins where damage isn't fair wear and tear during your tenancy
- Toilet seats (we'll supply one on start of tenancy only)
- Sink and bath plugs and chains



- Supply of gas and gas meters
- Lightbulbs
- For more information, please see our Repair and Maintenance Guide for Customers on [www.vicohomes.co.uk](http://www.vicohomes.co.uk)

## What we expect of you

- Pay your rent and charges
- Keep your home and garden clean and tidy
- Don't cause or allow nuisance or anti-social behaviour
- Don't cause any damage to your home
- Get permission before making any alterations or improvements
- Don't use or keep illegal drugs at your home
- Don't keep bottled gas or paraffin in buildings more than two storeys high
- Don't use barbecues, portable gas cookers, or patio heaters inside your home
- Don't block any communal area or hallway
- Don't leave any items in communal areas
- Don't keep or have any pets in your home that aren't allowed (see your tenancy agreement for further details)
- Allow us reasonable access to your home

