



Monmouthshire Housing  
Tai Sir Fynwy



*"Providing high quality homes & services that put people first"*

Void Standards:

# Moving In

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**MHA's Mission Statement**

“To provide **high quality homes & services** that put **people first**”



Monmouthshire Housing  
Tai Sir Fynwy

## Introduction

This leaflet clearly sets out the standards that people moving into a Monmouthshire Housing Association home can expect.

Please contact the **Corporate Services Team** on **01495 761104**, if you require this document in PDF, large-print, Welsh or any other language, braille or audio format.

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# Void Standards



# Your New Home

MHA will ensure your new home is welcoming and to a good standard before you move in.

- Your property will be a good decorative standard
- All kitchen units and your bathroom will be in a good state of repair
- We will replace blown double glazing units
- If you are moving into a flat we will make sure your property is either carpeted or has laminate flooring throughout
- A full electric test will be carried out, ensuring your electrics are safe
- A landlord gas test will be carried out once you've moved in
- All void standard repairs to the property will be completed before you move in
- Sub standard alterations or fittings carried out by the previous tenant will be removed
- Locks on external doors to your home will have been changed
- You will be informed at your tenancy sign-up of any items or works that MHA has on order, and that will be fitted or completed after your move-in date, e.g. specialist windows, doors, and adaptations
- The MHA 'void standard' applies to MHA homes that have been previously let to another tenant, and not to our new-build properties; for example not all of our new-build homes are supplied with flooring throughout the property. Please ask your New Homes officer for more information about this before you move in
- Minor marks to surfaces will not result in renewal e.g. scratches on kitchen worktops

# Cleanliness

All homes will have been cleaned to MHA standard of hygiene and cleanliness. You should find the property smelling fresh, the floors clean and the property free from cobwebs or deposits of dust and grease. **What you can expect:**

### General

- All strip lights, lamp holders and switches will be clean
- All corners, reveals and other areas including cupboards will have been checked for dust and swept clean
- Fitted shelves and rails in cupboards and wardrobes will be in good condition
- All wood, metal, window and door frames, doors, skirting and handrails will be clean
- All windows, window seals and rubbers will be free from mould or other deposits
- You are responsible for keeping your garden tidy and clear of rubbish and for maintaining grass, hedges and trees within the boundary of your home. Please consider the upkeep that will be required before you plant hedges and trees. If you succeed or exchange into your tenancy you are responsible for the management of the trees and can be re-charged for the cost of doing so if MHA is required to make good your garden, during or after your tenancy ends

## Floors

- All floors will have been swept and carpet backing removed. They will have been washed and mop dried if necessary
- Where dirt or grease is evident on floors they will have been scrubbed using a de-greasing solution, paying particular attention to kitchen floors and corners
- Damaged floor tiles will be replaced to match existing as closely as possible
- Laminate flooring in upper floor flats will have been removed. In other properties this may have been removed at the discretion of the Maintenance Officer upon inspection
- Carpets/flooring will be provided in all flats

## Kitchens

- All kitchen work surfaces, cabinet doors, internal areas of cabinets, units and drawers will have been washed or wiped clean

- Sinks and drainers will be in good condition and clean
- Taps and waste fittings will be in good working order
- Disinfectant will have been poured into waste via the plug prior to re-let
- Cooker spaces will have been washed and will be free of grease
- Damaged wall tiles will be made good and ceramic tiles will have been cleaned
- Damaged worktops, unit doors and drawers will be repaired or replaced to match the existing units as closely as possible
- Edge strips to worktops will be intact
- Washing machine connections will be fitted except where communal laundry facilities are available

## Bathrooms

- New toilet seats, shower curtains and shower heads will be provided or cleaned to MHA standard of hygiene



# Safety & Security

- All gas and electrical installations or fittings will be tested for safe operation and left in good working order. A heating engineer will give advice to the new tenant on the operation of the system when the safety check has been carried out
- We will take meter readings when the property is empty and advise new tenants to take their own readings when their tenancy starts
- MHA will switch electricity and gas supplier to our preferred utility company before you move in. You can either stay with this supplier or arrange to switch to another supplier after you sign for your tenancy. Please ensure you contact Welsh Water, to set up your account with them
- Floor boards, stair treads, rails, banisters and risers will be checked for safety
- Windows and ventilation units will be checked and left in good working order
- Any damage to glazing will be attended to and damaged external doors will be repaired or replaced
- Door furniture and locks will be changed where necessary. Window locks will have been checked for correct operation
- Your front doors and back door (if you have one) will have had a lock change
- Safety chains and door viewers will be provided where new doors are fitted
- Roof spaces will be clear and existing fire breaks intact
- Adequate lighting will be provided in internal communal areas
- Any polystyrene ceiling tiles will have been removed and the ceiling made good

- Oil heating: If your property has an oil heating system you must arrange your own oil delivery after you sign your contract. If any oil is left in the tank from the previous tenant, then MHA will gift this to you at your contract start. If you would like instructions on using your oil system please contact the MHA customer service team, to request a visit by one of our operatives after you move in, to show you how to use it (N.B. you must have oil in your tank for this instructional visit).

# Exterior Work

- Access to paths, steps and handrails will have been checked for safety and will be repaired if necessary
- Gates and fences will be repaired/replaced as necessary
- Roofs will have been inspected for loose or broken tiles/slates
- Structure of external walls, outhouses, canopies will be safe

**N.B. -** The exterior grounds of Sheltered housing, and other homes with communal gardens, are for the shared use of all residents. Boundaries must not be altered to try to make any part of the communal garden for your exclusive use.

# Void Standards



# What MHA Expects

## Alterations

If you propose to make any alterations to the structure or fittings of your home you must request and receive written permission from MHA before proceeding. This includes external works to your garden and any outbuildings.

- Please keep the written authorisation in a safe place. You may be asked by MHA to produce it at any time
- These include arranging the work to be undertaken by a qualified tradesmen, providing documentation to this effect and agreeing a date for inspection after the work has been completed
- If, upon inspection, any alterations are of an unacceptable or unsafe standard, you may be required to remove these at your own expense. Should you fail to do this the Association will carry out the work and charge the cost to you
- If you have mutually exchanged into a property you will have accepted responsibility for all alterations carried out by the previous tenant
- Should you undertake alterations without our written approval that are assessed by us as being inappropriate or sub standard, you will be recharged

## Void Standards

- You can decorate your walls and ceilings in your home, but please be advised that MHA will expect these surfaces to be returned to us in a light and neutral colour (e.g. white or magnolia) and acceptable condition at the end of the contract. You will be re-charged if you do not do so.
- You should not paint any fixtures or fittings (e.g. kitchen units) without our consent, & you will be expected to return any fixtures or fitting that you do paint to their original condition/status, or be subject to a recharge.
- If you mutually exchanged into your home & the previous occupier has painted/ decorated the property that you exchange into, please be advised that you take on the responsibility for reinstating these neutral and acceptable decoration standards to the walls, ceilings, fixtures & fittings at the end of your MHA contract.

# How to Contact us

## General

If you have a housing-related query regarding your home or tenancy (including your rent), or would like to report problems with anti-social behaviour or a neighbourhood issue, please call the Head Office at Mamhilad on: **0345 677 2277** (local call rate).

## Freephone Repairs Hotline (Inc. emergency out of hours)

To report a repair or to contact us in an emergency when our offices are closed, please call our Freephone Repairs Hotline number on **0800 980 7751** or **01495 761143** (from a mobile)\*

*\*Calls to our 0800 number may cost you more than the 01495 numbers if you are calling from a mobile phone.*

## Live Chat

Click the link on our website to talk to a member of our Customer Service Team.

## Email

You can also contact us via email: **customerservices@monmouthshirehousing.co.uk** We aim to respond to emails within 3 working days.

## Website

You can also contact us and find out the latest news and information about Monmouthshire Housing by visiting our website at: **www.monmouthshirehousing.co.uk**

## Facebook\*\*

**www.facebook.com/Monmouthshire.Housing**

## Twitter\*\*

**www.twitter.com/mon\_housing**

*\*\*Social media accounts are not monitored 24 hours a day. To report repairs please use our hotline number **0800 980 7751**.*

# Useful Contacts

MHA's Main Office:	<b>0345 677 2277</b>
MHA's Rent Line:	<b>0800 085 3557</b>
Repairs Helpline:	<b>0800 980 7751</b>
TV Licence:	<b>0300 790 6131</b>
Council Tax:	<b>01633 644630</b>
Homemakers:	<b>01873 857 618</b>

## Utility Companies

Welsh Water:	<b>0800 052 0145</b>
SSE/Swalec:	<b>0345 071 3994</b>
British Gas Emergency:	<b>0800 111 999</b>

## Useful Websites

Our Website: **[www.monmouthshirehousing.co.uk](http://www.monmouthshirehousing.co.uk)**

MCC's Website: **[www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk)**

TV Licensing: **[www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)**

You will be given an MHA tenancy handbook when you sign your tenancy agreement. Your handbook includes comprehensive housing and contact information.

You can find an electronic copy of our handbook, and more information about your new tenancy, at our website here:

**[www.monmouthshirehousing.co.uk/i-am-a-new-starter-tenant](http://www.monmouthshirehousing.co.uk/i-am-a-new-starter-tenant)**

# Monmouthshire Housing Association

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**0345 677 2277**



**customerservices@monmouthshirehousing.co.uk**



**www.monmouthshirehousing.co.uk**



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