

Moving Home

A guide to the lettable
standard for your home



ASTER
GROUP

We've created this handy guide to let you know what you can expect from your home when you move in.

Overall checks

There are a few things we'll do before your home is ready to move into, we will:

- Change the front door locks (not where there are suited locks)
- Provide keys / fobs for communal areas and post boxes, where needed
- Take meter readings and record the reading
- Clean throughout and remove all rubbish.

Safety checks

Your safety is our priority, so before you move in, we will check the:

- Electrics and gas supply
- Electrical installations, switches, light fittings and sockets are undamaged
- Heating and hot water where gas central heating and fires are used
- Solid fuel boiler, air source heat pump or ground source if applicable
- Water system
- Smoke and heat detectors. New batteries will be put in battery operated detectors. There will be at least one smoke or heat detector per floor
- Carbon monoxide detectors
- Staircases are well lit and secure
- Immersion heaters and thermostats
- Aids and adaptations where applicable.



We'll provide copies of all safety certificates including the Energy Performance Certificate (EPC) and instruction manuals where needed. We'll also be happy to provide demonstrations about how to use your heating system.

If there is any known asbestos in the home, we'll give appropriate advice and we'll make sure that any hazards in the home are removed or made safe.

Outside your home

All gardens will be free of hazards and brought to a manageable condition, this will include:

- Safe pathways and clear access
- Boundaries will be clearly defined
- Grass, shrubs and bushes trimmed back
- Guttering will be cleared
- Greenhouses will be removed
- All external gates will be in good working order
- Trees within the boundary of the property will be inspected to inform any necessary works or tree removal
- Sheds and conservatories will be removed if they're in a poor or unsafe condition. If left, we'll need to agree with you that it'll become your responsibility moving forward
- Ponds will be drained and filled with hardcore, turf or paved
- Badly cracked render will be cut out and replaced
- Retaining walls will be safe and secure.



Security

We'll carry out work to make sure your home is safe and secure, which includes:

- The inside of all windows and doors will be fully serviced, safe and secure
- Windows on the first floor and above will be fitted with restrictors
- Lock keys will be provided for windows
- Glazing below 800mm above ground floor will be fitted with safety glass or safety film
- A minimum of two door keys will be provided for each home.

We understand that in some circumstances there may be a need to provide additional security for families fleeing abuse such as security lighting, a spy hole in the front door and door chains. We'll make sure this is carried out where needed.

In the roof or loft space

- The roof will be weather tight and free from rot and damp
- Loft will be cleared and checked for signs of vermin, bats and birds
- Loft spaces will be insulated – please keep all lofts free of belongings once you move in, access will be for maintenance only
- Loft hatches will be in place and in full working order.



Interior walls and ceilings

We'll make sure your home's structure is sound, and all walls and ceilings will be safe and free from significant cracks and ready for decoration.

- All walls, skirting board and sockets will be cleaned and free from dirt and dust
- The home will be free from damp, mould and rot
- We will make sure that extractor fans in the kitchen and bathroom work, are clean and dust free
- Any internal mould will be treated with our standard mould eradication system.

If a home has nicotine staining, it'll be sealed ready to be decorated. In extreme cases light switches, sockets, air vents and any other electrical furniture will be replaced if it's needed.



Bathroom

- All bathrooms will have fully functional toilets, sinks and either a shower tray or a bath with plugs and chains fitted
- Tiles for splash backs will be to a minimum height of two tiles, although tiles will not necessarily be matching
- All bathrooms and fittings will be clean and free from dust and significant lime-scale
- All plumbing and electrical services will be in good working order
- We'll replace the toilet seat.

Kitchen

Your kitchen can become one of the most important rooms in a home, and before you move in, we'll make sure yours meets all safety requirements. We'll also ensure:

- There will be a minimum of 620mm space to fit a cooker, and two 300mm worktops either side of the cooker space
- All cupboards, drawers and taps will be working, and worktops will be in a good condition
- Tiles for splash backs will be at least two tiles high although tiles will not necessarily be matching
- There will be standard spaces for appliances with plumbing for washing machine and an electric or gas point for a cooker. This will be subject to the kitchen design and the supply to the property
- Your kitchen cupboards will be empty, clean, and free from grease, dust or stains.



Flooring

- When you move in your floors will be swept, clean and free from trip hazards
- Most of our homes don't have carpets, however if there is carpet in good condition, and there haven't been any pets previously, we'll leave the carpet down. You can maintain or replace the carpet as you choose to in the future
- Your kitchen and bathroom will have non-slip vinyl.

Decoration

- If the home needs to be decorated, you'll be offered a paint pack or voucher to buy paint and decorate once you've moved in
- We may carry out decoration in certain circumstances.



If anything is **broken** or **damaged**
please report this to the **Contact Centre** on:

📞 **0333 400 8222**

or you can report repairs on **MyAster** via www.aster.co.uk/myaster.

You can find more information
for **lettable homes** on our website.

✉️ contactcentre@aster.co.uk

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www.aster.co.uk

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