

Let's talk about...

Your New Home Standard

We ensure that all properties for re-letting have been subject to our standard checks for cleanliness and condition, for the integrity of all services including gas, electricity and water supply and for the proper operation of appliances for the use of water and heating





Chester & District Housing Trust (CDHT) will ensure that all properties for re-letting have been subject to our standard checks for cleanliness and condition, for the integrity of all services including gas, electricity and water supply and for the proper operation of appliances for the use of water and heating.

If the property requires major or essential works, this work will be completed and quality checked before

a new customer moves in. However, if only minor works are required they will be completed within 28 days of the start of the tenancy via fixed date appointments that suit your convenience.

Quality standards

The following standards have been agreed as the minimum quality to provide the highest level of satisfaction for our customers when they move into their new home.

Internal

- All windows and doors must be able to open and close freely (with two keys supplied on lockable doors or windows)
- Kitchens must be in a good condition with all doors and drawers working effectively
- Baths, hand washbasins and toilets must be in a good condition

- Floors and stairs must be repaired or replaced if damaged
- Defective plasterwork must be repaired
- Broken windows must be re-glazed
- Guttering, downspouts, waste pipes and grid covers must be intact and free of blockages
- Some defects such as loose steps or uneven flags must be repaired for

External

- Walls and the roof must be free of defects that could cause dampness



- health and safety reasons
- Fencing will be replaced or made good to the front and rear of a property although when large renewals of fencing are required this will be done as part of an environmental scheme. This may take place after a new customer has moved in



Heating and electricity standards

The following essential health and safety checks will be undertaken:

- The heating system will be commissioned and certificate of safety provided to the new tenant
- The electrical points will have been checked and a certificate of safety provided

Cleansing standards

The property will have:

- All rubbish removed from in and around the property including any bin storage areas
- Floors swept and cleaned
- Carpets and curtains removed unless an agreement has been made to retain them for the new tenant
- Sinks, cupboards and worktops thoroughly cleaned and washed down
- Any graffiti removed
- All sanitary ware disinfected and cleaned
- Windows including frames and cills cleaned (internally only)



Garden

Where the property has a garden it will have been cleared of rubble and rubbish and overgrown grass will be cut before a new tenant moves in.

Decoration

You may be offered an allowance towards decorating. This is a

contribution towards the cost of decorating and is not intended to cover all the costs involved. The allowance is valid for three months from sign-up and can be used at several local suppliers.

It is the tenant's responsibility to arrange installation of a suitable cooking supply and the provision of any missing utility meters such as gas or water.





If you want to know more,
please contact us:

Online: 

Web: www.cdht.org
Email: info@cdht.org

By phone: 

Freephone: 0808 100 7701
Monday to Thursday
8.00am - 6.00pm
Friday 8.00am - 5.00pm
Fax: 01244 305690
Minicom: 01244 305500
Text: 07800 000 177



By visiting us at:

Registered Office
Centurion House
77 Northgate Street
Chester, CH1 2HQ
Monday to Friday
9.00am - 4.45pm

**Neighbourhood Office,
Lache**
89a Cliveden Road
Lache, CH4 8DT
Mon, Tues, Thurs & Fri
9.00am - 12.00pm

**Neighbourhood Office,
Blacon**
17-18 The Parade,
Blacon, CH1 5HW
Monday to Friday
1.30pm - 4.30pm

Resident Involvement

We know it makes sense to involve our residents to help improve housing services. Here at the Trust we take every opportunity to give residents **a say!** Interested?

Find out how your views can make a change to the way we do things by contacting the Resident Involvement Team on Freephone 0808 100 7701.

Also Available in:

الترجمة متاحة 可获得翻译版本。 dysponujemy tłumaczeniem dokumentu 備有譯本

অনুবাদ পাওয়া যাবে अनुवाद उपलब्ध ترجمہ مہیا کیا جا سکتا ہے Cyfieithiad ar gael