



SCOTTISH BORDERS
HOUSING ASSOCIATION



Welcome to your new home!

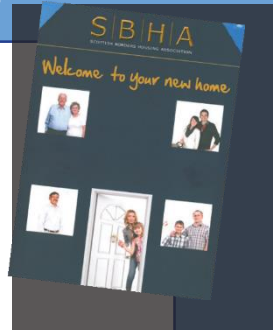
Created by Tenants for Tenants, SBHA is an independent Housing Association servicing the Scottish Borders by providing quality affordable homes and communities that are great places to live.

What we expect from you:

As a new Tenant, you are expected to:

- Keep your property clean.
- Keep rooms aired and well ventilated.
- Report repairs to us, as and when they arise.
- Ensure grass and hedges are cut and rubbish is cleared from your garden.
- If you live in a flat, you should make sure that communal areas are kept free of items or rubbish.

We want to make sure that when you end your tenancy, the property is returned to us in a 'lettable' condition for the next Tenant.



Lettable Standard



Our Standard, developed in partnership with our Tenants, describes the minimum standard you, as the new Tenant, can expect when moving into a Scottish Borders Housing Association (SBHA) home.

The work to meet this standard should be completed before you move in.

If you have any questions about repairs, please contact SBHA on 0800 0193 222. Please note, out of hours calls are for Emergencies only.

As a new Tenant, we hope you are happy with your new home and the service that you have received.

Scottish Borders Housing Association,
South Bridge House, Whinfield Road, Selkirk, TD7 5DT

Occasionally we may have to organise some works to be done after you have moved in; if this is the case, we will tell you about them when you sign for your home.



Clear:

We clear our empty properties, and usually remove any items, fixtures and fittings left by the previous Tenant. Where these items are in good condition, these may be gifted to the new Tenant at SBHA's discretion. This means that you take on responsibility for any repair or replacement of that item. Where appropriate we may recycle items that are left in properties that are not gifted to incoming tenants.

Decoration:

Walls will be free from damp, mould, or major defects. We will remove or paint over any graffiti, and will strip badly peeling wallpaper, leaving the surface ready to redecorate.

Interior decoration is your responsibility. If we think some walls require redecoration, we will give you materials (paint) and equipment (paintbrushes/paint tray) to enable you to redecorate your property. You will be able to choose paint colours.

Amenity housing will be decorated if we consider it is required.

SBHA is not responsible for decoration, carpets, floor coverings, appliances, furniture, curtains, or blinds.

Floors:

Floors will be free from major faults. We will not provide floor coverings but may leave those of the previous Tenant if in reasonably good condition. Floor coverings left are your responsibility.

Heating and Electricity:

Heating systems will be tested in line with current safety regulations and safety certificates provided to you where applicable.

Sockets, switches, and electrical fittings are tested and will be safe to use. The location of meters and isolation valves will be provided. You will be given a current energy performance certificate.

It is your responsibility to arrange for the connection and maintenance of your appliances by a suitably qualified person and provide the relevant safety certificate.



Outside:

The property will be wind and watertight, safe, and secure. Sheds and outbuildings will be emptied. Pathways will be free from hazards. Gardens will be tidy, free from rubbish and in a manageable condition at date of entry.

Ongoing maintenance of gardens, sheds and outbuildings will be your responsibility.

Kitchens and Bathrooms:

Kitchen units and worktops will be secure and in working order.

Bathroom sanitary wear will be secure, clean, and free from chips or cracks. The toilet seat will be replaced.

Safe and Secure:

All properties meet current building regulations will have had health and safety repairs carried out before you move in. There will be working linked smoke detectors. Carbon monoxide detectors will be fitted in properties with gas or solid fuel heating.

Doors and Windows:

All doors and windows will be secure and in working order. External doors will have replacement locks. Two sets of door entry keys or fobs will be supplied.

Clean:

We clean our empty properties where needed. Kitchen and bathroom fixtures and fittings are cleaned. Floors are swept. Tiled or washable floors mopped.

Asbestos:

Every reasonable effort will be made to remove asbestos, but if that is not possible, we will tell you where it is and how you should manage it safely.