



Home Return Standard



Introduction

Whether you are just moving into a new Red Kite home or you are an existing tenant, this standard sets out the condition your home should be in when you move in and how we expect you to leave it if you move out. This is because you have signed up to certain tenancy conditions that determine the condition of the property when you decide to leave your current home. Our aim is that you do not have to be charged for any works that we need to carry out.

If you are moving out, we hope you have enjoyed living in your Red Kite home and that you are happy in your new place.

Before you go, we need you to do a few things to ensure you've met your tenancy obligations, and that the new tenants moving into the home are as comfortable as they can be. We don't want you to be charged for any additional work we have to do to bring your home back to the standard we expect to find it in.



In line with your tenancy agreement and following our values of partnership, respect and pride, we ask and expect you to:

Partnership

- Keep your home in good condition
- Leave your home in the same condition you received it when taking up your tenancy
- Remove all your possessions and any own fixtures and fittings unless formally agreed with us
- Have no outstanding bills when you leave.

Respect

- Respect your neighbours
- Help us make sure that the time it takes to re-let your home when you leave is as short as possible. Not only is this more convenient for you, but it will help us to keep our promises to new tenants and reduce the cost of bringing the home up to our lettable standard. Money saved can be re-invested straight into benefiting all tenants, for example in improvements and the quality of fittings.

Pride

- Take pride in your home and local area. This helps us to:
 - work with you and your neighbours to improve local communities
 - maximise the amount of money that we can invest in your home in the future
 - work to the highest standards and deliver excellent services and pride in all we do.

How to leave your home

We don't want to spend money on clearing up and fixing damage which is your responsibility under the tenancy agreement, because it means we have less to spend on improving homes for our tenants.

It's simple really - just use this as a guide for how we expect you to leave your home. Unless formally agreed with us, please make sure you:

1. Remove all your personal possessions
2. Remove anything you have built or installed yourself that may be considered of poor quality or a potential health and safety problem; eg adhoc kitchen and/or bathroom improvements, built-in storage, garages and/or sheds, extensions to your home (such as a conservatory or canopy), external patio/decking, external walls and steps, garden features, etc
3. Repair any damage caused to your home
4. Leave your home clear of any rubbish and clutter
5. Reinstall any of our fixed furniture and fittings that you may have removed and replaced with lower quality items; eg kitchen and bathroom fittings, light and power fittings, outside fences, handrails, etc
6. Thoroughly clean all areas including; inside cupboards, surfaces of walls, floors, ceilings, windows and doors; and fixed furniture and fittings (such as kitchens, bathrooms, electrical items, radiators), etc.

If we have to carry out any repairs, replacements or alterations due to damage or neglect, you will be recharged for this.

Loft areas

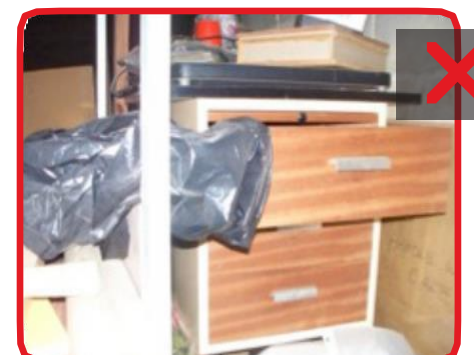
Please leave your area thoroughly clean, empty and in good condition

- For tenants leaving their home, remove everything that has been placed there during the time you have lived in your home
- For new tenants only:
 - if you find that the loft has not been cleared by us when you move in, please let us know straight away and we will arrange for the items to be taken away
 - if there is little or no loft insulation when you move in, please let us know straight away and we will arrange for it to be fully insulated
- The loft must be left completely empty, with just the insulation, roof timbers and the water tanks visible - this must be done safely, taking care to avoid stepping directly onto the insulation or the ceiling.

This is what we expect



This is not acceptable



Lounge and/or dining area

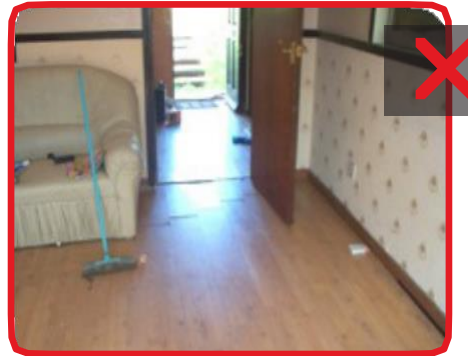
Please leave these areas thoroughly clean, empty and in good condition

- Remove all personal possessions: eg furniture, household tools, toys, games, books and magazines, etc
- Remove all changes and additions made to the room(s) since you moved in: eg laminate flooring, carpets, doors, electrical and light fittings, fireplaces, applied ceiling tiles, etc
- You can leave changes and additions where these have specifically been agreed with us but you must have written permission
- Reinstate and repair all our fixtures and fittings, where required, such as internal and external doors, electrical fittings, etc, using competent qualified persons and providing certification where necessary.

This is what we expect



This is not acceptable



Kitchen, bathroom and toilet

Please leave these areas thoroughly clean, empty and in good condition

- Remove all personal electrical/gas equipment: cooker, fridge, tumble dryer, microwave, kettle, kitchen utensils, food and liquids, etc and turn off all gas, water and electricity supplies
- Remove all changes and additions made to the room(s) since you moved in: eg sheet flooring, carpets, doors, electrical fittings, kitchen units, bathroom fittings, etc, using competent qualified persons and providing certification where necessary
- You can leave changes and additions where these have specifically been agreed with us but you must have written permission. (You may be entitled to compensation for leaving your kitchen and/or bathroom fittings – please ask us)
- Reinstate and repair all our fixtures and fittings where required.

This is what we expect



This is not acceptable



Hall, stairs and landing - circulation areas

Please leave these areas thoroughly clean, empty and in good condition

- Remove all personal possessions: eg furniture, household tools, toys, games, books and magazines, etc
- Remove all changes and additions made to the room(s) since you moved in: eg laminate flooring, carpets, doors, electrical and light fittings, etc, using competent qualified persons and providing certification where necessary
- You can leave changes and additions where these have specifically been agreed with us but you must have written permission
- Reinststate and repair all our fixtures and fittings where required, such as missing banisters and balustrades, newel posts, handrails, doors, etc.

This is what we expect



This is not acceptable



Storage areas (eg internal cupboards, external sheds, attached and detached garages - including those rented on other locations if applicable)

Please leave these areas thoroughly clean, empty and in good condition

- Remove all personal possessions: eg furniture, household tools and equipment, sports equipment, cycles, toys, games, books and magazines, etc
- Garages and external sheds: please also remove all larger personal items such as electrical goods, vehicle accessories and parts, motorcycles and cars.

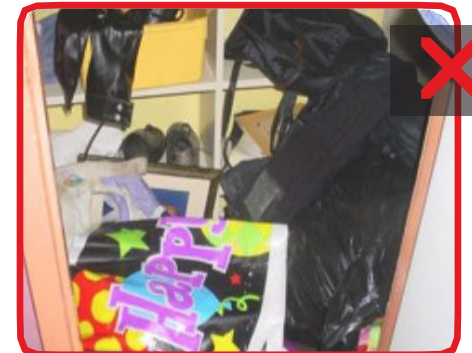
Water and electrical services

- External water or electrical services must be removed if installed by you and reinstated to the original, using competent persons and certification if necessary.

This is what we expect



This is not acceptable



Bedrooms

Please leave these areas thoroughly clean, empty and in good condition

- Remove personal possessions: eg bedroom furniture (beds and mattresses, wardrobes and other storage units), household tools, toys, games, books and magazines, electrical goods, sports equipment, etc.
- Remove all changes and additions made to the room(s) since you moved in: e.g. fitted cupboards, laminate flooring and carpets, electrical and light fittings, applied ceiling tiles, using competent qualified persons and providing certification where necessary
- You can leave changes and additions where these have specifically been agreed with us but you must have written permission.

This is what we expect



External areas (e.g. front and back gardens and any land attached to the tenancy)

Please leave these areas thoroughly clean, empty and in good condition

- Remove all personal possessions: eg furniture, household tools and equipment, sports equipment, cycles, toys, games, books etc
- Please remove all larger items such as electrical goods, vehicle accessories and parts, motorcycles, cars, trailers, boats and caravans
- Remove all changes and additions e.g. landscaping, ponds, sheds, garages, brick walls, etc.
- Cut back all bushes and make sure that the grass is cut.

You can leave changes and additions where these have specifically been agreed with us but you must have written permission.

Water and electrical services

- External water or electrical services must be removed if installed by you and reinstated to the original, using competent persons and certification if necessary.

This is what we expect



Visits: making sure everything is ok with your home

To check you are happy with your home, our staff will visit you on a few occasions – this might be during a scheduled appointment or drop-in visit but will happen:

1. If you have a starter tenancy, you will be visited after six weeks and six months to review how you are managing your tenancy which includes your rent account, the condition of your home and dealing with any issues. We'll also check that you fully understand how to use the systems installed in your home; eg heating, door entry, location of stop cocks and isolating switches, warden call system, etc
2. Otherwise, we will visit within the first three months of you taking up your tenancy – to make sure you have all the support and assistance you need to understand your responsibilities as a tenant and our responsibilities to you. We'll also check that you fully understand how to use the systems installed in your home; e.g. heating, door entry, location of stop cocks and isolating switches, warden call system, etc.
3. (Existing and assured tenancies) We will visit every two years to see how you are doing and if you need support
4. Our home auditors will visit at least every two years
5. If you want to transfer, exchange or vacate your home, you can do this by contacting us in writing. Once we receive your letter or email, we will arrange a visit to carry out an inspection and discuss with you how we expect you to leave your home. If you fail to reinstate your home as we have asked you, it may result in your move being delayed or cancelled.

6. As soon as your home is vacated, we will carry out a full inspection to:
 - Assess the condition internally and externally of all the land and buildings that you have rented from us, e.g. the dwelling, any associated land/garden, external sheds and garage(s) at the home or at a separate garage site
 - Record any work that is needed which was your responsibility and for which we will recharge you as outlined at the pre-vacation inspection and in your Tenant Information Pack.

If you do decide to leave your home, please make sure you read this guide carefully and follow the guidance. We don't want you to be charged for anything that can be easily sorted yourself and we're here to help make sure that doesn't happen.

Our aim is to make sure you enjoy your new home and set out how we will manage your tenancy.



Typical costs for clearing items left by tenants

Item	Single item price to replace
Removal and clearance	
Computer Screen	£22
Television Screen	£22
Domestic Fridge	£36
Gas Cylinder	£51
Paint Tin	£5
Fluorescent Tubes	£1
Car Tyre	£6
Van Tyre	£14
Lorry Tyre	£36
Car Batteries	£36
Microwaves	£26
Cookers	£21
Clearance of general rubbish - large	£274
Clearance of general rubbish - medium	£269
Clearance of general rubbish - small	£259
Clearance of sheds	£78
Clearance of garages	£83
Removal of vehicles: motorcycles, cars, caravans	£259
Typical replacement costs	
Replace kitchen sink top, or	£300
Kitchen sink unit and top	£512
WC	£169
WC and cistern	£325
Standard internal door	£129
Complete decoration of a large room; eg lounge	£522
Complete decoration of a medium room; eg bedroom, dining	£433
Complete decoration of a small room; eg bathroom	£243

Other useful documents

1. Recharge Policy
2. Recharge Procedure
3. Lettable Standard
4. Starter/Assured Tenancy Agreement
5. Tenant Information Pack which contains important information about your tenancy, the repairs service and getting involved.

If you require this document in another format, for example Braille, large type or audio tape/CD please call the number below.

If English is not your first language, we can offer an interpreter to explain this information to you.

اگر انگلش آپ کی مادری زبان نہیں ہے تو ہم ان معلومات کی وضاحت کیلئے ایک مترجم کا بندوبست کر سکتے ہیں
Urdu

Dla osób nie władających językiem angielskim możliwe będzie zorganizowanie tłumacza celem wyjaśnienia tych informacji.

Polish

 **01494 476100**

If you would like this information in another format, please call us on 01494 476100.