



# property standard



Every Manor Estates Property has been let to you as:

- ◆ **Clean**
- ◆ **Safe**
- ◆ **Secure**
- ◆ **Your new home**

## CLEAN



- ◆ free from refuse/items/contractors debris, including garden and bin store
- ◆ all floors swept clean
- ◆ any floor covering left by previous tenant will be free from loose dirt
- ◆ sinks, baths, showers, toilets all clean, hygienic and free from significant staining

## SAFE

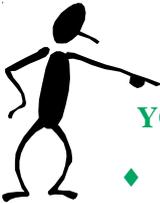


- ◆ electrical systems checked and certified
- ◆ heating system checked and certified.
- ◆ provided with instructions for safe operation of heating and hot water systems.
- ◆ provided with battery powered or mains powered smoke detector and a Carbon Monoxide detector where there is a gas supply.
- ◆ clear labelling to mains water and mains gas stop cocks
- ◆ floor boards, steps, treads and risers level and free from trip hazards.
- ◆ banisters and handrails fixed secure

## SECURE



- ◆ all glass panes complete and crack free
- ◆ all windows, doors and gates operational including ironmongery
- ◆ one lock on each of the property's ground floor entrance doors (or main entrance door of upper flats) will have been renewed (excluding Sheltered Housing)
- ◆ provided with 2 sets of house keys together with a key for common stair, back door, bin / pram store, car park, common landscaped area, meter cupboard and window locks
- ◆ meters read and recorded at void inspection.



## YOUR NEW HOME

- ◆ connection available on occupation to electricity supply and gas supply where gas heating or fire facilities are provided
- ◆ heating system operational on occupation
- ◆ good decorative order/re-decoration vouchers made available
- ◆ installation for supply of hot water in kitchen and bathroom, taps free to turn and all water running clear
- ◆ connection available for electric or gas cooker
- ◆ grass cut within 4 weeks of re-let if garden areas overgrown.

## When signing up your new tenancy you will be notified:



- ◆ of any additional repair or refurbishments works identified and a timescale for expected completion.
- ◆ of any proposals for future contract work which may affect the property.

Do you need information provided in a different language or format? If so, we can now arrange this for you. We are members of a service called Language Line which means we can quickly get information translated into most languages. We can also provide an interpretation service in our office or in your home.

We can also provide information in Braille or on tape or CD through a service run by the Royal National Institute for the Blind (RNIB).

If you, or anyone you know, would benefit from these services please let us know .

### **Manor Estates Housing Association**

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