



The Standard of Your New Home: Connect Commitments

We will make sure that your new home is safe to live in.

We will make sure that your new home is in a good condition so that it is ready for you to move into.

How will Connect do this?

Before you move into your new home, the following health and safety work will have been done:

- Gas capped off (You will need to contact Connect's heating engineers before you move in to arrange for the gas supply to be reconnected on the day you move in. The engineers will also check that all the gas appliances work correctly and will give you a gas safety certificate)
- Electrical systems checked
- Asbestos survey (on all properties built before 1998) carried out
- Smoke alarms fitted and tested in the most appropriate manner
- Inside floors and ceilings checked and repaired, outside paving levelled and roof checked.

When you move in, your home will be as secure as possible because:

- All external door locks will have been changed.
- All ground floor windows will have a locking window handle.

The inside of your home will be cleared and cleaned. Outside areas will be tidied (Please note, sometimes we will only clear the garden shortly before or after you move in).

Before you move in, Connect staff will inspect the work that the contractors have done, using a very detailed checklist. The home will not be rented to you until it has received a "pass".

Almost all repairs should get completed before you move in – we will tell you about any repairs that we know still need to be done and let you know when we will do them (If they don't get done or if you find some more, please phone the repairs hotline immediately).

After you have moved in, we will send you a satisfaction survey so that you can comment on what you thought of the standard of your new home.

How will you know if Connect keeps these standards?

Obviously, for a new home that *you* have just moved into, you will know – please let *us* know by filling in the satisfaction survey form.

All standards that are marked with a  are measured and monitored. We will report performance against this standard every year to tenants. In addition, a tenants group will look at the results in much more detail.

If these standards are not met, you can:

- Let us know so we can put it right as soon as possible.
- Make a formal complaint (see leaflet “How to Make a Complaint”)
- Make your concerns known to the Connect Residents Federation (CRF) committee. Where these concerns are not addressed satisfactorily, the CRF Chair will share issues with the Chief Executive.

We have a much more detailed leaflet about what to expect when you move in. If you would like a copy, please call the hotlines.

Useful Phone Numbers

Report any problems with **heating, boilers, hot water, gas or gas servicing** to Sure on 0333 777 7876.

Report any repair that is not a heating repair by ringing 0300 5000 600 and selecting option 2.

When the office is closed Mondays to Fridays 5pm until 8am (but 10.30am on Wednesdays), weekends and bank holidays, you can report **emergency repairs only** to our out-of-hours line on 0300 5000 600 and select option 1.

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