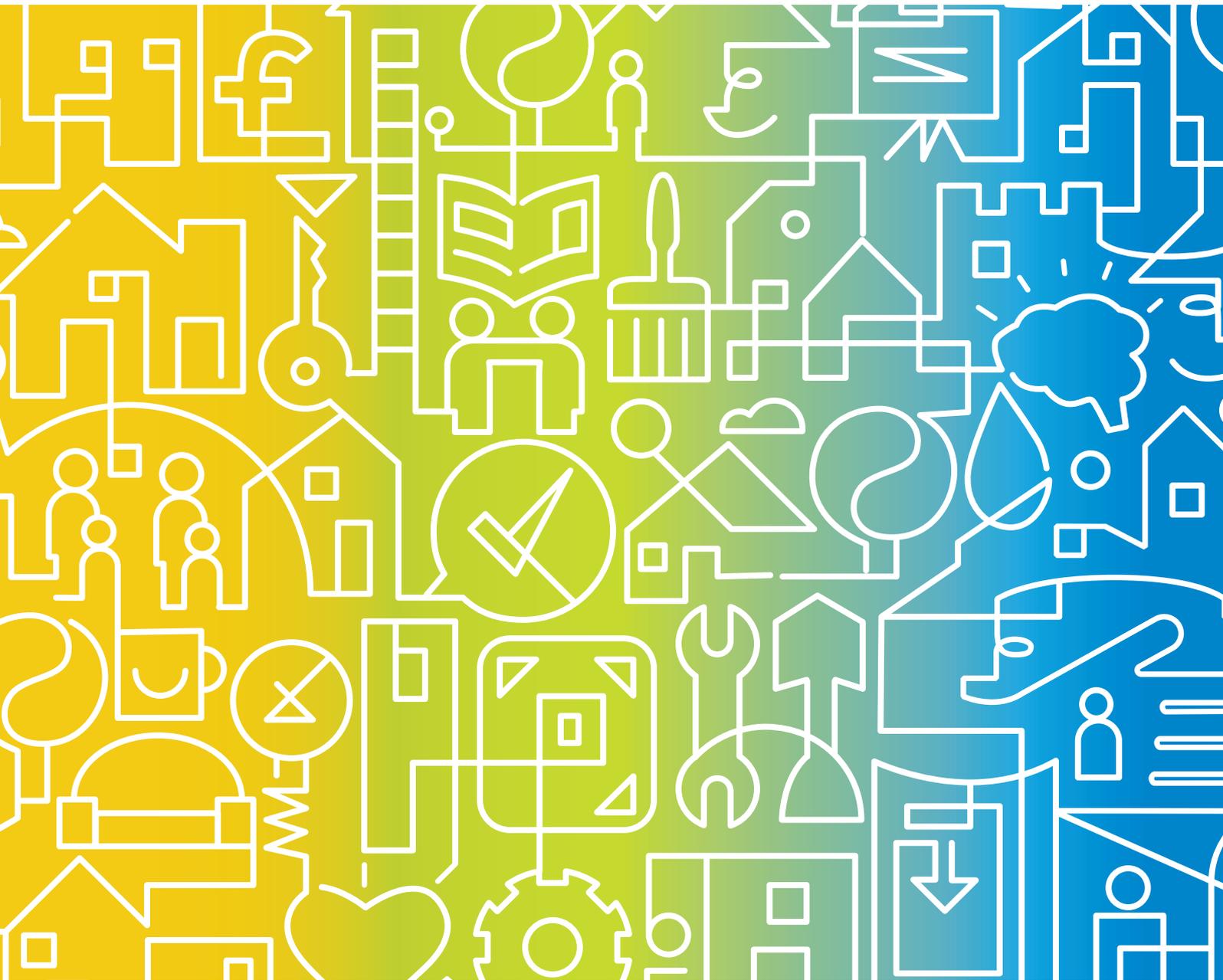
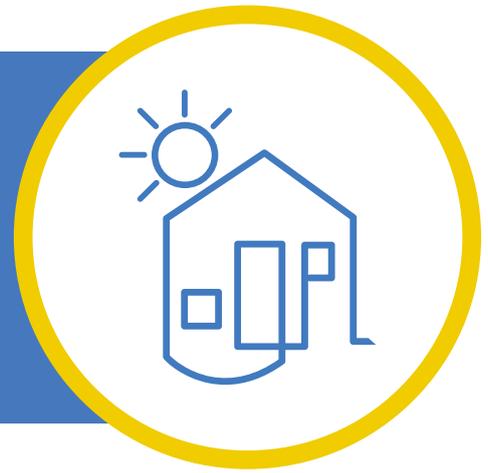
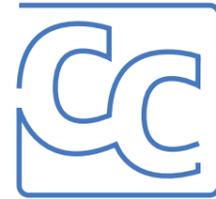


# Connect Commitments: Your New Home



# Introduction



**The Connect Commitments are our agreed service standards. The Regulator for Social Housing requires that we have 'local offers' for our residents.**

These commitments comprise our local offers (agreed with residents) that outline our promises in terms of the service you can expect to receive in eight areas.

The Commitments are created by our Service Improvement Forum (SIF), which is made up of Connect Residents Federation (CRF) members, residents, staff and Board members. The group meet four times a year and hold Connect accountable for the delivery of the commitments. They also produce our Annual Residents Report.

## How will you know if connect keeps these standards?

**If you live in a Connect property/ scheme and have had any of the following services from us, you will know if it meets the following standards or not.**

 **All standards that are marked with a gold star are measured and monitored.**

We will report performance against this standard every year to tenants. In addition, a tenant 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 the issues with the Chief Executive.

# Connect Commitments: Your New Home



- 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 we 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 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:

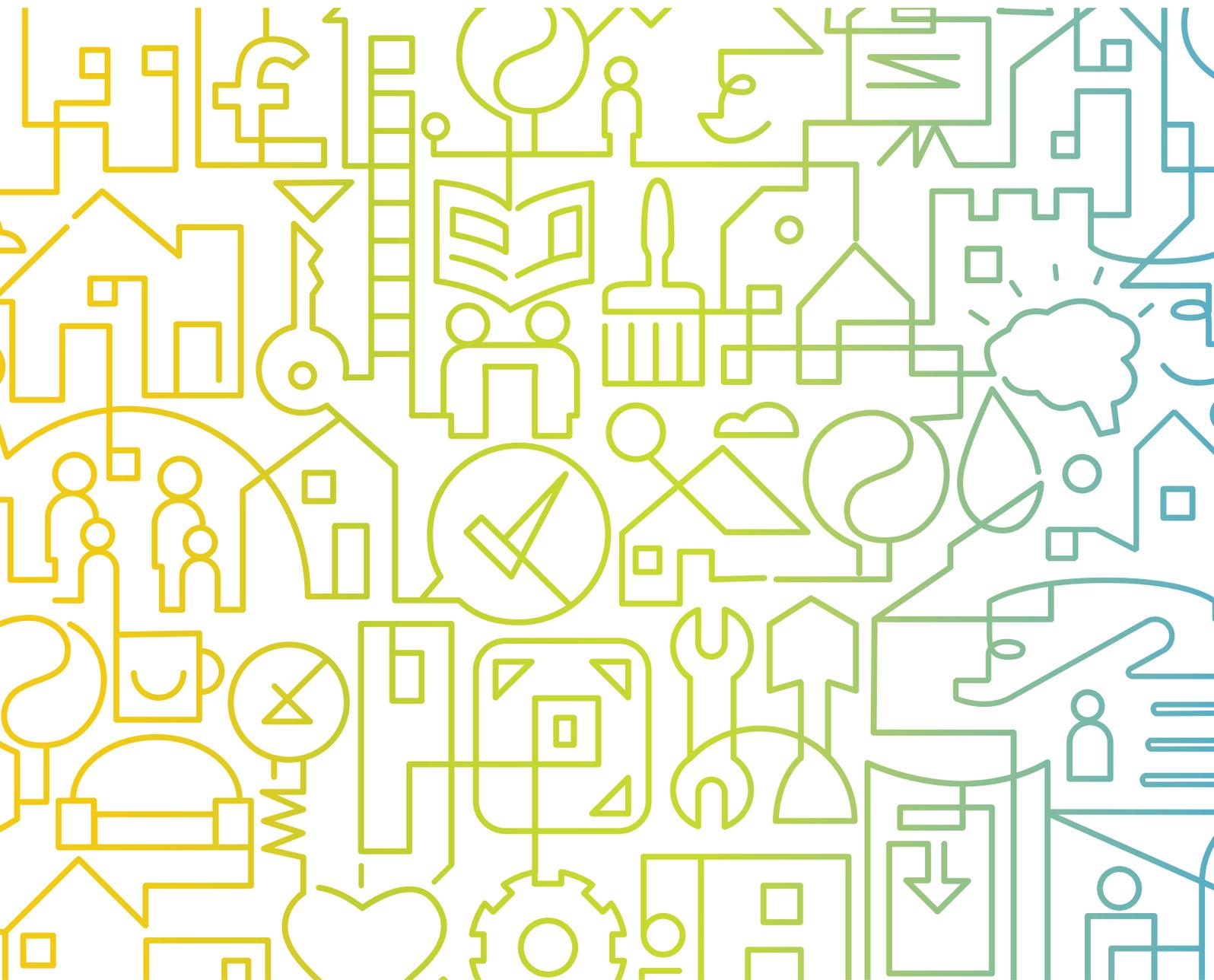
-  All external door locks will have been changed.
-  All ground floor windows will have a locking window handle.

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 completed 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.



# Connect Commitments



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