

Moving into your new home service standard

We pride ourselves on providing good quality homes. When you are offered one of our properties we will aim to:

- ✓ Provide advice and support from the time you are offered one of our homes.
- ✓ Arrange a convenient date and time for you to view the property with a housing officer.
- ✓ Ensure your home is clean, and both it and any garden are in a good condition, and any rubbish has been removed.
- ✓ Tell you about any minor repairs we may need do after you have moved in and let you know when these will be done.
- ✓ Offer you a choice of decoration (colour and design) or decoration allowance where needed.
- ✓ Let you know the date when you can expect to move into your new home.
- ✓ Inform you how much rent and other charges you will have to pay for the property.
- ✓ Inform you of the Void Property Works Standard and the condition your home should be in when you move in.
- ✓ Explain what you can expect from us as your landlord once your tenancy has begun.
- ✓ Let you know what we expect from you in terms of your responsibilities as a resident.
- ✓ Provide you with a welcome pack.



Building 2
Riverside Court
Bowling Hill
Chipping Sodbury
BS37 6JX

www.merlinhs.co.uk

We want to know when we get things wrong so we can make sure we get them right the next time. If you think you haven't received the best service from us, please let us know. Equally, if you think we've done a good job, please get in touch. There is a range of ways you can make a complaint, give us a compliment or just comment about our services, and more information is available in our leaflet "How to make a complaint or give feedback."

We want to be an organisation that treats everyone fairly. It is vital that you let us know if you feel you have been treated differently by one of our staff because of your gender, race or ethnicity, age, sexuality or ability.

The information on this leaflet is also available in other languages, in larger print, Braille or on audiotape. Please contact your housing officer if you need any of these services.