



staffs housing

Your new home

## Everyone deserves a place they're proud to call home.

We want to make moving into your new home as easy and enjoyable as possible by providing the right information and services for you. When you move into your new home, here's what you can expect.



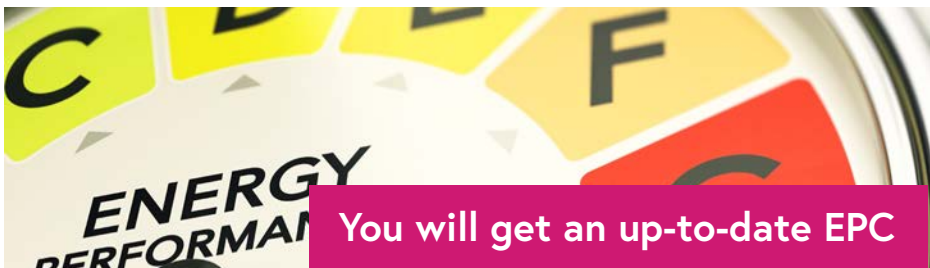
**It will be safe**

It will have all the necessary gas, electric and health and safety checks. It will also be fitted with smoke and carbon monoxide (if applicable) alarms for your safety.



**It will be clean and tidy**

Your new home will be clean, tidy and ready for you to move into.



**You will get an up-to-date EPC**

You'll be provided with an up-to-date Energy Performance Certificate that will tell you how energy efficient your new home is.



## You will get a personal viewing

Before moving in you will have a personal viewing with a member of the Housing Team who has knowledge of the area.



## Making your new property feel like home

Your home will be checked for any major plastering, woodwork or structural issues but we'll leave the decorating to you. We encourage you to put your own stamp on the place and make it feel like home, just make sure you check our decorating guides before you begin.



## Easy-clean flooring

In your kitchen and bathroom areas you will have easy to clean flooring.



## Clean and tidy garden

If your new home has a garden you can expect it to be clean tidy and free from any rubbish.



# What do I do if my home doesn't meet the standards?

If you find your home doesn't meet any of the promises in this leaflet, please get in touch with our Housing Team using the contact details below and they will put it right for you.

## Contact us.

**Online** [staffshousing.org.uk](http://staffshousing.org.uk)

**Email** [hello@staffshousing.org.uk](mailto:hello@staffshousing.org.uk)

**Customer Services** 01782 744533

**Head Office** 308 London Road, ST4 5AB

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