**Birmingham City Council aims to provide homes that are clean, safe and ready to move into. We have an empty property repair standard and our repairs contractors work to this standard to make sure that homes are fit to live in.**

Here is a list of standards that every empty property will meet before it is let to a tenant.

**Inside the property**

**Kitchen**

- There will be a minimum of a sink unit, another base unit and a wall unit.
- There will be a worktop.
- All floor, wall and work surfaces will be clean and in good working order. All surfaces will be in a condition that allows you to clean them.
- The sink and drains will be working and not blocked.
- There will be a gas or electric cooker point in the kitchen.
- There will be a row of tiles above the work surfaces.

**Bathroom**

- The toilet, sink and bath will be in good working order.
- There will be a row of sealed tiles around the bath and sink.
- All surfaces, including the toilet, sink and bath, will be clean.
- All surfaces will be in a condition that allows you to clean them.

**Gas, electric, heating and hot water**

- There will be a heating appliance, in good working order, in the main living room area. This facility will be available on the day that you move in.
- The gas and electric supply to your home will be in good working order on the day you move in, and checked and tested.
- A copy of gas and electrical safety certificates will be provided.
- A hot water supply will be available.

**Doors, floors and stairs**

- Any missing and broken floor tiles in the kitchen and bathroom will be replaced with a surface that you can clean.
- Missing or broken tiles in any other room will be replaced or patched.
- All internal timbers such as floorboards and stair treads will be in good repair. Any damaged or rotten timbers will be repaired, treated, renewed or removed.
- All external and internal doors will be fitted, secure and in good working order.
- All door handles, locks and fittings will be securely fixed and in good working order.

**Glazing**

- Cracked and broken windows will be replaced on the day you move in.
**Decoration**

Tenants are responsible for decoration, however we will:

- remove graffiti
- strip severely damaged or wallpaper
- paint polystyrene tiles with fire retardent paint
- repair any severely damaged large areas of plaster.

**Cleanliness**

- All waste or building rubbish will be cleared from inside and outside the property, including rubbish from garages, sheds, outhouses and lofts.
- All floors and surfaces will be clean.
- All sanitary fittings will be clean.

**Window frames**

- All windows will be wind and watertight, usable and complete with handles.
- Window frames that need renewing will be ordered and replaced. This work will be carried out as a routine repair and completed within 30 days of you moving in or as part of a planned window renewal programme.

**Other facilities**

- Curtain battens will be in place.
Outside the property

Gardens

- Any trip hazard to slabbing and pathways that we find will be removed.
- Broken fencing will be removed. Replacement fencing will normally be fitted after you move in.
- Rubbish will be removed.

Roofs and gutters

- Roofs will be watertight. Any leaks we find will be repaired.

Non-standard fittings

- Non-standard fittings are improvements such as showers, fire surrounds and verandas that the previous tenant fitted and are a tenant’s responsibility to maintain. We will check these are safe and suitable for use before leaving them in place. These will NOT be replaced once it becomes too expensive to repair them, and we will then remove them.
- You should report all other non-urgent repairs to the repairs call centre:

  **0121 216 3330**

If you have any questions about the property that you have been offered, please ask your housing officer.

If you would like this leaflet in Braille, large print or on audiotape, please call your local housing team.
هذه الرسالة مصممة، فإن لم تفهمها ترجو أن تطلب من أحد أصدقائك أو أفرادك من تكلمون الإنجليزية أن يعدل بمكتب
الحي "نيبروهود أوفوس" المحلي أو فريق الإسكان تنبؤاً علناً. بعد ذلك ستتوجه للقاء مع وجود مترجم فوري.

ARABIC

إن هذه الرسالة مصممة، فإن لم تفهمها ترجو أن تطلب من أحد أصدقائك أو أفرادك من تكلمون الإنجليزية أن يعدل بمكتب
الحي "نيبروهود أوفوس" المحلي أو فريق الإسكان تنبؤاً علناً. بعد ذلك ستتوجه للقاء مع وجود مترجم فوري.

BENGALI

CHINESE

この重要なお知らせです。もし理解できなかったら、家族やご近所の人、あるいはコミュニティのメンバーや
Farsi

نگاهی که امکان دارد، در صورت لازم به اینترنت همگی به شما می‌گویند. به این ترتیب شما می‌توانید به

GUJARATI

نگاهی که امکان دارد، در صورت لازم به اینترنت همگی به شما می‌گویند. به این ترتیب شما می‌توانید به

Punjabi

نگاهی که امکان دارد، در صورت لازم به اینترنت همگی به شما می‌گویند. به این ترتیب شما می‌توانید به

Pusho

تنی ووا مهیم. لازم به گفتگو افراد که هستند و در محلی، محلی، محلی، محلی. اما بهتر است در محلی، محلی، محلی، محلی.

Somali

لازم به گفتگو افراد که هستند و در محلی، محلی، محلی، محلی. اما بهتر است در محلی، محلی، محلی، محلی.

URDU

Dây là việc quan trọng. Nếu quý vị không hiểu điều này làm ơn nhờ bạn hay người thân biết nội tình Anh
thay mặt cho quý vị liên lạc với đối nhà cửa hoặc vấn phòng nhà cửa ở địa phương của quý vị. Chúng tôi sẽ
thực hiện một số dịch vụ miễn phí quý vị.