

Home Standard

Expectations around the condition of your home before and after you move in.

Our offer to you: a safe, affordable, well-maintained quality home.

Thrive is proud to offer customers a home that is safe and secure from the moment they move in. We undertake improvement works and regular compliance checks to ensure the building is maintained to a good and safe standard.

All our properties let since April 2018 meet our **Home Standard**. The condition of each home is recorded at the start of the tenancy in an inventory (with photographic evidence). This covers the structural condition, safety inspections completed, state of fixtures and fittings, decorative standards, cleanliness and any obvious existing damage or wear and tear. Customers have seven days to report any errors in the inventory to us.

What we ask of you: keep your home in the same condition as when you moved in.

We ask customers to comply with their responsibilities as set out below and allow Thrive access to carry out safety inspections and Home Plan visits.

If looked after, homes should only need minor repairs. Improvement work and safety inspections will take care of the rest.

We will carry out a Home Plan visit once a year to confirm who is living in the property, assess its condition and check for compliance with your tenancy agreement. It's an opportunity for you or us to highlight any issues that need to be fixed and to get an up-to-date record of the property's condition.

Please note that damage to the property or garden will be charged to you if it is:

- wilful or careless
- caused by interference or misuse
- not as a result of normal wear and tear



The home should be let to the standards set out below

Item	Thrive's offer at start of tenancy	Thrive's offer after property has been let	Your responsibility
Services			
Gas (if present)	Safety inspection has been carried out. Supply ready for connection. Pre-payment meter is debt free (and key supplied). Meter boxes covered with a protective door.	Yearly safety inspection.	Allow access.
Electricity	Safety inspection has been carried out. Supply ready for connection. Pre-payment meter is debt free (and key supplied). Meter boxes covered with a protective door.	Regular checks in line our Landlord's Compliance Policy.	Allow access. Appliances -If Thrive is called out to no electricity caused by tripping appliances, the call out is chargeable.
Water	Water hygiene test has been carried out Cold water storage tank has an appropriate cover.	Carry out a water risk assessment where applicable.	Descal shower heads and taps and run them once a week.
Fire and flood	Appropriate building insurance is provided as part of your rent.	Buildings Insurance only.	You are responsible for insuring your contents (your valuables and belonging) and replacing any damaged items.
Communal fire doors	Inspected at the start of the tenancy.	Regular inspections of communal fire doors.	To keep communal doors closed and report any damage or issues with the fire door to us immediately.
Internal			
Alarms	Home is fitted with a mains powered smoke alarm. Carbon monoxide detector fitted when gas supply is present	Annual test by Thrive as part of the gas service	Weekly checks to smoke alarm and carbon monoxide detectors and report any issues. Do not interfere with the alarm.
Asbestos	Managed in line with current asbestos regulations.	Managed in line with our Asbestos Management Plan.	Follow guidance on asbestos and report if decorating.
Bathroom and WC	Water resistant floor covering in safe condition. Toilet securely fixed, clean and fitted with new seat and lid. All taps in working order. Baths and wash hand basins have tiled splash backs with a sealed joint to the wall. Shower has a new curtain (where fitted). No electrical sockets provided.	We will respond in accordance with our online repairs reporting tool .	Maintain and replace toilet seats, bath panel and shower curtains. Only flush regular toilet paper down the toilet. Nappies, wipes and other sanitary products to be disposed of appropriately.
Cleanliness	The property is clear of rubbish (including loft and shed) and dust free. No sign of damp or infestation.	Communal areas are cleaned by Thrive's contractors.	Keep the home clean, tidy and dispose of rubbish properly. Treat any pests.
Ceilings	In a sound condition and ready to decorate.	We will respond in accordance with our online repairs reporting tool .	Keep in good decorative order.

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Doors	Doors and frames free from rot and decay, open and close and glazing intact.	<p>We will respond in accordance with our online repairs reporting tool.</p> <p>If you live in a flat, there are some additional checks we will carry out.</p> <p>For buildings five storeys or higher: we will inspect your front entrance door (FED) every year and communal doors every three months to ensure they are providing the required level of resistance to fire.</p>	<p>Costs for replacing missing ironmongery and broken glazing will be charged (except for victims of crime where a crime reference number can be provided).</p> <p>Never remove or replace fire doors or windows.</p> <p>If your door has a closer installed, please ensure it is never removed or unlatched.</p> <p>Ring doorbells or other accessories (such as Christmas wreaths) should not be installed to your flat entrance door or frame as it could affect its ability to work effectively in the event of a fire.</p> <p>Keep in good decorative order if not pre-finished.</p> <p>If you live in a building that is above five storeys in height, you will need to give us access to inspect your front entrance door (FED) as explained.</p>
Electrical sockets and light fittings	Suitable light fittings are provided. Sockets work and are undamaged.	Repairs identified as part of the electrical safety inspection.	Do not change or overload electrical sockets or light fittings.
Fire safety features	In our buildings that are over seven storeys in height, we will fit fire safety equipment such as sprinklers or water misting systems.	Maintain the safety equipment, servicing it in accordance with manufacturer's instructions.	<p>Ensure items are not placed in front of any safety equipment and do not tamper with it, as this could hinder it from working effectively in the event of a fire.</p> <p>Tell us when something has gone wrong with a safety feature e.g., the fire door does not close fully.</p> <p>Test your heat and smoke alarms on a weekly basis and tell us straight away if they do not work.</p> <p>Make a simple fire action plan so everyone in your home knows the safest route out in the event of a fire.</p>
Floors	Safe, complete, level and free from trip hazards.	Repair/replace worn kitchen/bathroom flooring as a result of fair wear and tear.	Repair or replace carpets or any flooring for which you have signed a disclaimer or which were gifted to you.

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Kitchen	<p>Water-resistant floor covering which is in a safe condition.</p> <p>Kitchen fittings such as cupboards are in reasonable condition, safe and have been cleaned (although they may not be matching).</p> <p>Taps are in working order.</p> <p>Sinks have tiled splashbacks with a sealed joint to the wall.</p> <p>Direct mains cold water and hot water supplied to the kitchen sink.</p> <p>Kitchens in flats have 30 minute fire resistant doors, houses have standard doors.</p>	<p>We will respond in accordance with our online repairs reporting tool.</p>	<p>Keep clean and report repairs</p> <p>Take care not to overload wall units and drawers.</p> <p>Keep all fire doors in place and in good condition. You will be charged if fire doors are removed.</p>
Lofts	<p>Clear of items, insulated and locked for Thrive access only. This area does not form part of the tenancy.</p>	<p>Thrive only have access.</p>	<p>Not to access the loft.</p>
Security-doors, windows and intercoms	<p>Wooden doors have a cylinder lock and five lever mortice lock.</p> <p>PVC front doors have a cylinder lock.</p> <p>Three door keys provided.</p> <p>Side and rear doors fitted with a deadlock and barrel bolt.</p> <p>Window restrictors are fitted to all windows above ground floor.</p> <p>Intercoms will work (where fitted).</p>	<p>We will respond in accordance with our online repairs reporting tool.</p>	<p>Replace lost keys at own expense</p> <p>If locked out it is your responsibility to arrange and pay a locksmith to gain entry.</p>
Skirting boards and timber surrounds	<p>Complete.</p>	<p>We will respond in accordance with our online repairs reporting tool.</p>	<p>Keep in good decorative order.</p>
Stairs	<p>Stairs and banisters are safe and secure including handrail.</p>	<p>We will respond in accordance with our online repairs reporting tool.</p>	<p>If the handrail or spindles are missing the replacement is your responsibility.</p>
Structure	<p>In a sound condition.</p>	<p>Maintain the structure.</p>	<p>Customers should not make alterations or structural changes to their homes.</p>
Walls	<p>In a sound condition and ready to decorate.</p>	<p>We will respond in accordance with our online repairs reporting tool.</p>	<p>Keep in good decorative order.</p> <p>Any holes made by hanging pictures etc should be put right by you at the end of the tenancy.</p>
Warm and weather tight	<p>An appropriate form of heating.</p> <p>Insulated loft and cold water supply pipes within roof space or external stores are lagged.</p> <p>Property is weather tight with no apparent signs of defects or damage.</p>	<p>We will respond in accordance with our online repairs reporting tool.</p>	<p>You must advise Thrive if going away for more than 28 days.</p> <p>Provide keyholder contact details in case of an emergency.</p>

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Windows	Frames are free from rot and decay, open and close correctly and glazing intact.	We will respond in accordance with our online repairs reporting tool .	Keep clean. Costs for replacing missing ironmongery and broken glazing will be charged (except for victims of crime where a crime reference number can be provided).
External			
Boundary	Defined with a 1.8 metre panel for the first three metres and then a post and wire fence (if no other fence exists). Any walls, fences and gates are safe.	Thrive will define the boundary on letting only, unless it is communal or next to a public alleyway or access route.	You are responsible for hedges, fencing and gates to the perimeter of the property (front or rear) and should maintain or repair any damage.
Garden	Homes with private gardens are clear, trees are safe and hedges are cut back to a manageable level.	Thrive is not responsible for ongoing maintenance of private gardens. Communal gardens are maintained by Thrive's contractors. This is paid for through a service charge.	Keep the garden clear, cut the grass regularly, ensure that trees are safe and maintained, cut back hedges to your property and manage pests.
Paths	Paths, paving and steps are safe.	Maintain path to front door and rear path up to one metre from back door, and communal paths.	Keep safe, clean and tidy.
Patios	If present, patios are gifted to a customer in a safe condition.	Keep free from trip hazards for an initial period of 12 months from the start of the tenancy.	Keep safe, clean and tidy.
Pests	Pest free.	Pests within communal areas will be controlled by Thrive.	Pest control within the home.
Porch	Safe and secure and clear of moss and debris.	If original to the property we will respond in accordance with our online repairs reporting tool .	Keep in good decorative order and remove moss from roof.
Shed	Outbuildings and sheds are safe and clear of rubbish.	We will respond in accordance with our online repairs reporting tool financially viable or if remove.	Ensure outbuildings and sheds are kept clear of rubbish and secure. Maintenance of lock is customer responsibility.

For more information visit the tenant area of www.thrivehomes.org.uk