



Stef & Philips Ltd

# Property & Service Standards (abridged)



## **Property Specifications**

- All S&P properties are newly refurbished/converted when first provided to any Borough Council client.
- All our properties are refurbished to a very high specification. All works are carried out by S&P's own construction team
- Every room has en-suite facilities, new fixtures and fittings, new furniture, new wiring, new plumbing and new appliances in every room. All of this is done with due regard to energy efficient installations
- Normal terrestrial and Freeview TV (only on some properties not all)
- Fully compliant with all Building Regulations
- Our property will NOT be occupied by more than the number of persons specified in the License, specified in the Planning Permission and/or stipulated in the local authority's Housing Standards.
- Communal areas and amenities include use of kitchen with dining/seating area (where provided)

## **Compliance**

- Interlinked smoke/heat alarm system
- London Fire Brigade consultation and approval
- Health & Safety compliant
- Electrical, Gas safety, Emergency Lighting, Fire Detection certificates and EPC in place
- Completion Certificate from recognized Building Regulation consultants|
- S&P Housing officer to perform monthly checks on fire alarms



## **Management**

- Detailed check-in procedure for service-users
- S&P's Housing Officers (HO's) run through a clear/concise list of Do's and Don'ts with the service-users and they are required to sign it.
- Service-users are provided a detailed 'Welcome Pack'.
- Attention of service-users is drawn to the pages relating to excessive damp & mould, noise and other antisocial or unreasonable behavior.
- Service-users can call the office number during office hours for any issues
- S&P also provide a 24hr number for emergencies
- HO's visit the property every week, this includes an inspection of the accommodation units. One very important matter which the HO's will be expressly asked to look out for on their weekly inspections is cooking in the accommodation units, which S&P is quite clear is not permitted. Cooking is only permitted in the communal kitchen. If the HO's discover any irregularity e.g. cooking in accommodation units, smoking, drugs, anti-social behaviour, excessive clutter etc, they will give a verbal warning to the service-user. If the situation persists HO's then deliver a written, firm and final warning.
- No service-user wants their Temporary Accommodation (TA) cancelled for the wrong reasons. As they can then be classed as 'intentionally homeless', which means the Council has no responsibility for them from that point.
- In case the service-user doesn't comply even after a written warning, S&P's TA Team Manager would inform the Housing department of this situation and request a cancellation. This warning is fairly given from the outset.
- Notice board at the property;
  - provides details of services local to that property
  - clear advice on responsible waste disposal
  - information about waste collection
  - information about location of utilities



## **Recycling**

- Domestic rubbish/garden waste is stored in appropriate recycling receptacles on hard standing on front drive of property.
- A schedule of waste/recycling collection day is on a Notice Board in the hallway. Service-users are made aware of their responsibility for proper disposal and recycling of waste.
- Attention of service-users is drawn to the advice relating to maintaining communal areas in a reasonable state, free of rubbish or other unsightly objects.

## **Maintenance**

- Weekly visit by S&P Maintenance team and cleaning of all communal areas
- S&P Maintenance team will check at weekly intervals, that refuge/recycling bins or other rubbish receptacles are stored properly in bin store and that surrounding area is tidy
- Monthly gardens maintenance
- Driveways jet washed when required
- All work is carried out by S&P staff
- All our staff are subject to an enhanced CRB/DBS check