

New Homes Check List

Date/Time of visit:

Customer Name:

Resident Number:

Property Address:

Unit:

Plot:

Patch:

Scheme:

Date of completion:

Applicant 1.

Applicant 2.

Home:

Work:

Mobile:

E-mail:

Utility Meters/Readings

Electricity meter ref:

Reading:

Provider:

Gas meter ref:

Reading:

Provider:

New Homes Check List

****Advise customer to notify utility companies and council tax of new occupants' names, address and date of completion.** □

Customer received:

Handover Pack	Y/N
Shared Ownership Handbook	Y/N
Copy of lease	Y/N
Welcome letter	Y/N
Site plan	Y/N
TVH Buildings Insurance Policy	Y/N
'Keep Your Home Free From Damp & Mould' Leaflet	Y/N

Give Property information:

- Confirm parking space (permit if required) and visitors parking Y/N
- Location of bins and collection day Y/N
- Door entry system code given (if known) Y/N
- List keys received on completion:

- Y/N
- Check that builder's handover pack was received with appliance directions/guarantees etc – advise customer that they must send off the registrations for these to start 12 month warranty Y/N
- Check Gas, Electric, NHBC, SAP Certificates in pack Y/N
- Check boiler, heating, CCU and stop cock instructions received Y/N
- Satellite TV details/ Cable/ Sky+?/ Phone Y/N
- Explain defects, TVHA's defect period and defect Reporting Y/N

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- Explain to customer that no structural changes should be made without prior written permission from TVHA Y/N

Give Lease and Service Charge information:

- Give brief overview of the lease Y/N
- Explain that rent is increased annually each April Y/N
- Check breakdown of Service Charge received Y/N
- Give customer contact details of the management company and explain what services they will provide Y/N
- Explain when first rent and service charge payment is due (1st of each month) Y/N
- Complete a direct debit mandate Y/N

Introduce Thames Valley Housing

- Give all TVHA's contact details and opening hours Y/N
- Give name of their Leasehold Management Officer and what they do (i.e. site visits, point of contact) Y/N
- Give Out of Hours number and what it covers Y/N

List any items or queries that need actioning:

I confirm I have received the items listed on page 1 and that the above points have been fully explained to me.

Applicant 1 Date.....

Applicant 2 Date.....