

Cambridge City Council Housing Services

The five point promise - REVISED

1. A safe and secure property

- Your property will be separated from neighbouring properties by a clear boundary.
- The front door and all internal doors will be secure and work properly
- We will give you keys for all doors and windows that have locks
- There will be no broken windows
- There will be a smoke alarm
- All windows above ground floor level will have a security device
- We will check any gas or electricity supply in the property and make sure that they are safe before you move in.

2. Effective heating

- The heating will be in good working order
- There will be no problems of damp serious enough to affect your health

3. A clean property

- The property will be clean
- The garden will be clean and tidy
- The attic space will be clear of rubbish
- Any shed or garage will be clear of rubbish

4. Ready to decorate

- The property will be in a condition that makes it possible for you to decorate.

5. A property that you can live in comfortably

- Kitchen and bathroom floor surfaces will be in good condition
- There will be at least two electrical sockets in each room (except bathrooms)
- The kitchen will have adequate storage and worktops (as far as space allows)