



# Lettings standards

What you can expect from your new home



INVESTOR IN PEOPLE

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**At whg we pride ourselves on the standard of our properties. All the homes we let must be safe, structurally sound, wind and weather proof, in a good condition and must meet all the requirements which are outlined in our lettings standards.**

The standards have been developed in partnership with our customers and you will be given information about these standards when you are offered a property.

## Standards and checks

When a property becomes vacant, we guarantee to carry out checks and repairs as quickly as possible to make sure the following standards are met.

- It will be clean and ready to move into.
- Doors and windows are secure and open and close with ease.
- Locks are changed on front and back doors and any outhouses or sheds.
- Gas and electrical installations have been safety checked and are in good working order.
- Smoke alarms have been tested and are in good working order.
- All redundant fixtures and fittings have been removed.
- Kitchen worktops and sinks are clean, in good working order and have a splash back with a silicone seal.
- Stop taps are checked for signs of leakage or corrosion.
- Bathroom fittings are clean, serviceable and in full working order.

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- The bath and basin have a splash back with a silicone seal.
- A new seat has been fitted to each toilet.
- There is adequate natural or mechanical ventilation in kitchens and bathrooms.
- Floors and stairs are in a sound condition and ready for floor coverings.
- Plaster finishes have been checked for loose or defective plaster and repaired.
- Any potential risks to health and safety have been investigated and remedied.
- The property is in reasonable decorative order – but if some rooms need to be decorated, we will offer help with the cost of this work with a decorating voucher.
- All rubbish, including old mail, has been removed from inside and outside the property.
- There is an up to date Energy Performance Certificate which tells you how energy efficient your new home is.

### External structures

- Drains, gullies and manholes are clear and free running.
- Any areas of damp have been investigated and any necessary repairs have been completed.

### Garden areas

- Boundary walls and fences are safe and secure.
- Gates, where applicable, are secure and fully operational.

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If you decide to accept the offer of a whg home, we will arrange for you to sign the tenancy agreement at the earliest opportunity and we will make sure that we tell you about any repairs that will be carried out after you move in and agree timescales for completing this work.

When you move into your new home, you will find a welcome pack waiting for you. The pack contains a range of items that we hope you will find useful and will include cleaning materials and essential contact numbers.

### Gas safety

We will explain what you have to do to get any gas appliances turned on and tested. If you are moving into a flat and intend to purchase or re-fit an existing gas cooker, please contact our gas team on [0300 555 6666](tel:03005556666) to seek advice as soon as possible to make sure that any appliances purchased or fitted will comply with current gas regulations.



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### After you have moved in

You will be visited about six weeks after you have moved into your new home and this is your opportunity to resolve any issues that you might have. During this welcome visit we will check that any agreed repairs have been carried out within the timescales agreed or that suitable appointments have been made. In addition you will be asked to complete a new tenancy survey to give us feedback on all aspects of the letting service and the standard of your new home.

### How can I get further information?

When you sign your tenancy agreement you will be given a customer handbook and a repairs handbook which provide lots of useful information and details of what you should do if you need to report a repair or maintenance issue after you have moved in.

You can also obtain further information about your tenancy and the services provided by whg from:

- our website at [www.whg.uk.com](http://www.whg.uk.com)
- one of our housing offices or our property shop
- our customer services team on [0300 555 6666](tel:03005556666).

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### English

For interpretation, translation, large print, Braille or audio formats, ask an English speaking friend to help you contact your local housing office.

### Bengali

ভাষাভেদ, অনুবাদ, বড় হরফ, ব্লেই বা ব্রাইল ফরম্যাটের জন্য, ইংরেজী বলতে পারেন আপনার এমন কোন বন্ধুকে আপনার স্থানীয় হাউজিং অফিসের সঙ্গে যোগাযোগ করার জন্য সাহায্য করতে বলুন।

### Punjabi

ਵਿਆਖਿਆ, ਅਨੁਵਾਦ, ਵੱਡੇ ਪਿੰਟ, ਬ੍ਰੈਲ ਜਾਂ ਆਡੀਓ ਫਾਰਮੈਟਾਂ ਲਈ, ਅੰਗ੍ਰੇਜੀ ਬੋਲਣ ਵਾਲੇ ਕਿਸੇ ਦੋਸਤ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੀ ਸਥਾਨਕ ਹਾਊਸਿੰਗ ਟ੍ਰਸਟ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਵਿਚ ਤੁਹਾਡੀ ਮਦਦ ਕਰੇ।

### Gujarati

अर्थव्युत्पत्ति, भाषांतर, मोटी प्रिन्ट, ब्रेईल अथवा ऑडियो फॉर्मेट माटे, तमारा उंगवेलिअ ओवतुअ मित्रने तमारा स्थानिक डाउसिंग ट्रस्टनी संपर्क करवा मदद माटे कडे।

### Hindi

भाषांतरण, अनुवाद, बड़े प्रिंट, ब्रेल अथवा ऑडियो प्रारूपों के लिए, अंग्रेजी बोलने वाले किसी दोस्त से कहें कि वह आपकी स्थानीय हाउसिंग ट्रस्ट से सम्पर्क करने में आपकी मदद करे।

### Urdu

اشرح، ترجمہ، بڑے چھاپے، بریل یا آڈیو فارمیٹ کے لیے انگریزی بولنے والے کسی دوست سے دریافت کریں کہ وہ آپ کے مقامی ہاؤسنگ ٹرسٹ سے رابطہ کرنے میں آپ کی مدد کرے۔

### French

Pour toute demande d'interprétariat, de traduction, de document en gros caractères, en braille ou en format audio ; veuillez demander à une de vos relations parlant anglais de contacter le bureau local de l'association de gestion de votre logement.

### Turkish

Sözlü ya da yazılı tercümesini, ya da büyük puntuyla, körler alfabesiyle ya da sesli kayıt halinde edinmek için İngilizce bilen bir tanıdığınızdan bölgenizdeki konut vakfıyla temas kurmanıza yardımcı olmasını isteyin.

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To contact us please call:

**0300 555 6666**

Always charged at **local rate**  
– including from mobiles

## **Brownhills Housing Office**

13 Silver Court  
High Street  
Brownhills WS8 6HA

## **Bloxwich Housing Office**

Bloxwich Hall  
Elmore Court  
Elmore Green Road  
Walsall WS3 2QW

## **Blakenall Housing Office**

Blakenall Village Centre  
Thames Road  
Blakenall  
Walsall WS3 1LZ

## **Central Walsall Housing Office**

2nd Floor  
Tameway Tower  
Bridge Street  
Walsall WS1 1JZ

## **Darlaston Housing Office**

45 King Street  
Darlaston WS10 8DE

## **Willenhall Housing Office**

Beechwood House  
New Road  
Willenhall WV13 2BG

Email us at [enquiries@whgrp.co.uk](mailto:enquiries@whgrp.co.uk)

Website [www.whg.uk.com](http://www.whg.uk.com)



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