

Void Lettings Standard



This leaflet explains:

- Moving home
- Standards you can expect in your new home
- Planned maintenance and modernisation
- Reporting repairs

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Language Line

We subscribe to Language line, a telephone interpretation service to help us in communicating with customers who do not speak English as a first language. If you require further assistance, or information in another language, please contact us.

نحن مشتركون مع لانغويج لاين (Language line)، وهي خدمة الترجمة الفورية عبر الهاتف لمساعدتنا على التحدث مع الزبائن الذين لا يتكلمون اللغة الانجليزية كلفة أولى. يرجى الاتصال بنا إذا اردت المزيد من المساعدة أو المعلومات بلغة أخرى.

Arabic

我们使用语言线 (Language line) 公司的电话翻译服务，帮助我们与英语不是母语的顾客沟通。如果你需要更多协助，或需要此信息的另一种语言版本，请与我们联系。

Mandarin

W celu komunikowania się z klientami, których jęz. ojczysty nie jest jęz. angielskim korzystamy z usług tłumaczenia przez telefon Language Line. Prosimy o kontaktowanie się z nami w celu uzyskania pomocy lub informacji w innym języku.

Polish

Temos uma assinatura com a Language Line, um serviço de interpretação por telefone que nos permite comunicar com os nossos clientes cuja língua materna não é o inglês. Se necessitar de informação ou de assistência noutra língua deve contactar-nos.

Portuguese

Наша организация является пользователем услуг компании Language line. Language line оказывает услуги телефонного перевода для общения с лицами, не владеющими английским языком. Если вам нужна дополнительная информация об этих услугах или если вы хотите получить информацию на другом языке, просим сообщить нам об этом.

Russian



Moving home

Moving home

Moving home can be a very stressful experience. We aim to make moving into your new home in South Holland as smooth as possible. Together with our residents we have developed a set of standards that you can expect in the property. After you have moved in you will be visited by a community support officer within 4 weeks who will ask you to complete a short questionnaire so we can check that the service you have received is in accordance with our policy.

Standards

Standards you can expect in your new home

Inside the property

- All rubbish, old carpets and furnishings will be removed and floors will be thoroughly swept clean.
- All tiled floors will be cleaned and receive a final wash.
- A new WC. seat will be fitted to each toilet.
- All sanitary ware, kitchen units and work tops will be cleaned and receive a final wash.
- Windows will be cleaned inside and out.
- All external doors will have new locks fitted with two keys for each door, unless the door forms part of a suited key set.
- All internal doors will be in good repair with latches and handles working properly.
- All windows will be in good repair with all catches and fasteners working properly.
- Glazing to doors and windows will be intact.
- The number of kitchen units provided will reflect the type and size of the property and other similar property types. You will be advised of any planned upgrades due in your property.
- The area of the kitchen work surfaces will be in accordance with the Decent Homes Standard.

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- All cupboard units will be in good condition with all catches working properly.
- All plumbing and fittings will be working properly with no leaks or blockages.
- Washing machine taps and waste systems will be fitted and in working order where it is practical to do so.

Electrics

- Before you move in we will carry out a full electrical safety check.
- Any unsafe wiring and accessories will be removed.
- All light fittings and sockets will comply with current NIC IEE regulations and be in good working order.
- All electrical heating and hot water heating systems will be operational.
- The electric supply will be turned off at the mains following the completion of the void repairs.

Gas

- Before you move in, where possible, we will carry out a full gas safety inspection and you will receive a service completion certificate.
- All heating and hot water heating systems will be operational.
- The gas supply will be turned off at the mains following the completion of the void repairs.

Outside the property

- All rubbish and litter from gardens, sheds, outbuildings and pathways will be cleared.
- All gardens will be tidy and not overgrown.
- Fences, gates and pathways will be repaired in accordance with the current repairs policy - see Leaflet no. 3, Reporting your Repairs.



Decorating **Decorating**

We will let the property in a reasonable decorative condition; we will make an assessment based on a standard and not personal taste.

Some rooms in designated elderly/disabled persons properties may be decorated. For all other properties, a decorating allowance, in the form of a decorating voucher, may be granted.

A Housing Management Officer or Community Support Officer is available to discuss any issues with you about the property.

Decorating Voucher Scheme

You can use your decorating voucher at:

<u>Participating Suppliers</u>	<u>Telephone number</u>
Bridge Hardware, 1 East Street, Crowland	01733 210259
Hooks of Holbeach, 45 - 47 Fleet Sreet, Holbeach	01406 423177
LS Hawkins & Son, Chapel Street, Holbeach	01406 423348
Parkway, 21 Market Place, Long Sutton	01406 364064
Andrew & Co Ltd, Little London, Spalding	01775 723016
Builder Centre, 21 St Thomas Street, Spalding	01775 725571
Wilkinsons Hardware Stores, Winfrey Avenue, Spalding	01775 766605
Bridge Hardware, 57 Bridge Road, Sutton Bridge	01406 350230

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You can only use this voucher to buy:

- wallpaper
- wallpaper paste
- internal paint
- associated materials and equipment for decorating purposes such as:
 - ◆ filler
 - ◆ sandpaper/blocks
 - ◆ paintbrush cleaning materials
 - ◆ brushes/rollers
 - ◆ scrapers.

Please Note

This voucher is valuable, if you lose it and need a replacement, we will deduct £15.00 to meet administration costs.

Decorating vouchers are only valid for three months.





Planned maintenance and modernisation

Planned maintenance and modernisation

In order to get better value for money, it is more efficient to plan certain repairs. This also helps us to prioritise our resources in particular areas.

We currently have planned programmes of improvements for the following:

- external painting
- installation of kitchens and bathrooms
- electrical upgrades
- gas servicing
- re-roofing
- heating upgrades

When you move into your new home we will tell you what repairs have been carried out before you moved in and what further repairs are due to be completed.

For more information on planned maintenance and modernisation please refer to Leaflet 13, Planned Maintenance and Modernisation.

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Reporting Repairs

Reporting Repairs

The Council's current repairs policy is detailed in Leaflet 3 - "Reporting your Repairs". When you move into your home all necessary repairs should have been completed in accordance with our current policy.

However, if there are any outstanding repairs or you need to report a repair in the future you should contact us.



How to get in touch with us:

Write to us at:

South Holland District Council
Housing and Property
PO Box 8, Priory Road
Spalding, Lincs PE11 2XE

Telephone: 01775 761161
ask to speak to Housing

E-mail: info@sholland.gov.uk

Website: www.sholland.gov.uk

Call in and see us at the Council Offices in Priory Road, Spalding - any weekday from 8.30am to 5.15pm, except on Fridays when we close at 4.45pm.

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