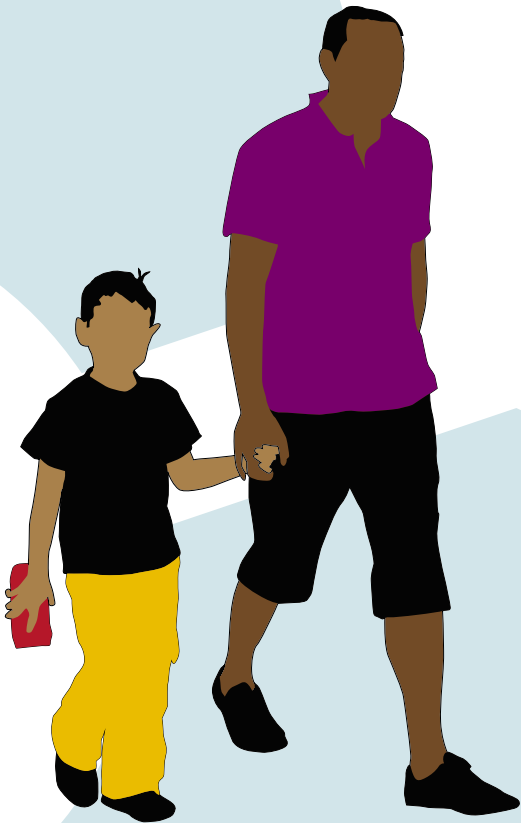




Letting Standard

agreed with West North West
Homes customers



putting customers first

العربية • 中文 • فارسی • Français • كوردی • Polski
Português • Soomaali • ትግርኛ • اردو



Arabic / العربية

إذا كنت ترغب بالحصول على هذه الوثيقة مكتوبة بلغتك الام او مطبوعة بأحرف كبيرة او على شكل بريل، قم بالاتصال بمكتب اسكان الاحياء. هذه خدمة مجانية نقدمها لك.

Cantonese / 中文

如果你需要這份文件翻譯成你的語言、或以大字體或盲人點字格式說明，請與你的鄰里房屋辦事處聯絡，他們能夠免費給你安排。

Farsi / فارسی

اگر شما علاقمند به داشتن این مدرک بزبان خود، بصورت بریل، خط درشت و یا بصورت نوار شنیداری می باشید لطفاً با نبرهود هاوزنگ اوفس (Neighbourhood Housing Office) خود تماس بگیرید، اونها می توانند این کار را برای شما بصورت رایگان انجام دهند.

French / Français

Si vous désirez recevoir ce document dans votre propre langue, en gros caractères ou en braille, veuillez contacter votre Bureau Logement -Neighbourhood Housing Office- qui se chargera de vous l'envoyer gratuitement.

Kurdish / کوردی

ئەگەر دەتەوێت ئەم نووسراوەت بە زمانی خۆت یان بە چاڵی پیتی گەورە یاخود بە بریل (شێوازی نووسینی نابینا) بۆ داڕێژین بکەیت، ئەوا تکایە پەیوەندی بە ئۆفیسێ خاڵووبەرەیی ناوچەکەتەو (نێبەرەوود هاوزین ئۆفیس) بکە و ئەوان بە خۆراپی ئەو کارەت بۆ دەکەن.

Polish / Polski

W celu otrzymania niniejszego dokumentu w swoim ojczystym języku, dużą czcionką lub w języku brajla, proszę skontaktować się z Dzielnicowym Biurem Mieszkaniowym, które dostarczy tłumaczenie bezpłatnie.

Portuguese / Português

Se pretender obter este documento no seu idioma, impresso em letras grandes ou em Braille, contacte o Gabinete de Habitação da sua zona, que poderá fazê-lo gratuitamente.

Somali / Soomaali

Haddii aad ku rabto xaashaddan af-kaaga hooy, far waaweyn ama far Indhoole, markaasi fadlan la xidhiidhid Xafiiska Guriyeynta Xaafadda, kuwaas oo sidan lacag-la'aan kuugu samayn karaya.

Tigrinya / ትግርኛ

ነዚ ጽሑፍዚ ብቋንቋኻ ብዓብይ ጽሑፍ ወይ ብብረይል (ናይ ዓይነውራን ጽሑፍ) እንተደለኻ፣ ነቲ ናይ ኣካባቢኻ ናይ ኣባይቲ ቤትጽሕፈት ደውለሎም፡ ነዚ ብነጻ ክገብሩልካ ኢዮም።

Urdu / اردو

اگر آپ کو یہ تحریر آپ کی اپنی زبان میں، بڑے پرنٹ پر یا بریل میں درکار ہو تو براہ کرم اپنے نبر ہاؤسنگ آفیسر سے رابطہ کریں، وہ آپ کے لیے یہ کام مفت کرا سکتا ہے۔

Moving home

Moving home can be a very stressful experience. We aim to make moving into your new home in west, north west Leeds 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 given the opportunity to feedback your experience to us through a tenant questionnaire, a courtesy call and /or a new tenancy visit.

Our promise to you

West North West Homes will ensure that all properties we let have been subject to these standard checks for cleanliness and condition. Safety checks will be carried out on the gas and electric.

When are checks carried out?

We will carry out all of our standard checks to ensure your new home is ready for you whilst the property is empty. We will also carry out some of these checks again on the day that you move in. This will ensure that no disruption has been caused to your new home or its services as a result of it being empty or repairs being made to it. This is known as the final fix.

If you would like this document in your language, large print or Braille, then please contact your neighbourhood housing office, who can do this for you free of charge.

How do you ensure my new home is ready for me?

Utilities

Electrical, gas and water/waste services are tested:

- Qualified and skilled operatives carry out tests to meet current regulations and agreed codes of practice.
- Checked appliances are clearly labelled with date of testing and a current gas certificate provided.

All systems for heating and hot water receive standard checks for safety and effectiveness and:

- essential repairs to services are completed prior to properties being re-let;
- any flues are checked.
- All gas central heating appliances receive a free annual service.





Inside **your home**

General

- Turn / cap off gas, electric supply and drain down domestic hot and cold water
- Identify and treat damp, wet rot, dry rot and timber decay
- Visual inspection of roof and gutters to ensure no defects
- Defective plaster – re-plaster where necessary

Asbestos surveys

Where necessary an asbestos survey will have been carried out. A copy of the results can be supplied in the sign up pack on request.

Floor and stairs

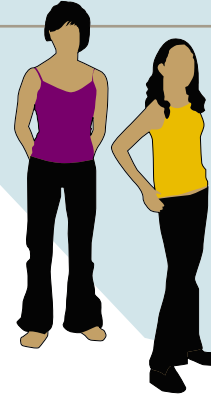
- Repair / renew damaged wooden floors / stairs
- Ensure handrail is secure, replace if it has been removed
- All floors to be safe and level, ready for you to cover

Bedroom

- Remove bedroom fire surround
- If hot water / boiler located in the bedroom, box in to form airing cupboard (where appropriate)

Windows and doors

- Ensure windows open and close correctly and are secure with window lock keys available where necessary
- Repair / renew defective door handles, locks and frames
- Renew defective glazing and check that all glazing complies with current British Standard
- Ensure curtain batons are provided where necessary



Electrics

- Test appliances / system and issue current safety certificate
- Renew defective light fittings and electric sockets
- Replace damaged single sockets with doubles
- If electric meter is not in a cupboard – box in where appropriate with wall unit

Gas appliances / fires

- Test all gas appliances comply with current regulations and issue Gas Safety Certificate
- Box in gas meter where appropriate

Plumbing

- Repair faulty valves, taps, including washing machine and pipe work as necessary
- Repair / renew defective plugs and chains
- Repair / renew all defective waste pipes

Kitchen

- Where possible make space for washing machine and fridge. Discuss location of items with tenant on accompanied viewing.
- Ensure gas or electric cooker point is available as appropriate

Bathroom

- The bathroom to be provided with a minimum of a functional bath and / or shower, wash hand basin and toilet
- Renew toilet seat

Ventilation

- Ensure adequate ventilation to the kitchen / bathroom

Decoration

- Repair / renew glazed tiling and silicone sealant to kitchen / bathroom
- Remove textured coating to any wall only where it is substantially damaged and compromises safety
- Only decorate where absolutely essential, for example - graffiti and mould growth
- Remove polystyrene tiles from dwelling and, if damage caused to plaster, make good as required
- Leave any carpets and curtains that are in good condition

Decoration vouchers will be issued in line with the decoration voucher policy. Decoration vouchers will be given where the property has been re-furbished, subject to major repairs affecting the condition of the decoration.

External

- Ensure garden and hedges are cut back as necessary and trim grass areas, remove garden rubbish
- Inspect for defaults to rainwater goods, manhole covers, footpaths etc
- Existing fencing to be repaired / replaced in line with the fencing policy
- Check handrails to steps where needed

Cleanliness

Following all completed works within the property our promise to you will be to ensure the property is cleaned to the highest standard by our specialist team and air fresheners provided.



What should I do if I have a problem?

If you are experiencing any gas or electrical defects within 4 weeks of moving in, these should be reported directly to our repair partners who will have made gas and electrical checks / repairs whilst the property was empty.



You can contact Morrison's Helpdesk on
0113 376 0331

You can contact Mears on
0800 032 4208

If you smell gas, you should call National Grid on the national gas emergency number

0800 111 999

For all your other housing enquiries, including repairs, you should contact West North West Homes through our dedicated customer number on

0800 915 1113

