

Decorating your new home

আপনার সেবায়
給大家的服務
દરેક જણ માટેની સેવા
Usługi dla każdego
ہر شخص کے لیے سروس

**RESIDENT
APPROVED**



The Government Standard

Decorating your new home

When you move into your new home we want to help you get things the way you want them.

Our Standard

The bathroom, kitchen and living room will be well decorated. If not we will decorate them using magnolia emulsion on the walls. If required we will use blown vinyl wallpaper and emulsion. If skirting boards are painted in a dark colour e.g. black, we will repaint them with white gloss.

If the rest of the home is poorly decorated we will either:

- offer you a voucher towards the cost of buying decorating materials of your choice. This is not intended to cover the whole cost, or
- do the decorating for you
 - If you are vulnerable and have no one to help you do it
 - If the home is so poorly decorated it would be unreasonable to expect you to move in.

By poorly decorated, we mean grubby, oily, ripped, or age coloured. We will not issue a decorating voucher if the walls are clean and undamaged but are not decorated to your taste.

How much we allow towards decorating your home

While your new home was empty we decided which rooms need decorating and how much to allow you towards the cost.

These examples show how much we allow for a 2 bedroom house and a 2 bedroom flat.

2 bed house - As below plus 2.5 litres each gloss and undercoat

Room	Walls		Ceilings
	Wallpaper (Rolls)	Vinyl silk (Litres)	Vinyl matt (Litres)
Hall/Stairs	8	5	1
Bedroom 1	8	5	2.5
Bedroom 2	6	3.5	1.5
Bedroom 3	5	3	1.5
Totals	45	27.5	11.5

2 bed flat - As below plus 1 litre each gloss and undercoat

Hall	2	1	0.5
Middle Hall	2	1	0.5
Bedroom 1	6	3.5	1.5
Bedroom 2	5	3	1.5
Totals	33	19.5	9

These are only guides as room sizes vary. 1 roll of wallpaper normally gives 4 drops from ceiling to floor.

If your home needs a lot of decorating we give vouchers to decorate 2 rooms at a time. If you need more materials your Housing Officer will visit you and decide if we can give you more vouchers.

Where to get your vouchers

Please collect your vouchers from:

Johnstones Leyland
Decorating Centre
Unit 5
Eastern Close
Eastern Avenue
Trading Estate
Eastern Avenue
Gloucester

Tel: 01452 310130

Need more help than decorating materials?

Sometimes we will completely redecorate an empty home. This depends on how poorly decorated it is and your circumstances.

We decide by considering:

- your age
- any medical condition or disability
- any other special needs, i.e. vulnerability
- whether the home is hard to let.

To help us to decide whether to decorate a home we also look at whether it has:

- large areas of peeling wallpaper (more than 30cm x 30cm)

- graffiti
- dark staining (more than 30cm x 30cm)
- dark, unattractive colours, e.g. dark brown, dark blue, black
- unsightly, smelly substances that are hard to remove
- severe cigarette smoke stains

- severe condensation stains.

We don't include things like:

- slightly damaged or peeling wallpaper
- 'shadow' from a previous picture or wall feature
- varied use of colours.

These examples are a guide, not a complete list.

For more information please contact us. Or visit our website at www.gloscityhomes.co.uk or GCHTV on the Looking Local service.



Contacting us

Customer Services Team, Railway House, Bruton Way,
Gloucester, GL1 1DG

Customer Services Line: 0800 408 2000 (freephone)
or 01452 424344 (normal call charges apply)

Text: 0778 148 2656 **Fax:** 01452 833101 **Minicom:** 01452 396161

Email: customer.services@gloscityhomes.co.uk

Web site: www.gloscityhomes.co.uk **Digital TV:** GCHTV on Looking Local

You can also contact us using our online reporting forms. Our website is speech enabled and you can adjust the size of the text and translate it to other languages.

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact us.

আপনি যদি এই ডকুমেন্টের কোন অংশের ব্যাখ্যা, অনুবাদ অথবা বড় অক্ষর, অডিও অথবা ব্রেইলের মত অন্য কোন ফরম্যাটে চান তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Bengali

如果您希望我們解釋、翻譯本文檔，或提供大字體、音頻或盲文等其他版本，敬請聯繫我們。

Chinese

જો આપને આ પુસ્તકમાંના કોઈપણ ભાગની સ્પષ્ટીકરણ જોઈતી હોય અથવા આ પુસ્તક અન્ય ભાષામાં અથવા રૂપમાં જોઈતી હોય, દાખલા તરીકે, મોટા અક્ષરોમાં, ઓડીયો પર અથવા બ્રેઇલમાં, તો કૃપા કરી અમારા સાથે સંપર્ક કરો.

Gujarati

Proszę zgłosić się do nas po uzyskanie wyjaśnień, przetłumaczenia względnie uzyskania niniejszego dokumentu w większym druku, w postaci dźwiękowej lub języku dla niewidomych.

Polish

اگر آپ اس دستاویز کے کسی حصے کی وضاحت، ترجمہ یا کسی اور شکل میں جیسے کہ بڑے حروف، آڈیو یا ابھرے حروف میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔

Urdu