

# Improving your home

আপনার বাড়ির উন্নতি করা

改善你的家居

तमारा घरमा सुधारा કરવા

Ulepszenie Twojego mieszkania

اپنے مکان میں بہتری لانا



The Government Standard

# Improving your home

## Decent Homes Standard

In 2000, the Government brought in new rules about the quality of homes tenants rent from councils or housing associations.

Since 2010, all council homes must meet this standard, which says:

**A decent home will be warm, weatherproof and have reasonably modern facilities.**

These are the main things taken into account when deciding if a home meets the Decent Homes Standard.

A decent home must:

✓ meet current legal housing standards

✓ be in reasonable repair

✓ have reasonably modern facilities and services.

This means at least 4 of the following:

- a kitchen that is no more than 20 years old
  - a kitchen with adequate space and layout
  - a bathroom that is no more than 30 years old
  - a suitably located bathroom and toilet
  - adequate noise insulation
  - adequate space and layout in common areas of flats
- ✓ be efficiently heated and effectively insulated.

## Gloucester Housing Standard

Working with our tenants we have developed a Gloucester Housing Standard. This is better than the Decent Homes Standard.

So eventually, we want all our homes to have:

- ✓ high-quality PVC double-glazed windows with secure locking handles
- ✓ no all-metal windows

- ✓ modern fitted kitchen units with vinyl flooring, tiling, and extractor fan
- ✓ a fire installed in living/dining rooms and a full central heating system
- ✓ a modern fitted bathroom suite with shower connector, thermostatically controlled taps and extractor fan, with vinyl flooring, tiling and redecoration



- ✓ high-quality, secure front and back doors with a choice of brass fittings
- ✓ loft insulation, cavity-wall insulation and external rendering as required
- ✓ a modern watertight roof
- ✓ modern wiring including smoke detectors, and electricity meters in an outdoor cabinet where possible
- ✓ gardens that have been cleared and left tidy where required
- ✓ good access, where possible, to external doors, and staircase/ doorway handrails where needed
- ✓ footpaths and boundary fencing to front and rear gardens and gates as required

- ✓ off-street parking with paved access and a refuse/green bin storage area where possible.

We will offer tenants the opportunity to have security alarms, external entrance lights, CCTV and other security measures where appropriate, such as higher walls.

Whether we can do all of the above items will depend on there being enough money available at the time we do the work.

### **Planning maintenance and improvements**

One of our key aims is to bring and keep all our homes up to the Government's Decent Homes Standard and wherever possible our Gloucester Housing Standard.

Our staff and those working for our home improvement partners will:

- ✓ train tenant representatives on looking after property to help them to make informed decisions
- ✓ develop 5 year improvement plans in partnership with tenant representatives
- ✓ review the menu of improvement choices every year

- ✓ publish an annual programme every April, showing the work, how much it will cost and which streets are included.



If we are planning to improve your home, we will:

- ✓ invite you to a local Open Day to discuss our plans for your area
- ✓ invite you to join a project team, to oversee and monitor progress
- ✓ arrange for a Resident Liaison Officer to visit you about your home-improvement choices,

including any adaptations you need

- ✓ contact you around 6 weeks and again 8 days before the work starts
- ✓ give you a choice of colours or fittings including:
  - heating type
  - layout and colour of kitchen units



- colour of outside doors, rendering and cladding
- colour and layout of bathroom suite
- outside doors type
- colour schemes for communal stairways
- optional extras.

- ✓ help you to move heavy furniture if you can't do it
- ✓ help you to lift carpets if you can't do it
- ✓ keep you warm and comfortable while we do the work
- ✓ do the work to a good standard

When improving your home we will:

- ✓ give you a single daytime and out-of-hours contact phone number
- ✓ provide proof of identity before entering your home
- ✓ wear uniforms that display our name
- ✓ drive vehicles that clearly show the home-improvement partner's name and that they are working in partnership with us

- ✓ use good-quality materials
- ✓ do the work while you stay in your home
- ✓ give you extra help if you have special needs
- ✓ ensure you are not left overnight without electricity and essential facilities
- ✓ leave your home clean and tidy
- ✓ decorate your kitchen and bathroom

- ✓ pay an allowance towards redecoration of other parts of your home we disturb
- ✓ do a survey when we've finished to ensure work is of a good standard and you're happy with our service.

More service standards are set out in more detail in our 'Major Works Compact'. Please contact us for a copy.

### **Repairs after improvements**

If we modernise or improve your home, our improvement partners will do any repairs in the first 6 months. Please report any problems to us in the normal way and we will arrange the repairs. We will do a final inspection with the improvement partner after 6 months to make sure

that they have completed everything satisfactorily. The final inspection may be 12 months after work is complete in some cases, such as for central heating installation. We will let you know which one applies.

### **Help during improvements**

If we are doing major work to your home, we may be able to help you if you incur costs because of the work we do.

If you have to move out of your home temporarily because of major work, we will:



- ✓ arrange and pay for your removals and disconnection/reconnection of appliances (cookers, gas fires, washing machines, dishwashers, TV aerials, and satellite dishes)
- ✓ pay for disconnection and reconnection of cable and telephone services
- ✓ pay an inconvenience allowance to meet small expenses
- ✓ help with the cost of new carpets if appropriate.

If you have to move permanently because your home is being demolished, we will:

- ✓ help you with the items listed above, and you may also qualify for a home loss payment. The amount will depend on the length of your tenancy.

If we do major internal work to your home, but you do not have to move, we will:

- ✓ pay an inconvenience payment to cover small expenses.

This usually applies if the work we are doing takes more than 7 calendar days, such as putting in new kitchens or damp proofing.

We will credit any inconvenience payment to your rent account if you have rent arrears.

For more information please contact us or visit [www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk) or GCHTV on the Looking Local service.

Or visit the Government's Decent Homes website at [www.communities.gov.uk/housing/decenthomes](http://www.communities.gov.uk/housing/decenthomes)

## Contacting us

Customer Services Team, Gloucester City Homes, Atlantic Suite,  
Southgate House, Southgate Street, Gloucester GL1 1UB

**Customer Services Line:** 0800 408 2000 (freephone)

or 01452 530626 (normal call charges apply)

**Text:** 0778 148 2656 **Fax:** 01452 396599 **Minicom:** 01452 396161

**Email:** [customer.services@gloscityhomes.co.uk](mailto:customer.services@gloscityhomes.co.uk)

**Web site:** [www.gloscityhomes.co.uk](http://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