

# Our letting standards

**What you can expect when you move  
into your new home**



**We want to achieve the highest level of satisfaction when you move into one of our properties – this leaflet tells you what you can expect by setting out our letting standards.**

Letting standards describe what you can expect when you move into a Black Country Housing Group property because we want you to be highly satisfied with your new home.

If you believe that we haven't achieved these standards, please let us know. Contact your housing officer and they will offer you an appointment within the first six weeks of moving into your property.

### **What you can expect**

There are some overall standards that you can expect when you move into one of our properties.

Some work may be carried out after the property has been re-let but you will be fully informed about this. We do this to reduce the time that the property is left empty.

Any work that may be viewed as a Health and Safety risk will have already been completed.

Your home will meet the government's Decent Homes Standard and any other legal requirements. In 2000, the government made a commitment to bring all public sector homes up to a decent standard by 2010. More information on the Decent Homes Standard is available from the Communities and Local Government Department.

There are more detailed standards relating to the structure and general state of your home, as well as the fixtures and fittings that you should find when you move in. These are:

- The structure of your home will be sound and secure
- All rubbish will be removed

- It will be clean throughout
- Windows, doors and fittings in good working order
- Doors fitted with at least a mortice lock and bolt
- Property number and letter plate fitted to front door
- Heating, hot water and electricity systems will be in good working order
- Adequate power supplies and sockets will be available
- NICEIC certificate and Landlords Gas Safety Checks completed and available
- Garden/boundaries free from rubbish and in maintainable condition
- Safe and secure paths, steps and handrails
- Clothes drying facilities outdoors
- Walls and ceiling surfaces will be suitable for decoration and free from mould and dampness
- Decoration will be to a reasonable standard or vouchers awarded towards the cost of redecoration
- Kitchen units and worktops will be clean and secure
- Minimum of a sink unit, double base and wall unit provided (depending on size)
- Adequate space for cooker, fridge/freezer and washing machine (unless communal facilities are provided)
- Basin, toilet and bath/shower with plugs attached where applicable in bathroom
- Bathroom door will have bolt and toilet fitted with new white seat
- All plumbing and drainage in bathroom free from leaks and cracks

## **Need help using our services?**

If you are deaf or hard of hearing, all of our offices have hearing loops – please ask our receptionists. These help you hear more clearly and reduce background noise if you use a hearing aid or loop listener. If you would like a hearing loop for a meeting, let us know beforehand. If you are blind or partially sighted we can give you information in large print, on audio tape or in Braille. Please phone 0121 561 1969 to discuss your needs with us. If your first language isn't English, we can provide an interpreter either to help you over the phone or in person.

## **How to contact us:**

- Phone: 0121 561 1969
- E-mail: [housing@bcha.co.uk](mailto:housing@bcha.co.uk)
- Website: [www.bcha.co.uk](http://www.bcha.co.uk) (fill in our online form)

**Black Country Housing Group Ltd**  
**134 High Street**  
**Blackheath**  
**West Midlands**  
**B65 0EE**

- You can also write to us at the address above
- You can also call in to our offices at the same address