



# THE CONDITION OF YOUR NEW HOME

## SERVICE STATEMENT



# THE SERVICE YOU CAN EXPECT

## **GARDENS, YARDS AND OUTBUILDINGS**

- Grass, hedges and borders will be in a condition that an average householder can maintain with domestic tools.
- Paths and hard surfaces will be sound and trip free, and steps level.
- Existing gates, walls and fences will be in a good, safe condition.

## **EXTERNAL STRUCTURE**

- Aerials and Satellite dishes will be removed only if in danger of falling.
- Walls will be wind and water tight.
- Roof coverings and chimney pots will be in sound condition.


## **EXTERNAL DOORS**

- Doors will be sound, secure and lockable.

## **WINDOWS**

- All windows will be in working order, easily operated and have secure fastenings.

## **CLEANLINESS**

- The property will be free from odour, infestation, mould, rubbish, graffiti, grease, furniture and white goods.
  - All fittings and surfaces will be washed down.
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## **DECORATIVE ORDER**

### **In Sheltered and Supported Housing (homes mainly for older people)**

- If the existing decoration is in good condition we will consider this an acceptable standard. (Good condition means no significant damage to wallpaper or paintwork).
- If the property does not meet this standard we will do some decorating, depending on the condition and the new tenant's circumstances.

### **In All Other Housing**

- The property will be left ready for decoration by the new tenant.
- Ready for decoration means:
  - Existing paintwork will take no more than 2 coats of paint to cover.
  - Gloss on walls or extreme colours will be painted out.
  - Significantly torn and damaged wallpaper will be removed.
  - Plaster holes larger than a 50p piece will be filled.
  - Gloss finishes will be washed down.

## **DECORATION PAYMENTS**

- May be issued in exceptional circumstances.
- Payments will be made in line with our planned maintenance works decoration payments policy (please ask for details).

## **INTERNAL DOORS/JOINERY**

- All rooms will have a door in good repair and with working door furniture.


## **KITCHEN**

- All kitchens will be provided with adequate sink, wall and base units and space for a fridge/freezer and cooker, and plumbing for a washing machine.
- All units will be clean and in working order.

## **BATHROOM**

- The WC, wash hand basin, shower fittings and bath will be
- clean and hygienic
- in good working order with secure and clean seat
- free from stains and significant chips and cracks.

## **FLOOR COVERINGS**

- Existing carpets and other floor coverings will be removed unless they are in a good condition and it is agreed with the new tenant to leave them.
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## **SERVICES**

- The supply of gas, electricity, water and drainage will be in safe and working order.
- The heating and hot water systems will be in good working order.

## **LIGHTS AND SWITCHES**

- The lights provided will give a safe living environment.
- There will be sufficient sockets to be of reasonable use.

**TO MINIMISE THE LENGTH  
OF TIME A PROPERTY IS  
EMPTY WE WILL CARRY  
OUT SOME WORKS  
AFTER A NEW TENANT  
MOVES IN**

## **WHAT IF WE DO NOT MEET THIS STANDARD**

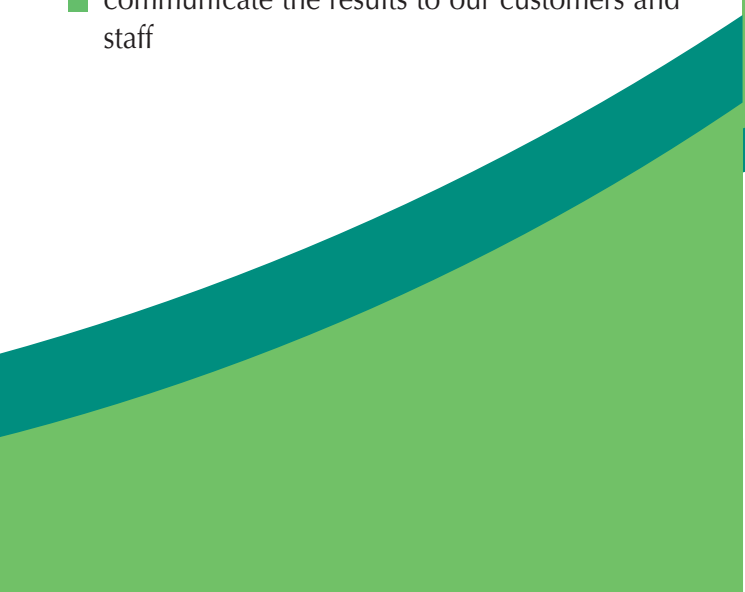
If you wish to express your dissatisfaction about the standard of service or lack of action taken by us, tell us and give us the chance to put it right:

- Take up the issue with the staff member you have been dealing with
- If you are still unhappy, ask to speak with the manager
- If you cannot resolve the issue, you may make a formal complaint under our Complaints Procedure

For more detailed information about how to make a complaint, see our service statement leaflet "Customer Complaints"

## **CONTINUOUSLY IMPROVING OUR SERVICE**

We work together with our customers to:

- agree our targets for improving our service
  - measure and monitor our performance against these
  - communicate the results to our customers and staff
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## OUR AIMS

To ensure that all properties are brought upto the same quality standard.

To ensure all homes let are safe and comply with legal requirements.

To ensure the home is in a good state of repair and ready to decorate.

To deliver a service that is efficient, reliable, cost-effective and which is continuously improving.



## OTHER FORMATS, OTHER LANGUAGES


We will do what is reasonable to provide information in alternative formats on request, including tape, Braille, large print and translations. If we encounter difficulties meeting your request, we will discuss the best solution with you.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Jeżeli chciałoby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

Bu belgenin Türkçe'sini edinmek ya da Türkçe bilen birisinin size yardımcı olmasını istiyorsanız, bize başvurabilirsiniz.

 Lãnguagê Liñe



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