



Service Standard

Letting a Home

استدجار منزل

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Kirêkirina Malekê

بهکری دانى خانوو

ਘਰ ਕਿਰਾਏ 'ਤੇ ਦੇਣਾ
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Letting a Home

Sandwell Homes offers a new, fairer and more straightforward way of finding a new home to rent. This leaflet tells you about the standards you can expect from us when you first apply for housing up until the point you sign for your new tenancy.

For additional information please see our website at www.sandwellhomes.org.uk

Our Promise to You:

We will:

- Provide information and advice on our housing service on our website, at any local neighbourhood office or estate office, at any property shop and in your Tenants Handbook
- Make registration forms available from our local housing offices, by post or from our property shops and website
- Arrange to see you in your own home if you have genuine difficulties in accessing the service
- Provide assistance in completing the housing registration form, on request

- Offer realistic advice on your housing options
- See you privately if you wish to discuss anything confidential or sensitive
- Register your housing application within 10 working days from receipt of the form and all supporting documentation
- Provide information about our services in different languages, large print, Braille, and audiotape on request
- Help reduce language barriers by using interpreters, National Interpreting Service and translated material
- Visit new tenants within two weeks of the tenancy starting, to provide advice, support and assistance where necessary
- Advertise all available properties on a weekly cycle in the Sandwell Homes Property Shop windows, Neighbourhood Offices and on the website (Properties will be advertised every Wednesday morning and you will be able to express interest up until midnight on the following Monday)
- Offer you help and advice to express an interest in a property

- Give accurate information in the adverts including:
 - How to express an interest
 - How long you have to express an interest (usually 6 working days)
- Advertise the location, type and size of property including rent and other charges and criteria about who will be suitable
- **Take your telephone number so we can contact you if your expression of interest is successful**
- If your expression of interest is successful we will ring you and we will write to you
- **Make an appointment for you to view the property**
- Arrange for you to view the property before accepting or refusing the final offer
- **Publish the results of all the properties we let in Neighbourhood Offices, Sandwell Homes Property Shops and on the website as soon as they are available.**

Before moving into your new home

We want our homes to be welcoming to every new tenant. Before we show you around your new home, we will check it to make sure it is safe, clean and has all services in working order.

We will check each property for: Hazardous materials and defects and carry out any work needed to provide a safe living environment.

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We will:

- Ensure that you receive the empty property standard booklet
- Make sure doors and windows are secure and open and close with ease
- Ensure smoke alarms are tested and in good working order
- Ensure all electrical installations have received a safety check
- Ensure your property is clean
- Check appliances, fittings and stopcocks and clearly label with the date of testing

- Ensure that all gas-heating appliances have had an annual service
- Clear from the house, gardens and outbuildings all items left by the previous tenants unless we have agreed with you, the new tenant, to leave them there
- Tell you about any less important repairs, which can be done after you, move in. These might include minor adjustments to windows, doors or kitchen units
- We will agree timescales for completing these repairs.

Customer/Tenant responsibilities

- Provide full and correct details of your circumstances so that we can assess your application correctly
- Tell us about any change in your circumstances
- Provide a contact telephone number so we can contact you as soon as we have an accommodation offer for you
- Reply to us within 3 days if we make you an offer of accommodation
- Maintain your home in a good state of cleanliness, decorative order and repair
- Leave your home and its fixtures and fittings in clean and tidy condition, and in good repair when your tenancy ends.

Want to know more?

Further information available;

- Your Tenancy Handbook
- On our website www.sandwellhomes.org.uk
- In your nearest Housing office
- In your Tenancy agreement
- Your nearest Property Shop

If you would like a copy of this document translated, or require a copy in Braille, large print or audio tape, please contact 0121 569 6030

إذا كنت تود الحصول على نسخة مترجمة من هذا المستند، أو كنت بحاجة لنسخة مطبوعة بطريقة برايل للمكفوفين أو بطباعة مكبرة أو على شريط تسجيل صوتي، يرجى الاتصال برقم 0121-569 6030

আপনি যদি এই নথিটির অনুবাদ পেতে চান অথবা ব্রেইল-এ, বড় অক্ষরের ছাপায় অথবা অডিও টেপ-এ এটি চান, তাহলে অনুগ্রহ করে 0121-569 6030 নম্বরে যোগাযোগ করুন

Eger hûn dixwazin kopiyeye vê dokument bê wergerandin yan jî dixwazin kopiyeye bi Tîpên Koran (Braille), bi Tîpên Mezin yan jî wekî Axaftina Qeydkirî bide bixin, ji kerema xwe têkildar bin bi hejmarê telefonê 0121-569 6030.

"ئەگەر تۆ دتەوت ئەم بە گەیه وەر بگ رینهوه سەر زمانی خۆت، یان بە د ی برهیل، چاپی قه یو یان له سەر شریتی کاست یۆ تۆ ئامدە بکەین، تکایه پێوهندی بکه به ژماره تەلەفونی 0121-569-6030.

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਇਕ ਕਾਪੀ ਦਾ ਅਨੁਵਾਦ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਬੁਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਜਾਂ ਅੱਡੀਓ ਟੇਪ ਦੀ ਕਾਪੀ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0121-569 6030 'ਤੇ ਸੰਪਰਕ ਕਰੋ

Haddii aad jeclaan laheyd nuqul dukumeentigan ah oo tarjuman, ama aad u baahan tahay nuqul ah Luuqadda indhoolayaasha, Daabacad weyn ama Cajalad Dhegeysi, fadlan la xiriir 0121-569 6030

اگر آپ کو اس دستاویز کی ایک ترجمہ شدہ نقل چاہیے یا بریل، بڑے حروف یا آڈیو ٹیپ میں ایک نقل کی ضرورت ہو تو برائے مہربانی 0121-569 6030 پر رابطہ کریں

Your nearest Housing office is:

Your nearest Property Shop is: