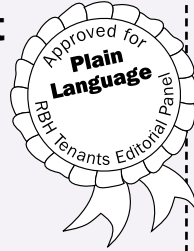


Complaints

The simplest way to sort out a problem is to discuss it with the staff concerned, either face to face or on the telephone. Many problems can be quickly resolved this way. If you are not happy with the response then our complaints procedure will help us deal efficiently and effectively with your complaint. See our leaflet '**Complaints**' for more information. You can make a complaint by:

- completing the complaint form that accompanies the complaints leaflet
- writing to your local housing office or Rochdale Boroughwide Housing's headquarters
- telephoning your local housing office or our complaints line on 0845 123 5628
- e-mailing rbh.policy@rbhousing.org.uk
- completing our on-line complaints form at www.rbhousing.org.uk

This document is available on request in large print, Braille, Bangla, Urdu, audio tape or on computer disk from the Housing Equality Team on (01706) 273790/273791.



یہ دستاویز درخواست کیے جانے پر بڑے حروف، بریل سسٹم، ہنگامہ اور اردو زبانوں، آڈیو ٹیپ یا کمپیوٹر ڈسک پر ہاؤسنگ ایکویٹی ٹیم سے ٹیلی فون نمبر (01706) 273790 پر رابطہ قائم کر کے حاصل کی جاسکتی ہے۔

এই দলিলটি (ডকুমেন্ট) হাউজিং ইকোয়ালিটি টীমের নিকট হইতে বড় ছাপার অক্ষরে, ব্রেইল (অক্ষরের জন্য বিশেষভাবে নির্মিত) অক্ষরে, বাংলায়, উর্দুতে, ক্যাসেটে অথবা কম্পিউটার ডিস্কে (01706) 273791 নম্বরে ফোন করিয়া সংগ্রহ করিতে পারেন।



Property Letting Standard

Our Service Standards

This leaflet sets out the standard of repair and cleanliness that you can expect from your new home. It also tells you about our service standards and how you can help us deliver the service promised.



OUR PROMISE TO YOU

- We will provide information on the property letting service:
 - on our website at www.rbhousing.org.uk
 - from your housing officer or at any local housing office or Council customer service centre.

We will meet all statutory and health and safety obligations, specifically:

INTERNAL REPAIRS

- All gas and electrical installations will be checked and comply with current gas and electrical regulations.
- All windows and doors will be capable of opening and closing freely and be latched or locked. A minimum of 2 keys will be supplied for each 'key operated' lockable opening.
- An adequate form of heating and hot water will be provided. Thermal insulation will be provided (loft insulation, cylinder jacket and pipe lagging as a minimum).
- A smoke alarm will be provided, in full working order, in a location suitable to the type of property.
- Intruder/ panic alarms (if supplied) will be in working order.
- Kitchens will be in good condition with doors and drawers operating effectively.



- Baths, wash hand basins and toilets will be in good condition. Sanitary fittings will only be renewed if it is not possible to adequately clean or repair them.
- Floors and stairs will be repaired/replaced where damaged.
- Any areas of defective plasterwork identified during pre-inspection will be replastered.
- All broken windows will be reglazed.

EXTERNAL REPAIRS

- Walls and roofs will be free of defects likely to cause dampness.
- Guttering, downspouts, wastepipes and grid covers will be intact.
- Outbuildings will be secure.
- Footpaths will be free of any trips.
- Front fencing (where supplied) will be intact and in a good state of repair.



Note: Because of theft and vandalism it may not be possible to comply with items 2 to 5 before you move in but you will be notified of the work to be carried out and the timescale for completing the work.

DECORATION

All properties will be in reasonable decorative order or be capable of being brought up to a reasonable standard by you through the use of decorating vouchers.

In extreme situations only, where properties are in poor decorative order and the scale of work required is excessive, properties will either be prepared for redecoration by removal of ceiling and wall coverings or redecorated.

Issues we will take into account when determining decorative condition are:

- *Wallpaper torn or removed.*
- *Wallpaper affected by mould growth.*
- *Wallpaper dirty, marked or faded.*
- *Graffiti.*
- *Damaged and / or discoloured paintwork.*

CLEANLINESS

Stage 1.

Clearing and cleaning the property when the outgoing tenant leaves.

The following work will be carried out when the property becomes empty:

- *All waste and rubbish will be removed from within the dwelling and from the garden areas.*
- *All floors will be swept .*
- *Outbuildings will be cleared and swept.*
- *Wheelie bins will be emptied, cleaned and secured inside the outbuilding or property.*

Stage 2.

Carrying out any necessary repairs and then clearing and cleaning the property ready for you to move in.

Any builders' debris will be removed from the site immediately upon completion of all required repairs and the following work carried out:

- All floors will be mopped, disinfected and fragranced.
- Carpeted areas will be cleaned in furnished properties.
- Walls and ceilings will be washed down where required and loose wallpaper will be removed.
- All woodwork will be cleaned with detergent.
- Windows will be washed internally on all floors and externally on ground floor.
- Window sills will be wiped down.
- All sanitary fittings will be cleaned with detergent and sanitised.
- All kitchen units will be cleaned internally and externally, including worktops.
- Paths will be swept.
- Any further accumulations of waste will be removed from the garden areas.

YOUR RESPONSIBILITIES

It is your responsibility to:

- maintain your home in a good state of cleanliness, decorative order and repair.
- report necessary repairs promptly. The 24 hour Repairs Call Centre telephone number is 0845 076 3636. For more information refer to our leaflet '**Repairs - Service Standards**', contact your local housing office or visit www.rbhousing.org.uk
- leave your home and its fixtures and fittings in a clean and tidy condition and, except for fair wear and tear, in good repair when your tenancy ends.
- remove all your belongings from the property when your tenancy ends.

HOW TO CONTACT US:

Rochdale Boroughwide Housing headquarters, The Old Post Office, The Esplanade, Rochdale OL16 1AE

Main Switchboard: 0845 070 5170

Repairs Call Centre: 0845 076 3636

Complaints: 0845 123 5628

LOCAL HOUSING OFFICES

ROCHDALE NORTH

Bellshill Housing Office,
13-15 Bellshill Crescent,
Rochdale OL16 2TT
Telephone: (01706) 867092

Opening hours: Mon & Fri

9am – 12.30pm &

1.30pm - 4.30pm,

Tues & Thurs 9am – 12.30pm,

Wednesday - closed

Freehold Housing Office,
271 Olney, Freehold,
Rochdale OL11 4LQ
Telephone: (01706) 864063

Opening hours: Monday to Friday

9am – 12pm & 2pm - 4.30pm

Lower Falinge Housing

Office, 236 Newstead,
Lower Falinge,
Rochdale OL12 6RQ
Telephone: (01706) 642220

Opening hours: Monday to Friday

9am – 12pm & 2pm - 4.30pm

Rochdale Council Customer Service Centre: Floor 2,
Municipal Offices, Smith Street,
Rochdale OL16 1LQ
Telephone: (01706) 647474

Opening hours: Monday to Friday

9am – 5pm.

Smallbridge Housing Office,
Smallbridge Library,
Stevenson Square, Smallbridge,
Rochdale OL12 9SA
Telephone: (01706) 712855

Opening hours: Monday to Friday

9am - 1pm & 2pm - 4.45pm

except Tuesday when closing

time is 3.45pm and Wednesday

when the office is closed

ROCHDALE SOUTH

Castleton Housing Office,
Castleton Community Centre,
Manchester Road, Castleton,
Rochdale OL11 3AF
Telephone: (01706) 867610

Opening hours: Monday to Friday

9am – 4.45pm except Tuesday

when closing time is 3.45pm

Kirkholt & Balderstone Housing Office / Council Customer Service Centre:

46 The Strand, kirkholt,
Rochdale OL12 2JG
Telephone: (01706) 354222

Opening hours: Monday to Friday

9am – 4.45pm except Tuesday

when closing time is 3.45pm

Newbold Housing Office,

Witley Road,
Rochdale OL16 5HE
Telephone: (01706) 714460

Opening hours: Monday to Friday

9am – 4.45pm except Tuesday

when closing time is 3.45pm

MIDDLETON

Hollin Housing Office,
21-23 Nowell Road, Hollin,
Middleton M24 6FN
Telephone: (0161) 655 3922

Opening hours: Monday to Friday

9am – 4.45pm except on a

Tuesday when closing time is

3.45pm

Middleton Housing Office / Council Customer Service Centre:

Council Offices,
Sadler Street, Middleton,
Manchester M24 5UJ
Telephone: (01706) 867120

Opening hours: Monday to Friday

9am – 4.45pm except Tuesday

when closing time is 3.45pm

HEYWOOD

Cedar Avenue Housing Office, 65/67 Cedar Avenue,
Heywood OL10 4TU
Telephone: (01706) 364124
Opening Times: Monday to Friday
9am – 12.30pm

Heywood Housing Office / Council Customer Service Centre: Hind Hill Centre,
Hind Hill Street,
Heywood OL16 1AH
Telephone: (01706) 867373
Opening hours: Monday to Friday
9am – 5pm except Tuesday when closing time is 3.45pm

PENNINES

Littleborough & Wardle Housing Office / Council Customer Service Centre: Council Offices, Harehill Park,
Littleborough OL15 9HF
Telephone: (01706) 378221
Opening hours: Monday to Friday
9am - 12.30pm &
1.30pm - 4.45pm except
Tuesday when closing time is 3.45pm.

Milnrow & Newhey Housing Office / Council Customer Service Centre: 82 Dale Street, Milnrow OL16 4HX
Telephone: (01706) 342559
Opening hours: Monday to Friday
9am - 12.30pm &
1.30pm - 4.45pm except
Tuesday when closing time is 3.45pm

Property Letting

Please complete this questionnaire to help us check out the service you have received against the standards in this leaflet and make sure we live up to our promises.

Are we meeting the standards in this leaflet? YES / NO

If No, please explain:

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How can we improve this service?

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Please hand this completed questionnaire into any of our local housing offices or any Council customer service centre.

Alternatively post to:

Business Reply Service Licence No R024, Rochdale Boroughwide Housing, Policy and Performance, PO Box 69, The Post Office, The Esplanade, Rochdale OL16 1BR (no stamp needed).