



**Tees Valley
Housing**



Our Lettable Standards

HOUSING MANAGEMENT

About Lettable Standards

We are proud of our standards and when a home becomes empty, we want to ensure that those levels can be seen in a property when we offer it to a new tenant.

Our lettable standards are agreed with our new tenants at the viewing stage so that when you move into your new home you know what to expect.



Supported Housing Schemes

Supported housing schemes may have different services provided, but will still agree the lettable standard at the viewing stage.

If you want to apply to become a tenant, please contact our Homechoice office for information and advice.

You may also want to have a look at other leaflets, including repairs and maintenance and improving and modernising your home.

Contacts

For more information contact us free from a landline on **08000 461 600** or ring us on **01642 233 780** to be charged at local rate from a mobile phone.

Alternatively for Erimus Housing, log on to **www.erimushousing.co.uk**

For Tees Valley Housing, log on to **www.teesvalley.org**

Ways to Get in Touch

You can get in touch with us in a number of different ways.

Phone:

Contact us free from a landline on 08000 461600 or on 01642 233780, which is charged at local rates from a mobile phone.

Web:

For Erimus Housing, log on to www.erimushousing.co.uk
For Tees Valley Housing, log on to www.teesvalley.org

Email:

For general enquiries, email Erimus Housing at info@erimushousing.co.uk or Tees Valley Housing on enquiries@teesvalley.org

FABTV:

If you have a digital TV package, you can find information at the touch of a button for free, 24 hours a day. Use your remote control to find our pages in the Looking Local service.

Facebook:

Find us on facebook.co.uk/erimushousing or facebook.co.uk/teesvalleyhousing

Get Involved:

If you'd like to get more involved, contact our resident involvement team on 01642 256170.

Get in Touch - Our Offices

Homechoice

73-75 Corporation Road
Middlesbrough
TS1 1LY

Tel: 08000 461600



Residents' Resource Centre

14 Cinderwood
Thorntree
Middlesbrough
TS3 9RH

Tel: 01642 256170

Area Housing Office

Rivers House
63 North Ormesby Road
Middlesbrough
TS4 2AF

Tel: 08000 461600

Get in Touch - Our Offices

Area Housing Office

15 Shelton Court
Thorntree
Middlesbrough
TS3 9PD

Tel: 08000 461600

Area Housing Office

Berwick Hills Centre
Crossfell Road
Middlesbrough
TS3 7RL

Tel: 08000 461600

Area Housing Office

Parkway Centre
Coulby Newham
Middlesbrough
TS8 0TJ

Tel: 08000 461600

Erimus Housing Head Office

4th Floor
Centre North East
73-75 Albert Road
Middlesbrough
TS1 2RU

Tel: 08000 461600

Tees Valley Housing Head Office

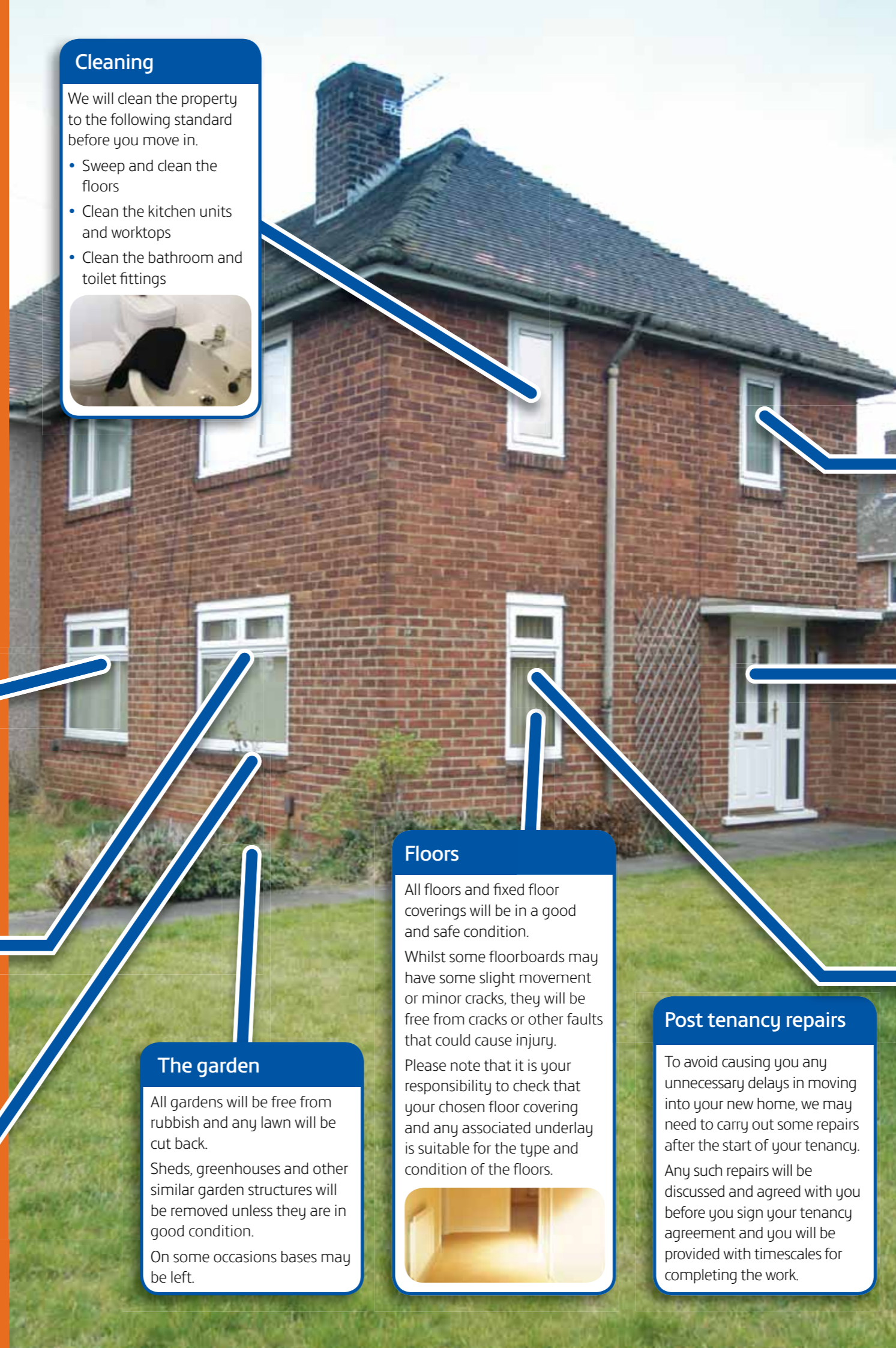
Rivers House
63 North Ormesby Road
Middlesbrough
TS4 2AF

Tel: 08000 461600

Our Lettable Standards

We want our properties to be of a consistently high standard.

To achieve this, we have worked with our customers to agree our lettable standards to ensure that when you rent one of our properties it will be safe, secure, clean and in good condition.



Cleaning

We will clean the property to the following standard before you move in.

- Sweep and clean the floors
- Clean the kitchen units and worktops
- Clean the bathroom and toilet fittings



Decoration

You are responsible for decorating the inside of your home including filling small holes and cracks with decorator's filler.

We will award decoration vouchers for rooms that need decoration.

All awards will be determined in accordance with company guidelines.

Please note that the vouchers are designed to help you towards your decor costs but may not cover all your costs.

Heating and mains services

We will carry out gas and electrical safety checks within your home to ensure that the heating system, electrics and appliances are in safe working order.

Appointments for carrying out the safety checks will be arranged with you when you sign up for your tenancy.

We will also give you a copy of the latest gas servicing checklist.

Please note that we can only carry out these safety checks once you have arranged with your preferred utilities supplier to connect the gas and electricity supplies to the property.



Kitchens

- Your kitchen units and sink tops will be clean and in good working condition
- Worktops will be clean and suitable for you to use
- Tiled splash backs to worktops will also be clean and in good condition
- The plumbing from the fixed pipe connection to your washing machine will be your responsibility
- Your home will have a gas or electric cooker point ready for you to connect a cooker

1. Please note that you will be responsible for arranging connection of your cooker by a suitably qualified person.

2. If your preferred method of cooking differs from what is provided, it is your responsibility to arrange an alternative supply.

3. Any such work however is subject to you obtaining written approval from your nearest housing office.

Windows and glazing

Your home's glazing will be intact when you move into the property and all the windows that are designed to open will do so quite easily.



Internal woodwork

All internal woodwork will be free from damage or decay.



The garden

All gardens will be free from rubbish and any lawn will be cut back.

Sheds, greenhouses and other similar garden structures will be removed unless they are in good condition.

On some occasions bases may be left.

Floors

All floors and fixed floor coverings will be in a good and safe condition.

Whilst some floorboards may have some slight movement or minor cracks, they will be free from cracks or other faults that could cause injury.

Please note that it is your responsibility to check that your chosen floor covering and any associated underlay is suitable for the type and condition of the floors.



Post tenancy repairs

To avoid causing you any unnecessary delays in moving into your new home, we may need to carry out some repairs after the start of your tenancy.

Any such repairs will be discussed and agreed with you before you sign your tenancy agreement and you will be provided with timescales for completing the work.

Doors

All internal and external doors will be free from damage and they will open and close easily.

Each external door will have a lock change (one lock per door).



Ceilings

We will remove polystyrene ceiling tiles from all rooms.



Some useful items

We will welcome you into your new home with a special pack containing a range of useful items.



Please tell us if you need help to read or understand this information. If you need it in large print, Braille or in another language, please contact us free of charge from a landline on 08000 461 600 or on 01642 233780, which is charged at local rates from a mobile phone.

Arabic

الرجاء إخبارنا إذا ما كنت في حاجة إلى المساعدة في قراءة أو فهم هذه المعلومات. إذا أردت الحصول على هذه المعلومات بحروف كبيرة أو بطريقة برايل أو بلغة أخرى، الرجاء الاتصال بنا مجاناً من أي خط أرضي على الرقم 08000 461 600 أو على الرقم 01642 233780 حيث يتم خصم الرسوم بسعر المكافئة المحلية من أي هاتف محمول

Bengali

আপনার এই তথ্য পড়তে বা বুঝতে সাহায্য প্রয়োজন হলে, অনুগ্রহ করে আমাদের জানান। আপনি যদি বড় ছাপার হরফে, ব্রেইলে বা অন্য কোনও ভাষায় এটা পেতে চান, তাহলে অনুগ্রহ করে ল্যান্ডলাইন থেকে বিনা মূল্যে 08000 461 600 এ আমাদের সাথে যোগাযোগ করুন। অথবা মোবাইল ফোন থেকে 01642 233780 এ আমাদের সাথে যোগাযোগ করতে পারেন, এই নম্বরে স্থানীয় হারে চার্জ করা হয়।

Hindi

कृपया हमें बताएं कि क्या आपको यह सूचना पढ़ने या समझने के लिए मदद चाहिए। यदि आप इसे बड़े अक्षरों, ब्रेइल या दूसरी भाषा में चाहते हैं तो कृपया हमें 08000 461 600 पर निःशुल्क फोन करें या 01642 233780 पर फोन करें जिसके लिए किसी भी मोबाइल से स्थानीय दर से शुल्क लगेगा।

Kurdish

تکایه ناگدارمان بکوه ننگر بو تیکیشتنی نهم زانیاریاته پئویستیت به یارمعتی هیمه. ننگر به پیتی گوره، زمانی بریل، یان همر زمانیکی دیکت دوو، تکایه پهیوئندیمان پئوه بکه له تملفونی هیلی زوییموه بجهی بهرامهر بو ژماره 08000 461 600 یان بو 01642 233780. ننگر له تملفونی مؤیایملوه بکری نوه به پاریمیکی نیدمچی همر ومک تملفونکردنی ناوخو.

Polish

Jeśli potrzebują Państwo pomocy w zapoznaniu się z tymi informacjami prosimy o kontakt. Jeśli potrzebują Państwo informacji wydrukowanych dużą czcionką, alfabetem Braille'a lub w innym języku, prosimy skontaktować się z nami dzwoniąc na numer 08000 461 600 (połączenie bezpłatne z telefonu stacjonarnego) lub na numer 01642 233780 (opłata jak za połączenie lokalne z telefonu komórkowego)

Punjabi

ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਪੜ੍ਹਨ ਅਤੇ ਸਮਝਣ ਲਈ ਮਦਦ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ। ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਮੋਟੀ ਛਪਾਈ, ਬ੍ਰੇਲ ਜਾਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਲੈਂਡਲਾਈਨ ਫੋਨ ਤੋਂ 08000 461 600 ਉੱਤੇ ਮੁਫਤ ਵਿਚ ਜਾਂ 01642 233780 ਜਿਸ ਉੱਤੇ ਕਿ ਮੋਬਾਇਲ ਫੋਨ ਤੋਂ ਕਾਲ ਕਰਨ ਤੇ ਲੋਕਲ ਕਾਲ ਜਿੰਨਾ ਖਰਚ ਆਉਂਦਾ ਹੈ, ਉੱਤੇ ਸੰਪਰਕ ਕਰੋ।

Urdu

اگر آپ کو یہ معلومات پڑھنے یا اسے سمجھنے کے لئے مدد کی ضرورت ہے تو براہ کرم ہمیں بتائیں۔ اگر آپ اسے بڑی پرنٹ، بریل یا دیگر زبان میں چاہتے ہیں تو براہ کرم 08000 461 600 پر یا 01642 233780 پر لینڈ لائن سے مفت رابطہ کریں، جس کے لئے موبائل فون سے مقامی شرحوں پر قیمت وصول کی جاتی ہے۔



INVESTOR IN PEOPLE

