

This leaflet can be made available in large print, Braille and other languages. Please contact your Neighbourhood Housing Office.

### You have a responsibility to

- ▶ Contact the gas and electric suppliers, other utility services and Council Tax and Benefits sections.
- ▶ Let us know about any items that have not been repaired as soon as possible by contacting your Neighbourhood Housing Office or completing the form you will be given when you receive the keys.

If you feel that our service does not match the standards that we have set or if we could improve the service please contact us.

Leaflets for all the Housing Service Standards are available from Neighbourhood Housing Offices and the Council's website. These include:

- Customer Care
- Grounds Maintenance
- Leaseholders
- Anti-Social Behaviour
- Allocation and Housing Options
- Ending your tenancy
- New Tenants
- Repairs
- Equality and Diversity
- Estate Management
- Empty Properties
- Rent Arrears Management
- Sheltered Housing
- Planned Maintenance
- Participation and Consultation

### How to contact us:

#### Ripon Neighbourhood Housing Office ☎ 01765 605481

(incl Pateley Bridge, Boroughbridge and northern villages) Town Hall, Market Place, Ripon, HG4 1BZ

#### Bilton Neighbourhood Housing Office ☎ 01423 556828

(incl Jennyfields and western villages) 2/4 Albany Avenue, Harrogate, HG1 4NH

#### Kennion Road Neighbourhood Housing Office ☎ 01423 556868

(incl Knaresborough and eastern villages) 13/15 Kennion Road, Harrogate, HG2 7QY

#### Housing Needs Centre, ☎ 01423 556809

Victoria Park House, Victoria Avenue, Harrogate, HG1 5QY

#### Out of Hours Emergencies ☎ 08457 089190

Working for you



# HOUSING Service Standards

Service standards tell you what you can expect from the Council

What we do before letting

# Empty Properties

# What you should expect *from*

## Empty Properties

Harrogate Borough Council aims to let properties within 14 working days from the date they become empty. The Council seeks to ensure that properties are safe and of a reasonable standard before you move in.

Urgent works are carried out before you receive the keys and non-urgent works may be carried out after you have moved in.

### House structure and services

#### We will:

- ▶ Take meter readings but new tenants must inform the utility companies that they have moved in. Gas supplies will be disconnected until a new tenant has arranged gas/electric supply.
- ▶ Ensure there is a safe electric point for the cooker and also a gas cooker point where there is a supply to the property.
- ▶ Ensure kitchen and bathroom fittings are sound and in good working order. Provide easy clean and moisture resistant floor coverings.
- ▶ Provide plumbing for a washing machine where possible.
- ▶ Check the safety of gas and electric installations. The new tenant will be instructed on the proper and efficient operation of the system and will receive a safety certificate.
- ▶ Check solid fuel (coal) appliances where fitted and sweep the chimney.
- ▶ Check oil central heating systems where fitted and turn off and cap. An engineer will return and activate the system and instruct the tenant on the safe use of the system.
- ▶ Provide loft insulation to a minimum of 200mm (8") in roof spaces.

- ▶ Check floors to ensure that there are no loose/damaged floorboards.
- ▶ Inspect all external areas including roof, walls and doors to ensure they are in a sound weather tight condition.
- ▶ Ensure external doors have 5-lever mortice locks as a minimum security measure. Two sets of keys will be provided for each lock. Door entry systems will be checked where fitted.
- ▶ Check windows and doors for easy use and glazing for soundness.
- ▶ Check external balconies, internal and external stairs, banisters and handrails for safety.
- ▶ Check condition of fencing and gates. If repairs are necessary this will be undertaken after the new tenant has moved in.
- ▶ Remove rubbish and debris from gardens. Access paths and steps will be checked for safety.

### Renewals

#### When items are no longer worth repairing we will:

- ▶ Renew bathroom fittings with white unless an exact match for the existing colour can be achieved.
- ▶ Consult the new tenant upon the design, colour and layout where kitchens need replacing.
- ▶ Provide lever taps in elderly persons' accommodation when taps have to be renewed.

### Decorations

#### We will:

- ▶ Issue decoration vouchers where appropriate, where decorations are in poor condition.

