

# Re-housing Service Standards



WPH



If you need this leaflet in large print, Braille, audio or a different language call 0151 606 3000

# Re-housing Service Standards

## Looking for your New Home Service Standards

There are four stages in this process and our standards on each of these are set out as follows:

1. Joining the housing register and getting advice and assistance.
2. Expression of interest, viewing and accepting a property.
3. Making sure your new home is safe and secure with all services in working order.
4. Signing up for your new home.

### We will:



Give you accurate information so you can make informed choices on where you would like to live.



Let our properties fairly, in line with the Wirralhomes policy.



Ensure that your new home is safe, secure with all services in working order.



Provide you with all the information you need to know about your new tenancy.

## Stage 1

Joining the housing register and getting advice and assistance.

### **WPH will:**

- ✓ Provide copies of Wirralhomes Choice Based Lettings (CBL) policy on request
- ✓ Supply an information leaflet explaining the Wirralhomes scheme.
- ✓ Assist you in registering on the Wirralhomes database.
- ✓ Advise you on the availability of our housing stock.
- ✓ Monitor the service of Wirralhomes on your behalf
- ✓ Liaise with other partners to extend your choice

### **Wirralhomes will:**

- ✓ Provide you with a reference number within 2 weeks of your registration.
- ✓ Advise and assess you for priority in line with the lettings policy if you need to move urgently.
- ✓ Write to you explaining the decision once we have completed the assessment.
- ✓ Write to you every twelve months to confirm your details.
- ✓ See you privately if you wish to discuss anything confidential or sensitive.
- ✓ Provide information about our services in different languages, large print, Braille and audio tape on request.
- ✓ Help reduce language barriers by using interpreters, Language Line and translated material.

## Stage 2

### **Bidding for, viewing and accepting a property, we will:**

- ✓ Offer you help and advice with bidding for a property.
- ✓ Advertise all available properties each week:
  - At the Council One Stop Shops.
  - At all Area Housing Offices.
  - On the Wirralhomes website.
  - In the Wirral Globe.
- ✓ Give accurate information in the adverts, including:
  - How to make a bid.
  - How long you have to make a bid – usually seven days.
  - The location, type and size of property.
  - The rent for the property.
  - The lettings criteria about who will be suitable for the property.
  - Take your telephone number so we can contact you easily if your bid is successful.
- ✓ Publish the results of all the properties we let:
  - In the One Stop Shops
  - On the website
  - In a weekly leaflet which is available free from any local area housing office.

## **If your bid is successful, we will:**

- ✓ Telephone you within three working days of the closing date of the bids provided we have your phone number. Otherwise we will write to you.
- ✓ Make an appointment and accompany you when viewing the property
- ✓ Give you a property standards leaflet.
- ✓ Provide you with information to help with your decision.
- ✓ Advise you about relevant information you might need when signing for the property.

## **Stage 3**

Making sure your new home is safe and secure with all services in working order.

## **Gas and Electricity, we will:**

- ✓ Have capped the gas supply and carried out a visual check of the electrics to make sure they are safe to use.
- ✓ Test the heating system and explain how it works when you have moved in and your gas and electricity supplies are on.
- ✓ Install battery operated smoke alarms.

## **Safety and Security, we will:**

- ✓ Make sure the property is safe, secure, clean and has all services in working order.
- ✓ Make sure all doors and windows will open and close correctly and be free from damage.
- ✓ Have changed locks and provide you with two sets of keys.
- ✓ Ensure all floors are in a safe condition - No flooring, floor tiles or treads on stairs will be missing.
- ✓ Show you where the stop tap is in case of emergency.

## **Cleanliness, we will:**

- ✓ Have cleaned the property throughout and bathrooms and toilets will have air fresheners.
- ✓ Have fitted a new toilet seat.

## **Decoration, we will:**

- ✓ Inspect your property and look at the condition of the decoration inside. If we feel the standard is not reasonable, we will offer you a decoration voucher.

## Stage 4

### Signing up for your new home, we will:

- ✓ Offer you an appointment for you to sign the tenancy agreement, and explain your tenancy agreement to you.
- ✓ Give you a copy of your tenancy agreement in a format that is appropriate to you.
- ✓ Help you apply for Housing Benefit if you need help to pay your rent.
- ✓ Provide you with a range of information to help you with your move.
- ✓ Complete a checklist to make sure we have told you every thing you need to know.
- ✓ Offer floating tenancy support if this is needed.
- ✓ Agree a date and time with you to carry out a settling into your 'new home visit'.

# Alternative language

إذا لم تكن اللغة الإنجليزية لغتك الأولى وتحتاج إلى المساعدة في ترجمة هذا المستند أو كنت تطلبه بتنسيق مختلف، أو بحروف طباعة كبيرة، أو صوتيًا أو بطريقة برايل، فيرجى الاتصال هاتفياً بالرقم **0151 606 3000**.

ইংরেজি যদি আপনার মাতৃভাষা না হয় এবং এই ডকুমেন্ট অনুবাদের জন্য আপনার সাহায্য দরকার হয় অথবা এটাকে আপনি অন্য কোনো ফরমেটে, বড় হরফের ছাপায়, অডিও বা ব্রেইলে পেতে চান, তাহলে অনুগ্রহ করে **0151 606 3000** নম্বরে ফোন করুন।

如果英語不是您的第一語言，而您需要這份文件翻譯版的協助，或您需要不同的格式，大字體印刷版，錄音版或盲人點字版，請撥電話 **0151 606 3000** 洽詢。

यदि अंग्रेजी आपकी प्रथम भाषा नहीं है और आपको इस दस्तावेज के भाषांतरण में मदद चाहिए या आपको यह किसी अन्य फॉर्मेट में, बड़े अक्षरों में, श्रव्य रूप में या ब्रेल में चाहिए, तो कृपया इस नंबर पर फोन कीजिए: **0151 606 3000**.

Jeśli język angielski nie jest dla Państwa językiem ojczystym i potrzebują Państwo pomocy z przetłumaczeniem tego dokumentu, albo też chcą otrzymać go w innym formacie, większą czcionką, w wersji audio lub napisany językiem Braille'a, prosimy o kontakt pod numerem telefonu **0151 606 3000**.

ਜੇ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਮੁੱਖ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਜਾਂ ਤੁਸੀਂ ਇਸਨੂੰ ਕਿਸੇ ਵੱਖਰੇ ਰੂਪਾਂਤਰ, ਵੱਡੇ ਅੱਖਰਾਂ, ਆਡੀਓ ਜਾਂ ਬ੍ਰੇਲ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ **0151 606 3000** 'ਤੇ ਫ਼ੋਨ ਕਰੋ।

Haddii Ingiriiska uusan ahayn luqaddaada koowaad iyo aad uu baahan tahay in lagugu caawiyo turjubaanka dokumentigaan ama aad ku rabto qaab kale, Daabacad Far Waa-weyn, dhegaysi ama farta indhoolaha Braille fadlan soo wac **0151 606 3000**.

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو اس دستاویز کے ترجمے میں مدد کی ضرورت ہے یا آپ کو یہ کسی دوسری شکل جیسے چھاپے کے بڑے حروف، آڈیو یا بریل میں چاہیے تو مہربانی فرما کر **0151 606 3000** پر ٹیلیفون کریں۔