

Your New Home

*clean, safe
and secure*



THE ACCORD GROUP



Your New Home

This leaflet explains the Service Standard you can expect when you move into an empty property. This is known as the 'Lettable Standard'.

The Accord Group comprises 7 organisations which work together: Accord, Ashram, Caldmore and Moseley & District housing associations, bchs, Fry Housing Trust and Redditch Co-operative Homes. This leaflet applies to all of these organisations.



The way we work

We aim to **Put People First**, which means making sure you feel welcome and comfortable when you move in. We aim to deliver **Excellence Through Innovation** and are always seeking ways to improve the service we provide. We want to **Make a Difference** and ensure your new home is clean, safe and secure. We are **Committed to Communities** and providing high-quality homes where residents are happy.



We welcome your views and feedback.

You can contact us by phone, fax, email or letter on:

Tel: 0300 111 7000 **Fax:** 0121 358 9011

Email: customerfirst@accordgroup.org.uk

Customer First, Accord Group, 178 Birmingham Road,
West Bromwich, B70 6QG

*You can also contact the individual associations within the Accord Group directly and through our websites at **www.accordgroup.org.uk**. Individual offices addresses and opening hours are on the inside back cover of this leaflet.*



What can I expect when I move in?

- Your new home will be clean, safe and secure.
- You will be provided with two sets of door keys, including door entry fobs where needed.
- We will carry out repair works to ensure that your home is free from damp and that the structure of it is both wind and weather proof.
- We will provide you with a Gas and Electrical safety certificate.
- A Welcome Pack will be available containing essential items, for example, energy efficient light bulbs and air fresheners
- It will have been professionally cleaned by our contractor

What can I expect when I move in?

- The property and garden will be clear of any rubbish
- Fences, gates and boundary walls will be in good condition
- Pathways and patio areas will be in good condition and free from any trip hazards.



In your kitchen:

- All kitchen units and worktops will be clean inside and out and will be in sound condition
- A sink unit and at least a single or double base storage unit
- Adequate space for a cooker and fridge/freezer
- Enough space for a washing machine, unless communal laundry facilities are provided
- An adequate number of electrical sockets above the worktop level with a minimum of two double sockets
- All plumbing and drainage will be free from leaks and in good working order

In your bathroom:

- All fittings will be clean and in good condition
- A bath, wash hand basin and a toilet with at least two rows of tiles above the bath and basin
- Seals will be clean and in good condition
- The toilet will be clean and we will have provided a new toilet seat
- Windows will have frosted or patterned glass
- All plumbing and drainage will be free from leaks and in good working order

Heating, Hot Water and Electricity

We will provide:

- A system that is in good working order
- A hot water cylinder that is insulated
- Adequate sockets in each room, including smoke alarms that are either hard wired or battery operated
- Light fittings and switches that are in good order

Doors, windows, walls and floors

We will ensure that:

- Doors and windows operate correctly and are secure and have sufficient draught proofing
- Plaster on walls and ceilings is in good condition with no major cracks
- Floorboards are secure. Where these have been replaced in kitchen and bathroom areas, this will be with non-slip flooring
- Staircases are secure and free from major defects.
- Handrails will be secure

Decoration

We will ensure that:

All properties will be decorated to a reasonable standard, or you will be provided with a choice of materials to carry out the work yourself.

Repairs after moving in:

In emergency circumstances, you may be able to move into your new home before it has reached this lettable standard. If you wish to do so we will complete all outstanding repairs within 5 working days of you moving in.

SERVICE STANDARDS:

We will:

- Ensure properties meet the requirements of our Lettable Standard explained in this leaflet
- Provide every new resident with a copy of the Lettable Standard so you can check that we have met it
- Ask new residents for their views about the property in a satisfaction survey 6 weeks after they have moved in, either by telephone or by questionnaire



- Ensure our contractors leave new homes clean and tidy and inspect every home before you move in
- Offer accompanied viewings to residents and, where possible, offer some choice on the works to be carried out in the empty property
- Ensure that when you view a property where decoration is needed, you are given a choice of paint or wallpaper. These will then be provided in a decorating box ready for when you move in
- Where you are unable to decorate due to age, illness or disability the contractor will carry out the work
- Incorporate any specific cultural requirements into the empty property works where these are identified and feasible
- Compensate you for home improvements that you carry out in accordance with the statutory requirement and our leaflet *Claiming Compensation*.

What if I am not happy?

We welcome feedback, good and not so good, on the services we deliver. It helps us put right any problems and improve the way we do things.

It also helps us compliment our people if they have delivered a good service. If you are happy, or unhappy, with the service you have received please tell us. We will give you details of our Compliments and Complaints policy and we will carefully consider your comments and respond to you.

CONTACT DETAILS

Accord Group Central Services

178 Birmingham Road,
West Bromwich, B70 6QG

T: 0300 111 7000

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Accord Housing Association

37 King Street, Darlaston
Walsall, WS10 8DE

T: 0300 111 7001

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Closed: 12.30pm – 1.30pm
on Wednesdays

Ashram Housing Association

Fairgate House, 205 Kings Road
Tyseley, Birmingham, B11 2AA

T: 0300 111 7000

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Ashram Coventry Office

4 Longford Road, Coventry, CV6 7AW

T: 0300 111 7000 and 02476 667 314

E: customerfirst@accordgroup.org.uk

Open: 9.30am – 4.30pm Tuesday
and Wednesday

GROUP WEBSITES:

www.accordgroup.org.uk

**Emergency Out of Hours calls
about Anti-social Behaviour
and Repairs can be made on
0300 111 7000**

bchs

Fairgate House, 205 Kings Road
Tyseley, Birmingham, B11 2AA

T: 0300 111 7000 and
0121 764 3808

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Caldmore Area Housing Association

18 Caldmore Green, Caldmore
Walsall, WS1 3RL

T: 01922 614505

E: Info@caldmorehousing.co.uk

Open: 9am – 5pm Monday to Friday

Fry Housing Trust

43 Rowley Village, Rowley Regis
West Midlands, B65 9AS

T: 0121 559 6406

E: admin@fryha.org.uk

Open: 9am – 4.30pm
Monday to Friday

Moseley & District Housing Association

106 Alcester Road, Moseley
Birmingham, B13 8EF

T: 0121 442 5000

Textphone: 07900 912728

E: frontdesk@moseleyha.org.uk

Open: 9am – 4pm Monday,
Wednesday and Friday and 9am –
1pm Tuesday and Thursday

Redditch Co-op Homes

Britten House, Britten Street
Redditch, B97 6HD

T: 01527 591 170

E: hazel@rch.coop

Open: 10am – 4.30pm
Monday to Friday

Do you need this document in another language or format? Tick the box next to the language you need and send it to the address below. This leaflet is also available in Large print, Braille, Audio and EasyRead formats. **This leaflet is about Your New Home.**

Arabic

هل تريد هذه الوثيقة بلغة أو بصيغة أخرى؟ ضع علامة في المربع المجاور للغة أو الصيغة التي تريد ثم أرسلها للعنوان المذكور في الأسفل:
يتحدث هذا الكتيب عن بيتك الجديد

Bengali

আপনি কি এই কাগজটি কি অন্য কোনো ভাষায় বা ফরম্যাটে আপনার চান? যে ভাষায় বা ফরম্যাটে আপনি এটা চান তার পাশের বাক্সে টিক চিহ্ন দিন এবং নীচের ঠিকানায় এটা পাঠিয়ে দিন।
এই লিফলেটটি আপনার নতুন বাড়ি সংক্রান্ত

Gujarati

આ ઇસતાવીજ તમુને બિજિ બોલી મા યા ચોપડી મા જુ વે ?
તમે ટીક કરો બોલી મા યા ચોપડી મા તમુ ને જુવે નીચે અદરેસ પર મોકલો
આ કાગરયુ તમારુ નવુ ગર સારુ છે

Hindi

क्या आपको इस दस्तावेज की ज़रूरत किसी दूसरी भाषा या फॉर्मेट में है? अपनी ज़रूरत की भाषा या फॉर्मेट के आगे वाले बॉक्स पर सही लगाएँ और नीचे दिए गए पते पर भेजें।
यह पुस्तिका आपके नए घर के बारे में है।

Polish

Czy potrzebują Państwo niniejszy dokument w innym języku lub formacie? Jeśli tak, prosimy o postawienie haczyka w okienku obok danego języka lub formatu i odesłanie dokumentu na poniższy adres.
Niniejsza ulotka dotyczy Państwa nowego domu

Punjabi

ਕੀ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਦੂਸਰੀ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ? ਲੇਜ਼ੀਂਦੀ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਦੇ ਸਾਹਮਣੇ ਵਾਲੇ ਖਾਨੇ ਵਿੱਚ ਟਿੱਕ ਲਗਾ ਕੇ ਹੇਠਲੇ ਸਰਨਾਵੇ ਤੇ ਵਾਪਸ ਭੇਜੋ ਜੀ।
ਇਹ ਪਰਚਾ ਤੁਹਾਡੇ ਨਵੇਂ ਮਕਾਨ ਸਬੰਧੀ ਹੈ

Slovak

Potrebuje tento dokument v inom jazyku alebo formáte?
Označte poličko s jazykom alebo formátom, ktorý potrebujete, a zašlite na nižšie uvedenú adresu.
Tento leták je o Vašom novom domove

Somali

Miyaad dhokomentigan ugu baahan tahay af kale ama qaab kale? Calaamadee s anduuqa ku xiga afka ama qaabka aad rabto oo ku soo dir cinwaanka hoose.
Xaashidan waxay ku sa'absan tahay Gurigaaga Cusub.

Urdu

کیا آپ کو یہ دستاویز کسی دوسری زبان یا نمونے میں چاہیے؟ اس زبان یا نمونے کے خانے کے آگے نشان لگائیں جو آپ کو چاہیے اور اسے نیچے دینے والے پتے پر بھیج دیں۔ یہ معلوماتی پرچہ آپ کے نئے گھر کے متعلق ہے

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