

The background of the cover is a photograph of a river with a small waterfall. The water is dark and turbulent as it flows over the rocks, creating white foam. The surrounding area is filled with dense, green trees and foliage, with a clear blue sky visible in the upper portion of the image.

DALES HOUSING DECENT HOMES INFORMATION BOOKLET

Dales Housing (DH) has started work on our next 3 year decent homes programme 2011-2014 with the contractor **Frank Haslam Milan**. Your home is part of this programme of work, to make sure that it meets the Decent Homes standard.

This information booklet has been produced to explain what the Decent Homes standard is and what you can expect to happen whilst the work is undertaken in your home.

DECENT HOMES EXPLAINED:

In 2000 the Government announced plans for all social housing to be upgraded to a 'Decent Home Standard'. Guidelines were given to all social landlords to help decide what works would be needed to meet to meet Decent Homes. This means all homes must be warm, dry and watertight.

What work is included in the Decent Homes standard?

Kitchen and Bathroom	Kitchen and Bathrooms that fail the age test and are in poor condition (Your home may be surveyed by one of Dales surveyors to find if replacement is required)
Heating	Any boiler older than 15years old maybe replaced and heating systems e.g. radiators and piping may be replaced if older than 40 years.
Electrical Rewire	Wiring more than 30 years old will be replaced
Windows & Doors	Windows and doors over 40 years will be replaced
Roofs	Roofs more than 50 years old may need to be replaced

Please note: Dales Housing will visit your home and check all elements against the Decent Homes criteria, Dales will inspect all components that fail the age test, but they will ONLY be replaced if they are in poor condition. Some elements may fail before they reach the age limit and will need to be replaced earlier. It will be depend on the survey. You can find out more about the Decent Homes Standard at:

www.communities.gov.uk/publications/housing/decenthome

DECENT HOMES INTRODUCTION

The government has specified that the components set out for the decent homes standard **MUST** be upgraded if they fail to make the standard.

Dales housing have achieved 100% decent homes by 2010 however with 3202 properties we have taken into account that every year there will be new elements of work failing, due to different replacement years and tenant home improvements.

Dales have had stock condition surveys completed in the past years but not every property was visited due to the ability of cloning properties. This has left Dales in the position of having part cloned information on our properties. Within this programme of works all properties will be visited prior to works commencing to establish a pre works survey which will identify what elements need upgrading.

We will advise you on what work will be done and give you all the information regarding the works, programme, contact details during and post works. Remember in order for a property to fail Decent Homes Standard, it **MUST** fail on **ONE** or **MORE** of the following items:

- External walls
- Roof structure and covering
- Windows / external doors
- Chimneys
- Central heating boilers
- Gas fires
- Storage Heaters
- Electrical Wiring
- Have reasonably modern facilities and services (20 years for kitchens and 30years for Bathrooms)

If your property does not fail on any of these areas, then you will not receive work under the decent homes standard. However there will be future programmes at a later date which your property may be included in.

If you need any further information about the work at your home please contact Dales on 01629 593200 and ask to speak to a member of the contracts team.

DURING THE WORKS

- All valuables must be removed or locked away safely. Any allegation of theft will be placed in the hands of the Police as theft is a criminal act and insurances can only be claimed on with a Crime Reference Number.
- All breakables, ornaments, electrical appliances, etc, are to be removed or packed away safely including all items from walls such as clocks, plaques, pictures, mirrors etc, whilst work is in progress. You may also need to do this when we are working in adjacent properties, in case of vibration.
- Remove as much loose floor coverings (rugs and mat etc) as possible, we cannot take the responsibility for this when moving furniture and fittings.
- Due to the nature of some of the works dust will be unavoidable and as such furniture will be covered by dustsheets. It is your responsibility that your items are packed away safely as mentioned above.

Please note that clear and unhindered access will be required in all rooms of your home, and any contractor's abortive calls or unproductive time (e.g. caused by excessive contents) may be rechargeable to the tenant.

- Dales Housing will be able to provide storage boxes to enable you to pack away your possessions during the works. Should you require these, please contact Dales Housing on 01629593200 and ask to speak to a member of the contracts team.
- During the course of the works, would you please ensure that children do not play on or near the works. Please do not leave babies in prams near the works and children should not be left in the same rooms in which works are being carried out. Please ensure that children are not left alone in the property while works are being carried out. Please abide by any safety advice given by our workmen and remain aware and observant whilst the works are being carried out in your area.
- During the course of the works, would you please make sure pets are keep away from the works and under your supervision.

Dales Housing appreciate that the work maybe intrusive however it is extremely important that you are aware of the possible disturbance in advance of the works starting.

FREQUENTLY ASKED QUESTIONS:

Q. Will I get a new kitchen and bathroom?

A. Not everyone in the 3year programme will get a new kitchen and bathroom. Kitchens normally have to be 20 years old and bathrooms have to be 30 years old **and in poor condition. Remember a survey will be carried out on your home to assess what work is required.**

Q. Do I have a choice of kitchens and bathrooms styles and colours?

A. Yes there are, you will be given a choice of kitchen units, wall tiles, door handles, floor colours, worktops and wall colour.

Q. How long will the work take?

A. This will all depend on what work you are having done in your property. The contractor will take no longer than 20 days within your property. Kitchen and Bathrooms usually take 5-10 working days, central heating 5 working days. You will have the opportunity to discuss this prior to the contractor starting the works also you will be given a Property Board, which stays within your home throughout the works which will show which workmen are working what days.

Q. Can I refuse the works?

A. You do not have to have the work carried out in your homes. However if the Dales Surveyor deems your home as unsafe e.g. your electrics then we will insist upon having these works checked for Health and Safety reasons. An electrical test **must** be carried out.

Q. Will you decorate my house?

A. If your decoration has been disturbed then a member of Dales Contracts team will visit and allocate you an amount of money per room.

Q. Can you leave your home whilst the contractor is in there?

A. Yes you can leave your home whilst the contractor is in there you will be able to make arrangements with the workmen on site.

Q. Can I have a different kitchen or fire to the one I have ordered?

A. No once you have chosen your colours and fire this will be final as all the materials will have been ordered. You will be given ample time for choosing your choices.

Q. IF I have any questions or concerns, who do I contact?

A. **If you need any help or support with regards to the Decent Homes programme and whilst the work is taking place in your home please do not hesitate to contact Dales Housing on 01629593200 and ask to speak to a member of the contracts team.**

