

Service standard

**How we will look after
where you live.**



This guide explains how Golden Lane Housing will help to keep your home and any areas around your home safe, clean and tidy when you pay a service charge as part of your rent.

This could include gardening, window cleaning or the maintenance of any communal lifts or doors.

Helpful words

Service charge



Service charges form part of a tenants rent and will help to pay for things like gardening, window cleaning and communal cleaning if its necessary.

Communal areas



These are areas that are shared with other people you live with or your neighbours. They can be the hall area if you live in a block of flats or they can be a garden that you share with people you live with or your neighbours.

Contractor



A person or company Golden Lane Housing pays to do a job on their behalf like gardening or cleaning windows.

When you live in a Golden Lane Housing property, we will:



When you move in to your home we will list the things your service charge will pay for. For example, window cleaning or gardening.



tell you what jobs need doing and how much these will cost throughout the year.



share this list with any contractor we use to make sure they understand what jobs need doing at your home and the standards expected by Golden Lane Housing.

When you live in a Golden Lane Housing property, we will:



make sure that that any communal areas inside and outside your home are kept safe, clean and tidy



carry out a check every year to make sure that the service charge you pay is good value for money and all money is being spent on things that are needed.



involve tenants to find out how we can improve the service provided.

For alternative versions of this guide, please
contact the Communications Team:
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