

Service standard



Keeping your home in good condition.



This guide explains what we will do as your landlord to make sure your home is in a good condition.

Helpful words

Property Surveyor



This is someone who works for Golden Lane Housing. They carry out checks on your home to make sure things like your kitchen, bathroom and decoration are in a good condition. They also arrange for works to be completed.

Adaptations



To help you live in your home for a long time, we can put things in your home like ramps and rails to make it easier for you if you struggle to get around your home.

Major works

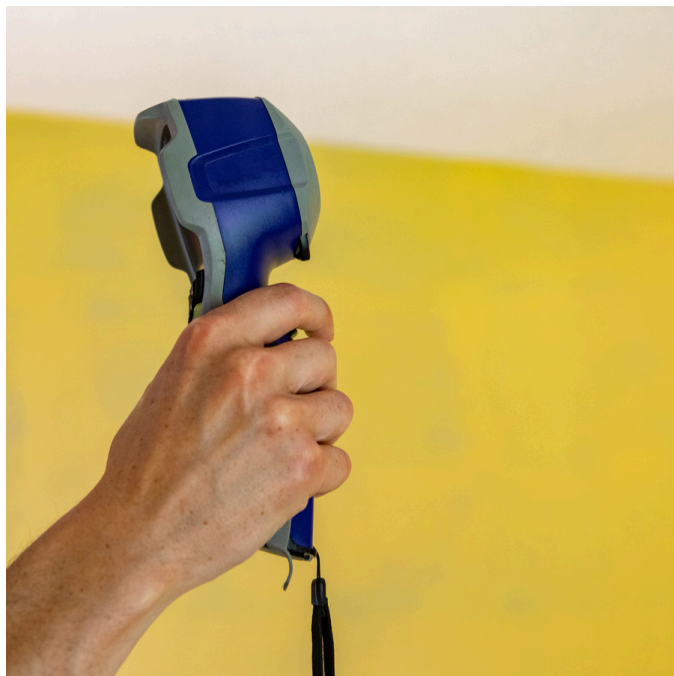


These can include things like fitting a new kitchen, repairing a roof. These types of repairs take a number of weeks to finish.

To make sure your home is safe and kept in a good condition Golden Lane Housing will:



carry out checks on the inside and outside of your home to find out if any works like fitting a new kitchen or bathroom, or fixing the brickwork are needed.



carry out checks on properties to make sure they are free from damp and mould.



carry out repairs to your home if we find damp and mould.

When we carry out works to your home Golden Lane Housing will:



let you know when we will carry out work to your home and make a plan with you and those who support you.



tell you what works will be carried out at your home and how long they may take to finish.



tell you who will be doing the works and make sure all our staff have photo ID, so that you know who they are when they come to your home.

When we carry out major works to your home Golden Lane Housing will:



talk to you and those who support you if we need to carry out major works to your home and agree a plan with you.



Sometimes repairs like fixing a roof or putting in a new bathroom may take a few weeks to finish.



you may need to move out of your home for a short time while we carry out the works.



work with you and those that support you to find a suitable place to stay until the works are finished. This may mean staying in a hotel.

To make sure your home is suitable for your needs so that you can live there for a long time Golden Lane Housing will:



talk to you and your support about your needs to make sure you can live in your home safely.



when people get older their housing needs may change, for example they may struggle to get around and need help to stay safe in their home.



carry out works called 'adaptations' to your home.

These are things like building a ramp and removing steps so that you can easily get in and out of your house if your health needs change.

To make sure your home is kept in a good condition Golden Lane Housing will:



make sure we collect and keep up to date information about our properties so that they remain in good condition.



This will help us to spend money in the right way.

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