

# Service standard



**Moving in to a Golden Lane Housing home.**



This guide explains what you can expect from Golden Lane Housing when you apply for and move into a home with us.

## Helpful words

### Tenancy pack



Information given to you when you sign your tenancy agreement.

### Tenancy agreement



A tenancy is your agreement between you and your landlord. Your agreement has terms and conditions.

Terms and conditions are rules about what you can do in your home and what your landlord will do.

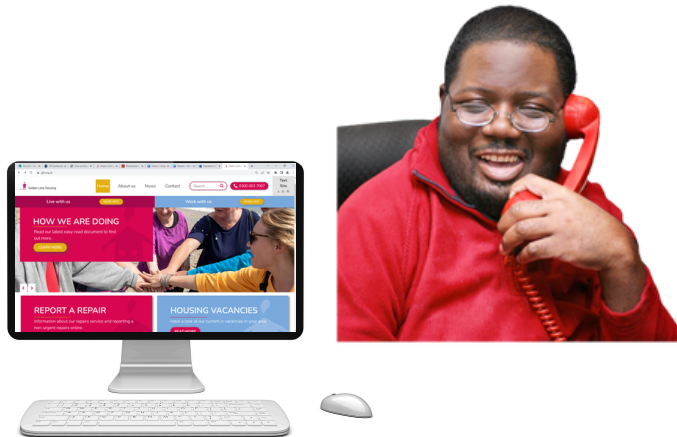
### Service charge



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.



We will follow The Allocations Policy when we let a property to you. The Allocations Policy are rules that we follow.



These rules can be found on our website or you can phone 0300 003 7007 and select option 2 to ask for a copy of the rules to be sent to you in the post.



We will make sure that our rules are fair so that everyone has the same opportunity to apply for a house with us.



When you complete an application for a Golden Lane Housing home, we will contact you by email to tell you we have received it.

We will do this within 24 hours.



We will make sure all information we hold about you is stored securely, so that only people who need to use it can find it.



We will carry out checks on your application to find out if we have a suitable home for you.

Monday	✓
Tuesday	✓
Wednesday	✓
Thursday	✓
Friday	✓
Saturday	✗
Sunday	✗

We will do this within 5 working days. It may take more than 5 working days if we need to ask you for more information.



If we can't let a home to you, we will tell you why.

Sat	Sun	Mon	Tue	Wed	Thu	Fri
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

If you have applied for a home and you have sent us all the information we need, we will try to complete our checks within 28 days.



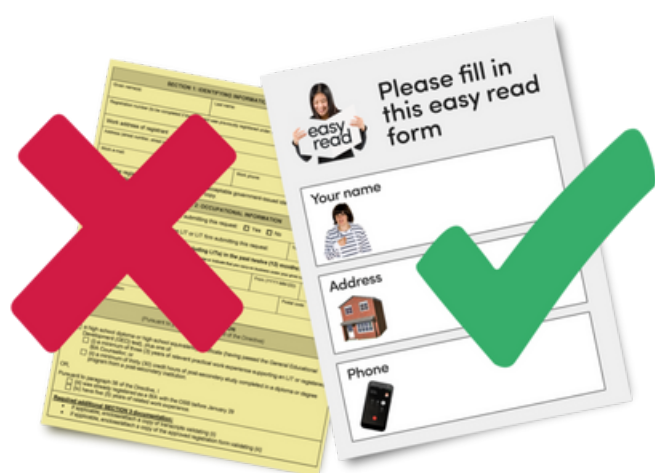
We will tell you the name of the person who checks your application.



We will take time to understand your needs and work with you in a way that helps you.



We will talk to you in a way you prefer - this might be by phone, visiting you or writing you a letter or an email.

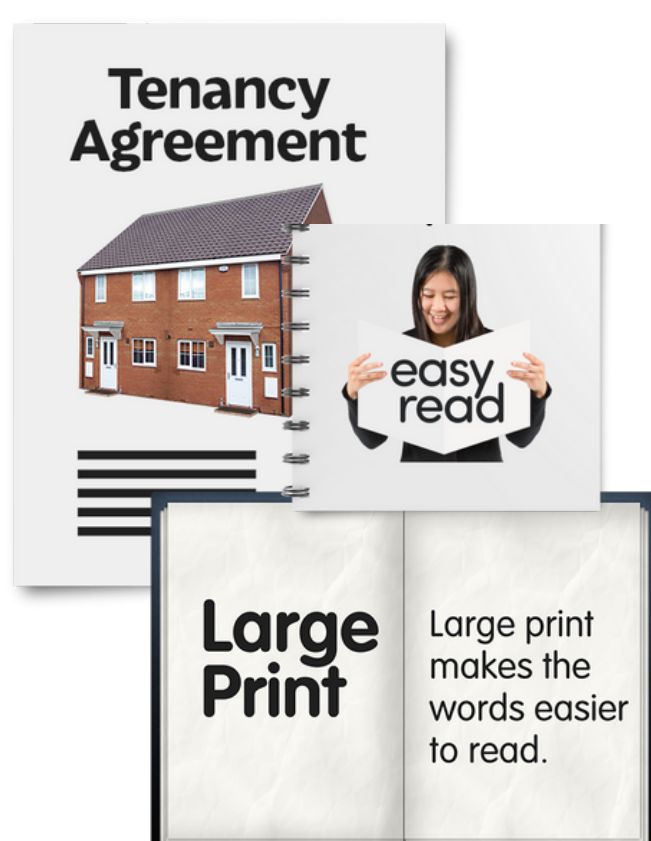


We will avoid jargon and will always explain any words that are difficult.



If you have a representative like a family member or carer, we will share information with them.

We will need to make sure that there is an agreement to do this.



We will make sure that you understand your tenancy agreement.

We will provide a copy of your tenancy agreement in a way that meets your needs. For example in braille, if you are blind or in easy read.



We will tell you the date when you can move in to your new home.



We will tell you the date when you need to pay your rent and service charges. We will help you if you need to apply for housing benefit.



We will give you a tenancy pack which has information about things you may need to do in your home like how to report a repair, what to do in an emergency.



We will tell you the name of your Housing Officer.



We will contact you 6 weeks after moving in to find out if you are happy with your home.



We will make sure your home is safe to move into and we will provide you with gas, electric and energy certificates.



We will make sure that your new home is clean and tidy and to a good standard before you move in.



We will make sure that any work needed to the property such as painting or fixing a tap is done before you move in.

If this is not possible we will tell you and let you know when these repairs will be completed. We will always talk to you about big works that need to be done to your property.

For alternative versions of this guide, please  
contact the Communications Team:  
0300 003 7007 select option 2  
communications@glh.org.uk

Golden Lane Housing  
Parkway Four  
Parkway Business Centre  
Princess Road  
Manchester  
M14 7HR



0300 003 7007  
enquiries@glh.org.uk  
www.glh.org.uk

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