



Your Homes  
Newcastle



*kitchen before*



*kitchen after*

Property Standard

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We want you to be happy when you move into your new home.

The standards you can expect from us are shown in this booklet.

## Property standard

This information explains what you can expect when you move into a council home in Newcastle. If you need this in your language or a different language, phone 0191 278 8633. This information is also available in easy read, large print, Braille and audio tape. We can also arrange for you to see a British Sign Language interpreter.

### Bengali

আপনি নিউক্যাসলের কোন কাউন্সিলের বাড়িতে বদলি হলে কী কী আশা করতে পারেন সে ব্যাপারে এই তথ্য ব্যাখ্যা প্রদান করে। আপনার যদি "বাংলা" বা অন্য কোন ভাষায় এর প্রয়োজন পড়ে, তবে 0191 278 8633 নম্বরে ফোন করুন।

### Chinese Simplified

这些信息阐明了您搬进纽卡斯尔的市政厅住宅后能够得到的服务。如果您需要这些信息的“简体中文”版本或其他语言版本，敬请致电 0191 278 8633。

### Chinese Traditional

這些資訊說明了您搬進紐卡斯爾的市政府住宅後能夠得到的服務。如果您需要這些資訊的“繁體中文”版本或其他語言版本，敬請致電 0191 278 8633。

### Farsi

وقتی که شما در نیوکاسل به خانه کونسل منتقل میشوید این معلومات برای شما توضیح میدهد که شما باید انتظار چه را داشته باشید. اگر شما این معلومات را به زبان "دری/فارسی" یا به کدام زبان دیگر نیاز دارید لطفا با این شماره به تماس شوید.  
0191 278 8633

## French

Ces informations expliquent ce dont vous bénéficiez lorsque vous emménagez dans un logement social à Newcastle. Si vous désirez obtenir ces informations en "français" ou dans une autre langue, téléphonez au 0191 278 8633.

## Kurdish

ئەم زانیاریانە بۆت پوون دەکاتەووە کە پیشبیینی چی بکەیت کاتیەک دەگوێزیتەووە بۆ خانووی کاونسل لە نیووکاسلدا. ئەگەر ئەم زانیاریانەت دەوێت بە زمانی کوردی یان بە ھەر زمانێکی دیکە ئەوا تەلەفون بکە بۆ ئەم ژمارەیه : ۰۱۹۱ ۲۷۸ ۸۶۳۳

## Portuguese

Esta informação explica o que pode esperar quando se muda para uma casa de habitação social em Newcastle. Se precisar desta informação em português ou uma outra língua, telefone para 0191 278 8633.

## Spanish

Esta información explica lo que puede esperar al mudarse en Newcastle a una vivienda perteneciente a la municipalidad. Si la necesita en español o en otro idioma, llame al 0191 278 8633.

## Russian

Здесь содержится информация о том, чего ожидать при заселении в муниципальное жилье в Ньюкасле. Если Вам необходим перевод этой информации на <русский> или другой язык, позвоните 0191 278 8633.

## Introduction

It is important to us that all of the properties we let across the city are of a good standard. This booklet explains what you can expect from your new home when you move in.

We will make sure that your new home is safe, clean and in a good condition for you to move into.

### Decoration

We understand that you might have to decorate some rooms in your new home. To help you do this we provide decorating vouchers that you can use to buy decorating materials, such as paint and wallpaper. We have produced a booklet called 'The decorating voucher scheme' which explains how our decorating voucher scheme works and who is eligible to use the scheme. You can get a copy of this booklet from any housing office (see the back of this booklet for contact details).

If you need to decorate rooms in your home, we may be able to give you advice about what help you can get in addition to the decoration voucher scheme.

### Minor repairs

So we can help you move into your new home as quickly as possible, we will do minor repairs as soon as we can after you move in. This would normally be within the first week of your tenancy beginning.

### Tell us what you think

If you have any questions or comments about our property standard or the decorating voucher scheme, our housing staff will be happy to help you. You can phone them using the list of contacts at the back of this booklet.

## Putting things right

If you think the property we've offered you does not meet a high enough standard, you can talk to your housing officer about it. If they agree that more work needs to be done to the property we've offered you, you can refuse the property and bid for other properties. Or, you can wait until the work on the home we've offered you has been completed before you take up the tenancy.

We always try to provide the best services we can. But if you are not happy with our services, please let us know and we will try and sort out your complaint straight away. If you are still not happy, ask us for our 'Compliments, Complaints and Comments' leaflet which gives you details about how to complain. A senior manager will investigate your complaint and write to you within ten working days.

## Good housing standards

The following pictures show the standard of repairs and cleanliness you should expect when you move into your new home.

