



## Cleanliness and decoration

- All work surfaces and sanitaryware will be left clean
- The property will be free from rubbish and unwanted items
- The walls will be free from holes, screws and major cracks
- Walls will be in a suitable condition for you to decorate them
- Floors will be secure and free from gripper rods, spikes and nails
- There will be no graffiti
- There will not be any damp or mould
- There will not be any vermin or pests
- Paint will be provided in the colour of your choice.

## If this standard is not met

If you feel that your new home does not meet the standards outlined in this leaflet please telephone the Maintenance Contact Centre on: 0208 150 4000.

When you call, please let us know that you are a new resident and which areas have not met the standard. A surveyor will contact you within five working days to arrange an appointment for you to discuss what work may be needed.

This document gives you information about moving into your new home. If you need any part of this information in Braille, on audio tape or explained in your own language, please contact us on the number below.

Ky dokument ju jep informacione në lidhje me bartjen në shtëpinë tuaj të re. Nëse ju duhet ndonjë pjesë e këtij informacioni në Braille, në CD, në kasetë ose të shpjegohet në gjuhën tuaj, ju lutemi kontaktoni në numrin poshtë.

Albanian

تمدك هذه الوثيقة بالمعلومات اللازمة عن الانتقال إلى منزلك الجديد. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعًا بأحرف كبيرة أو بطريقة برايل أو مسجلًا على اسطوانة مدمجة أو شريط صوتي أو مشروحًا باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Arabic

এই দস্তাবেজটি আপনার নতুন ঘরে প্রবেশ করার সম্বন্ধে তথ্য সরবরাহ করবে। যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Bengali

این نوشتار اطلاعاتی درباره نقل مکان به خانه جدیدتان در اختیارتان قرار می دهد. اگر مایل به داشتن هر بخش از این اطلاعات به صورت چاپ شده با حروف بزرگ، خط بریل، روی CD، نوار صوتی و یا توضیح داده شده به زبان خودتان هستید، لطفاً با استفاده از شماره تلفن زیر با ما تماس بگیرید.

Farsi

Ce document contient des informations sur l'aménagement dans votre nouveau domicile. Si vous souhaitez obtenir une partie de ces informations en gros caractères, en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

French

આ દસ્તાવેજ તમારા નવા ઘરમાં જવા વિશે માહિતી આપે છે. જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઈલ, સીડી ઉપર, ઓડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Gujarati

Dokumentigan wuxuu ku saabsan yahay in in la galo guri cusub. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xiriir. Namberkan isticmaal.

Somali

Este documento proporciona-lhe informações sobre mudar para a sua casa nova. Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassette áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Portuguese

Bu belge yeni evinize taşınma konuları hakkında bilgi verir. Bu bilginin herhangi bir kısmının büyük boyutlu harflerle, Braille alfabesiyle, CD'de, ses kaseti şeklinde veya ana dilinizle olmasını istiyorsanız, lütfen aşağıdaki telefon numarasından bize ulaşınız.

Turkish

020 8451 8000



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PCHA  
Part of the Genesis Housing Group

Your guide to

Letting standards

## Lettings standards

As a PCHA resident you can expect to move into a property which is safe and comfortable to live in. We have set ourselves a good standard which should be maintained throughout the tenancy. This leaflet explains the minimum standards you can expect from your new property, inside and out.

Every attempt will be made to complete any necessary work before you move into your new home but where this is not possible we will let you know when the work will take place.



### Outside your home

- All properties will be structurally sound, windproof and weatherproof
- Gardens will be clear of rubbish and hazardous materials/objects
- Grass will be cut to a manageable length
- Downpipes, drains and gutters will be working
- Manhole covers and footpaths will be well maintained and safe
- All windows and doors will be secure and will open and close properly
- Any sheds or outhouses will be empty
- Any fencing and gates will be in a sound condition.

### Inside your home

- All gas, electrical and heating installations will be safe and working
- There will be adequate heating which you can control
- Kitchens, bathrooms and toilets will have washable floors
- Stairs and handrails will be safe and secure
- Any storage areas will be left clear, safe and secure
- Where possible, kitchens will have enough space for a cooker, fridge/freezer and washing machine
- There will be fittings to allow the connection of either a gas or electric cooker
- The toilet, bath/shower and sinks will be in good working order
- Toilet seats will be new
- Stopcocks will work and where possible will be labelled
- Where needed, window restrictors will be fitted to prevent potential risk to children.