



Your new home - our promise to you

This document sets out the standards you can expect from us for the new home you have been offered.

Turning homes and neighbourhoods
into places where people
want to live and choose to stay



This leaflet is about being satisfied with your new home. It explains the standards you can expect from us for the new home you have been offered and the procedures that are in place should you not be entirely satisfied.



If you would like the help of an interpreter to understand this document, or to talk to us, please contact your local Neighbourhood Office or Harvest Response on LoCall 0845 345 0272 or Minicom 0845 345 7484.

This leaflet is also available in other formats, such as Braille, large print or audio (CD or tape).

Arabic

تتعلق هذه الكراسة بحماية البيئات. إنها تقوم بشرح قانون حماية البيئات، وما هي الحقوق المتوفرة لك بشأن المعلومات التي تحتفظ بها عنك وكيف ستقوم باستخدام بياناتك.

إن كنت بحاجة إلى مساعدة مترجم تتمكن من فهم هذه الكراسة، أو التحدث معنا، يرجى الاتصال بالمكتب المحلي لـ "التأجير هود" - Neighbourhood أو مكتب "هارفست ريسبونس" - Harvest Response على الرقم بالترجمة المنخفضة الآتي: 0845 345 0272 أو الـ مينيكوم رقم 0845 345 7484.

تتوفر هذه الكراسة أيضاً بصيغ أخرى، مثل طريقة برايل للمكفوفين أو بالحروف الطباعية الكبيرة أو بالصوت (شرط كاسيت أو قرص مدمج).

Bengali

সামান্য ঘাউজিং, মইংগল, পেয়াড অনারশীপ, "হোমবাই" (HomeBuy) এবং ব্যাংকিং/ডাবা ডাড়া নেওয়া-সহ যখন কোন বাড়ী-ঘর কিনাখন অথবা ডাড়া নিবনন তখন মেসার আপনসা (খুবিসা) পাওয়া যায় সেভ মেসার বা-পারে এই প্রচারপত্র যুগ্মপষ্টে বাখায়া রত্নাছে।

এই ডকুমেন্ট (দলিলা) কোথায় জন্ম অথবা আমাদের সঙ্গে কথাবার্তা করার জন্য আপনিনি যদি কোন মেসায়োর সহায়তা চান তাহলে অনুগ্রহ করে লোকাল নেইবারহুড অফিস অথবা হারভেস্ট রেসপন্সলস LoCall 0845 345 0272 নম্বর কোন অথবা 0845 345 7484 নম্বর মিনি কম কোন মেসায়োগ কলকরা।

ব্রুইন, বড়ো ছাপা অক্ষর অথবা অডিও (CD অথবা টেপ)-সহ এই প্রচারপত্র অন্যান্য আকারেও পাওয়া যায়।

Cantonese

本資訊單介紹資訊保護方面的內容。它解釋了《資訊保護法》的規定，告知你對我們掌控的有關你的資訊應當享有哪項權利，以及我們將如何使用這些資訊。

若你希望有翻譯的幫助來閱讀本資料或與我們交談，敬請聯絡當地的“鄰裡辦事處”或“Harvest 住房協會查詢處”。電話號碼是：0845 345 0272 或內部總機0845 345 7484 (均為本地電話費率)。

本文件亦有盲文或大字號印刷版本，其內容已錄製成CD盤或錄音帶。

Gujarati

આ પત્રિકા ડેટા પ્રટેક્શન (Data Protection) વિષે છે. તે ડેટા પ્રટેક્શન એક્ટનો, અને અમારી પાસે રહેલ તમારી માહિતી વિષે તમારા અધિકારો અને અમે તમારા ડેટા કે માહિતીનો કેવી રીતે ઉપયોગ કરીશું તેનો ખુલાસો કરે છે.

જો તમને આ દસ્તાવેજ સમજવામાં અથવા અમારી સાથે વાતચીત કરવામાં ઈન્ટરપ્રિટરની મદદ જોઈતી હોય તો, કૃપા કરી તમારી સ્થાનિક નેઈબરહુડ ઓફિસનો સંપર્ક કરો અથવા હાર્વેસ્ટ રિસ્પોન્સનો (Harvest Response) લોકોલ (LoCall) 0845 345 0272 ઉપર અથવા મિનિકોમ: 0845 345 7484.

આ પત્રિકા બીજી રચનાઓમાં જેવીકે અંદલિપિ (બ્રેઇલ), મોટા છાપેલા અક્ષરોમાં અથવા ઓડિઓમાં (CD અથવા ટેઇપ) પણ મળી રહે છે.

Hindi

इस पत्रिका में बताया गया है कि यदि आप यू-के में मकान खरीदना या किराये पर लेना चाहते हैं तो आपको लिये कितनी तरह के विकल्प उपलब्ध हैं। इनमें सोजल-हाउसिंग यानी हाउसिंग एसोसिएशन के मकान, मिश्र प्रकार की मॉर्गेज, शैयर्ड-ओनशिप (साझेदारी के मकान) • होम-चय • ज़ोर प्राइवेट किरायेदारी जैसे विकल्प भी शामिल हैं।

इस दस्तावेज़ को समझने, या हमसे बात करने के लिये यदि आपको अनुवादक (इंटरप्रेटर) की सहायता चाहिये तो कृपया अपने स्थानीय नेबरहुड ऑफिस या हार्वेस्ट रिसपोन्स से लो-कॉल नंबर 0845 345 0272 या मिनि कॉम नंबर 0845 345 7484 पर संपर्क करें।

यह पुस्तिका अन्य रूपों में भी उपलब्ध है, जैसे ब्रेल, बड़े अक्षरों की छपाई या सुनने वाली टेप या सीडी पर।

Somali

Buugyarahaan wuxuu ku saabsan yahay ilaalinta macluumaadka. Wuxuu kuu sharxayaa Xeerka Ilaalinta Macluumaadka, xuquuqyadaada ku saabsan wararka aan kaa hayno iyo sida aan u isticmaali doonno macluumaadkaaga.

Haddii aad jeceshahay inuu turjamaan kugu caawiyo sida aad u fahanto dokumentigaan, ama annaga nala hadasho, fadlan la xiriir xaiska Jiiraanka xaafaddaada ama Harvest Response lambarka deegaanka 0845 345 0272 ama Minicom 0845 345 7484.

Buugyarahaan waxaa xitaa lagu heli karaa habab kale sida farta indhoolaha Braille, daabacad far waa-wayn ama dhegaysi (CD ama cajal).

Urdu

ذاتی کوائف کا تحفظ (ڈیٹا پروٹیکشن)

یہ کتابچہ اس بات سے کہ آپ کے ذاتی کوائف کس طرح محفوظ رکھے جاتے ہیں۔ اس کتابچے میں 'ڈیٹا پروٹیکشن ایکٹ' کے بارے میں وضاحت کی گئی ہے، اور یہ بتایا گیا ہے کہ آپ کے بارے میں جو معلومات ہمارے پاس ہیں ان سے تعلق آپ کے کیا حقوق ہیں اور اس معلومات کو ہم کس طرح استعمال کرتے ہیں۔

اس دستاویز کو سمجھنے یا ہم سے بات کرنے کے لیے اگر آپ کو ترجمان (انٹریپرٹیر) کی ضرورت ہو تو ہمارے سربراہی اسپتے مقامی 'نئے ہوم' آفس یا 'ہارویسٹ ریسپانس' سے 0845 345 0272 یا 0845 345 7484 پر رابطہ کریں۔

یہ کتابچہ دیگر شکلوں میں بھی دستیاب ہے، جیسے بڑے، بڑے حروف کی چھپائی، یا سننے والی ٹیپ یا سی ڈی پر۔



Harvest Response
LoCall 0845 345 0272

Your new home - our promise to you

We want you to be highly satisfied when you move into your new home, and below are the standards you can expect from us. However, for various reasons, we may not be able to achieve this standard in every new home immediately. If this applies to you, your Customer Service Officer will discuss it with you when you view. We will arrange a suitable alternative date for the work to be completed.

External areas

The fencing or wall (whichever is appropriate) will be in a reasonable condition. Any rear fencing, unless it borders onto a public footpath or garage site, will consist of at least posts and railings or chain-link fencing. This is to define the boundary line of the property, where possible. Any garden will be free of rubbish and will be cut back to a reasonable standard. The property will be weather-tight and free of major defects.

Doors

All internal and external doors will be in good condition. They will not be warped, twisted or damaged. Before you move in new locks will be fitted to all external doors.

Glazing

Broken or damaged window glass will be replaced before you move into your home. If any windows have been broken, the home will be free of broken glass before you view it.

Floors

All floors will be free of coverings such as carpets or lino unless you agree otherwise. All floor tiles will be in place. None will be broken or loose. All floorboards will be secure and safe.

Kitchen

We fit a specific number of kitchen units (base units, wall units and worktops) in each type of home, but the actual number will depend on the layout of your home and the space available.

- All units will be in good working condition.
- All worktops will be clean, suitable for use and free from damage, except for reasonable wear and tear.
- The sink-unit top will be clean and in good condition.
- Each home will have a gas or electric cooker point. (Some homes may have both, but in others it will depend on the mains services available in the property.)
- If you want a different kind of cooker point, you will need to get it installed.

Bathroom

Each bathroom will have a bath or shower area, wash-hand basin, and toilet pan and seat.

Each fixture will be free of significant stains and marks.

The tiled surrounds to the bath and wash-hand basin will be clean and in good condition.

Gas/electric fires

If a gas fire is installed, it will be checked before you move in.

If an electric fire is installed, it will get the appropriate electrical safety check before you move in.

Mains services – gas and electric installations

While the home is unoccupied, an electric safety check will be done to ensure the installation is safe and ready for use.

You are responsible for arranging for gas and electric supplies to be connected.

When you move in, we will give you an electric safety certificate for your new home.

We will arrange a full gas safety check of all gas services (gas fire, gas boiler, etc) when you move in.

We will give you a copy of the Landlord's Gas Safety Certificate. You must arrange connection of the supply first.



Cleaning

We will clean the property to an acceptable standard.

By acceptable standard, we mean that:

- the floors will be swept and cleaned.
- the kitchen units will be cleaned of grease and dirt.
- the kitchen work surfaces will be cleaned of significant stains.
- the bathroom fixtures will be cleaned of significant stains.
- two air fresheners will be left in the property.



Decorating

Depending on the home offered and the condition of the decorations, other options are available:

The property may be fully redecorated (usually in the case of designated elderly persons' accommodation or where there are residents with special needs).

We may decorate certain rooms or strip them of wall coverings ready for decoration.

We may offer a decoration allowance. This usually means a voucher towards the cost of decorating.

It is not meant to cover all the costs involved.

We will not redecorate if the home is in reasonable decorative order.

Fixtures and fittings

We will provide curtain battens if necessary. You are responsible for fitting curtains and blinds. Two low-energy light bulbs will be fitted in all homes as part of our commitment to sustainability. When you move into your new home or on the agreed date we will ensure your home is up to the minimum standards.

Signed: _____
on behalf of the Harvest Housing Group

Print Name: _____

Date: _____

Harvest Housing Group

Harvest is a group of housing associations and companies which provide over 18,000 affordable, quality homes across the North West and beyond. The unique way of working delivers Group-wide resources at a truly local level, whether this is to our own homes, to other businesses or our partners.

Group members



Harvest

Parent body and service provider – strategic direction, corporate services, finance, business and service development and Harvest Response, our shared service centre.



Derwent & Solway Housing Association

Delivering housing and neighbourhood services in Cumbria.



Eaves Brook

Delivering housing and neighbourhood services in Lancashire.



Frontis

Developing key worker, affordable and other new housing products across the country. Responsible for the housing and neighbourhood services in Warrington.



Manchester & District Housing Association

Delivering housing and neighbourhood services in Manchester, Cheshire and High Peak.



Moorlands

Delivering housing and neighbourhood services in Leek, Cheadle and Biddulph.



Outlook Homes

Delivering management services for our own market rent and key worker housing and for other landlords, both commercial and residential properties.



Partington Housing Association

Delivering housing and neighbourhood services in Partington.

M&D and D&S are charitable organisations



Harvest Response

Winner of Customer Contact Association Award 2007

Telephone: LoCall **0845 345 0272** – Minicom **0845 345 7484**

All calls are charged at a local rate. Incoming and outgoing telephone calls are recorded for training, security and monitoring purposes.

Email: response@harvesthousing.org.uk

Write to us at: Harvest Response, PO Box 593, Preston PR2 2WU



Printed on recycled paper or paper from a sustainable source approved by the FSC



CCA MEMBER 2008

The registered office for all Group members is:

Harvest Housing Group Limited

Apex House, 266 Moseley Road,
Levenshulme, Manchester M19 2LH

Telephone: 0161 248 2300

Fax: 0161 248 2401

email: info@harvesthousing.org.uk

www.harvesthousing.org.uk

08/05/07