

Questions and answers

Works to be carried out



Are these works necessary?

Yes. Under the regulations that govern social landlords such as Great Places, we have an obligation to ensure that all our properties meet with what the Government deems as being the minimum Decent Homes Standard, and ensure there is no health and safety issues with the property as outlined in the Housing Health and Safety Rating System (HHSRS).

Why do I need vinyl flooring in my kitchen and bathroom?

Under the HHSRS, any floor area that has the potential of becoming wet with standing water such as kitchens, bathrooms, toilets etc, have to be fitted with a non-slip flooring to protect tenants.

Do I get a say in colour?

Yes. Where possible, when any decoration, flooring, kitchen replacement works and the likes are being carried out to your property, you will be given as much choice as possible on colours from a selected range. The main restriction on this is with bathroom suites, where we can only fit white due to the type of units we have to fit to comply with HHSRS.

Why do I need fluorescent lighting in the kitchen?

As with all other regulations, with the electrics we have to comply with regulations and best practice governing landlords. This means that if a replacement light fitting is required in your kitchen, the only one we can realistically fit is a fluorescent type fitting.

Do I get to choose my kitchen unit?

Yes. As with question 3 about colour choices, if a replacement kitchen is required, you will be given a choice of kitchen unit colours, worktops, taps, flooring etc from a standard range that is fitted to all Great Places properties.

Can I keep my bath?

Under the HHSRS, if the survey identifies that your

existing bath does not meet the minimum standard that can be accepted by social landlords (under health and safety), then we will have to replace it, and this would mean replacement with our standard bath that meets the regulations.

Who's responsible for internal decoration once the property belongs to the housing association?

All internal decorations are the responsibility of the tenant. As part of this, the tenant is also responsible for the filling of any minor (shrinkage) cracking, holes or indents in walls and ceilings that are classed as normal decoration preparations prior to decorating.

Should there be any work required to your property or a fault to your property that causes damage to the decorations, although Great Places are responsible for repairing the fabric of the building, it is still deemed to be the tenant's responsibility to make good the decorations, even if the damage is due to something like a burst pipe or roof leak etc.

Who pays for the works to be carried out?

The funding for the works identified in the survey to bring a mortgage rescue property up to a Decent Homes Standard, are funded through the same source as the fund that has enabled Great Places to rescue the mortgage. Any future repairs are paid for by Great Places' through its own responsive repairs or planned works budgets (except for tenant damage which is recharged back to the tenant).

What if I require aids and adaptations?

Great Places will replace existing aids and adaptations if the Decent Homes work required impacts on the fixtures and fittings that are currently in place in your property. If your property does not have existing adaptations, then Great Places will complete the works on a like for like basis. Aids and adaptations will only be considered by Great Places if an occupational therapists report is received prior to the

survey of your property taking place. Please note that it is your responsibility to raise any mobility issues that you may have with your health provider, in order to be referred to an occupational therapist who will review your individual needs.

Do I need new front doors?

Only if the existing doors fail what is set out in the Decent Homes Standards.

Can I choose my door colour?

If your front door does need replacing, then you will be given a choice of styles and colours from the standard range given to all tenants.

Why do I need a gas and electric test?

We have a legal obligation to ensure properties are safe to be lived in, and the only way we can demonstrate this is by carrying out these tests.

Can I keep my gas fire?

Unfortunately no. Due to the potential health and safety hazards of gas fires, their inefficiency and the amount of gas they need to use to heat a room, and the ongoing maintenance issues of having to service the fire every year and maintain the flue, that normally involves extensive chimney works when things go wrong. Great Places' policy is that gas fires will be removed during works such as this and either an electric fire suite fitted or (if the tenant does not want a fire) the opening can be closed and a vent fitted in its place.

Who will be responsible for my white goods?

All white goods remain the responsibility of the tenant to purchase, service and maintain. However, if an appliance is found to be unsafe or dangerous during one of our standard gas or electric checks, we have an obligation to make that appliance safe by means of disconnecting that appliance, and notifying the tenant that this is what has been done.

Who's responsible for the maintenance of my garden?

Gardens are the tenant's responsibility for maintenance and this includes the cleaning of paths and patios to remove the accumulation of any algae growth or material that is likely to cause a slip hazard or block the drains.

Who do I call for general or emergency repairs?

All repairs (not relating to the Decent Homes work being done as part of the mortgage rescue work) should be reported to the responsive contractor as laid out in the tenants pack at the time of signing the tenancy, and as long as this is not as a result of tenant damage, the contractor will arrange to carry out the works by making an appointment with you or arrange for the works to be pre-inspected, if they need inspecting before an operative can be sent.

Can I still use my loft for storage (bedroom)?

For health and safety and structural reasons we do not give any of our tenant's permission to use loft or attic areas as storage or bedrooms, unless they have already been correctly converted for this purpose, and the conversion complies with all the current building regulations and this can be demonstrated by the production of the appropriate certification. Great Places do not carry out such conversions on behalf of tenants, and if it is found or suspected that tenants are using lofts for such purposes, we would be obliged to take all appropriate action to stop the practice.

What if I require aids and adaptations?

Great Places has a responsibility to replace/make right existing aids and adaptations if the Decent Homes work impacts on the tenant's fixtures and fittings designed to assist independent living. Major aids and adaptations will only be considered if Great Places are in receipt of an occupational therapist report at referral stage detailing the tenant's requirements. It is the tenant's responsibility to raise mobility issues with their health provider and request an occupational therapist assessment.

If you have any further questions, please contact Plumlife on 0161 447 5050 or send an email to mortgagerescue@plumlife.com