

LOOKING AFTER YOUR HOME

IMPROVING COUNCIL HOMES A GUIDE FOR TENANTS



NORWICH
City Council

Norwich City Council is working to improve the condition of its properties. Targets are set for ensuring that every property meets the government's decent homes standard by 2010.

How the work is being organised

A five year improvement programme has been drafted and is designed to ensure the council:

- meets the government's decent homes target by the 2010/11 deadline
- carries out its landlord obligations in terms of structural repair
- balances these 'must do' programmes with tenant aspirations.
- uPVC window replacements
- heating and boiler upgrades and installations
- electrical upgrades
- external repairs and redecoration
- access control installations.

Fortunately, in many cases these priorities overlap, for example new kitchens and bathrooms are a government decent homes priority and a high tenant aspiration.

Areas covered by the programme include:

- kitchen or bathroom upgrades

In 2005 a stock condition survey was carried out on approximately 17% of the housing stock. The results were compiled to establish the areas in most need of upgrades across the 15 neighbourhood areas. So, for example, areas with a higher proportion of homes needing new kitchens or bathrooms will, generally, appear earlier in the five year programme. Where possible the programmes have also been designed to ensure an even spread across the city.

Surveyors from the council's housing property services team will visit all council properties over the next five years. They will record information about the condition of different elements within the property, such as kitchens, bathrooms, windows, doors, roofs etc. This information will be fed into a database so we can more accurately identify and prioritise future work programmes, ensuring money is spent where it is needed most and in the most efficient manner.

Not all properties will require their kitchens, bathrooms etc updated in order to meet the decent homes standard but all properties will be surveyed to establish exactly what work will be needed.

What choices do you get?

You can choose whether improvements are made to your home – but we need to make sure all homes meet the decent homes standard.

As a secure tenant you have the right to say no to the proposed work – but please remember this is an opportunity to have your home improved and updated.

If you agree to the proposed work you have to agree to it as a complete package – it is not normally possible to only sign up to parts of the package.

Will my rent change?

Your rent will not increase as soon as the work is completed, but the improvements will affect the valuation of your property. Future rent calculations will be made on the basis of the value of your home.

Do I stay in my home during programmed improvement work?

The answer is usually yes. The work is done while you carry on living in your home, but if necessary you may be offered temporary facilities while the work is done. At the end of every working day you will be left with washing and cooking facilities, although these may be temporary until the work is complete.

Further information

If you have any questions, or would like more information about the programme, such as when your property is due to be considered for improvement work, please contact your neighbourhood housing officer through the customer contact team:

T: 0844 980 3333

E: tst@norwich.gov.uk

Visit: City Hall
Norwich
NR2 1NH

**IF YOU REQUIRE THIS LEAFLET IN ANOTHER
FORMAT OR LANGUAGE PLEASE CONTACT
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