



**St. Leger Homes**  
OF DONCASTER

[www.stlegerhomes.co.uk](http://www.stlegerhomes.co.uk)

**Working in partnership with**



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Translation Available

ترجمه موجود است

نیچہ نامادین کہ نیسراؤ کانی نیوہ وڈ ریگریں

अनुवाद उपलब्ध है

Çeviri mümkün

الترجمة متوفرة

可提供翻译

ترجمہ دستیاب ہے

Përkthimi në dispozicion

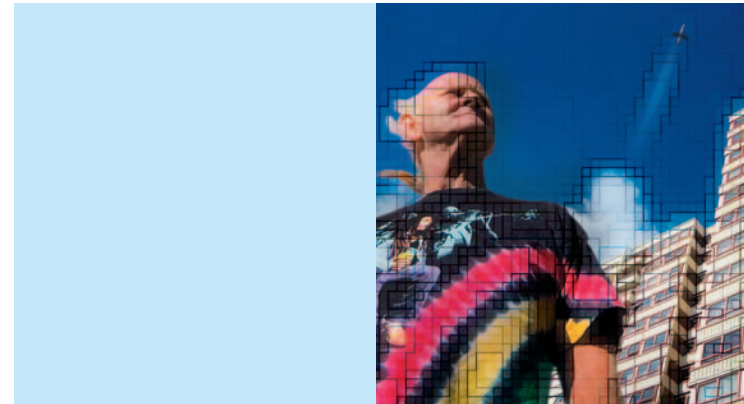
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Tradução Disponível

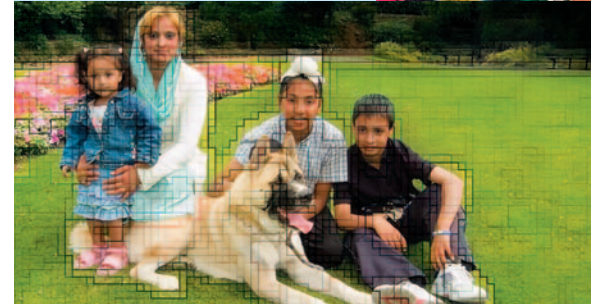
Traduction Disponible

Доступен (Есть) перевод

## An Information Guide to the Doncaster Decency Standard



**St. Leger Homes**  
OF DONCASTER



**Quality Homes in Quality Neighbourhoods**

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**Information can be made available in other languages, or other formats such as Braille or Audio Tape, on request. Please ask a member of our staff for more information, or if you need any other help or advice. Staff can arrange to speak to you in your own language if you need them to.**

**Albanian**

Sipas kërkesës Informacionet mund të ofrohen edhe në gjuhët tjera ose në formatet tjera siç janë Braille ose audio kasetë.Ju lutemi,për informata plotësuese ,nëse keni nevojë për ndihmë ose ndonjë këshillë pyetni anëtarin e stafit tonë .  
(Nëse është e domosdoshme ata mund të rregullojnë që të bisedojnë me ju në gjuhën tuaj).

**Arabic**

نستطيع توفير المعلومات بلغات اخرى وصيغ اخرى مثل البريل (لغافدي البصر) والشريط الصوتية، حسب الطلب. يرجى الاستفسار من احد موظفينا المحصول على المزيد من المعلومات او للحصول على المساعدة او الارشاد. (نستطيع موظفونا توفير وسائل اخرى للتحدث معكم بلغتك اذا احتجتهم الى ذلك.)

**Chinese Simplified**

该资料已被翻译为其它的语言，也有诸如盲文或录音磁带的其它形式供选。 请问我们的职员以便获得进一步的资料、其它帮助或建议。(如果你有需要，他们可以安排用你自己的语言来和你交谈。)

**Chinese Traditional**

該資訊已經被翻譯為其他的語言，也有例如盲文或錄音磁帶的其他形式供閣下選擇。請詢問我們的員工，以便獲得進一步的資訊，其他幫助或建議。(如果閣下有需要，他們可以安排用閣下自己的語言來和你交談。)

**Farsi**

در صورت درخواست ، اطلاعات به زبانهای دیگر در دسترس قرار خواهد گرفت و یا به هر شکل دیگر از قبیل خط برجسته و یا صدا. جهت دریافت اطلاعات بیشتر و یا دریافت راهنمایی و کمک، لطفاً از یک کارمند سوال کنید. ( آنها میتوانند ترجمی بدهند که در صورت لزوم با زبان خودتان با شما صحبت کنند.)

**French**

L'information peut être rendue disponible dans d'autres langues, ou en d'autres formats tels que braille ou bande magnétique audio, sur demande. Veuillez demander à un membre de notre personnel pour plus d'information, ou si vous avez besoin de tout autre aide ou conseil. (ils peuvent organiser de vous parler en votre propre langue si vous avez besoin qu'ils le fassent.)

**Kurdish**

زانیاریته به زمانی خوتان ده ست ده که ویت، و یا به شیوه کلی دیکه، له واته به خه تی که ووه و یا به ده نگه. نه که ر بیویستت به زانیاری زورتر، یارمه تی و یا ناموزگاری هه به، تکابه پرسنار بکه له به کیک له کارمه نده کان. (نه وان کاریکی واده که ن که به زمانی خوت له که لتا هسه بکه ن.)

**Punjabi**

ਬੇਨਤੀ ਕਰਨ ਤੇ, ਸਾਡਾਕਾਰੀ ਦੁਸਰੀਆਂ ਬੋਲੀਆਂ, ਜਾਂ ਹੋਰ ਰੂਪਾਂ ਜਿਵੇਂ ਕਿ ਬਰੇਲ ਜਾਂ ਆਈਓ ਟੇਪ ਤੇ ਵੀ ਚਿੱਠੀ ਜਾ ਸਕਦੀ ਹੈ। ਹੋਰ ਸਾਡਾਕਾਰੀ ਵਾਸਤੇ, ਜਾਂ ਜੇਕਰ ਤੁਹਾਨੂੰ ਹੋਰ ਸਹਾਇਤਾ ਜਾਂ ਸਲਾਹ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਸ਼ੁੱਧ ਕਰਕੇ ਸਾਡੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਮੈਂਬਰ ਨੂੰ ਪੁੱਛੋ। (ਜੇਕਰ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਉਹ ਤੁਹਾਡੇ ਨਾਲ ਤੁਹਾਡੀ ਆਪਣੀ ਬੋਲੀ ਵਿੱਚ ਗੱਲਬਾਤ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਨ।)

**Turkish**

Bilgiler istenildiğinde diğer dillerde de temin edilebilir ayrıca görme özürülülerin kullanabileceği kabartma alfabesiyle veya Teyp kaseti şeklinde de hazırlanabilir. Daha fazla bilgi için veya herhangi bir konuda yardım ve tavsiye ye ihtiyacınız varsa lütfen görevli personelden birisiyle konuşunuz. (Eğer ihtiyacınız varsa personelimiz sizinle kendi dilinizde konuşabilmek için bir tercüman ayarlayabilir).

**Urdu**

یہ معلومات گزارش کرنے پر دیگر زبانوں یا دیگر صورتوں، جیسا کہ دریل (الہامی ہونے والی کتاب)، ہیریا شخص کے پڑھنے کی کتاب (ایسی ڈی وی ڈی اور ٹیپ) بھی فراہم کی جاسکتی ہیں۔ مزید معلومات یا اگر آپ کو کسی مدد یا مشورے کی ضرورت ہو، تو براہ مریضی ہمارے عملے کے ممبر سے بات کریں۔ (اگر آپ کو ضرورت ہو تو ہمارے پینڈیاں شہادت کرانے کا انتظام کر سکتے ہیں)۔

**Introduction**

St Leger Homes of Doncaster Ltd (SLHD) is an Arms Length Management Organisation, which has been formed to manage the houses owned by Doncaster Metropolitan Borough Council.

SLHD is working with Contractors to ensure that all Council homes meet the Decent Homes Standard by 2010 and the Doncaster Decency Standard by 2015. The Office of Deputy Prime Minister set the Decent Homes Standard as a guide to the minimum standard a property can be offered for occupation. The Doncaster Decency Standard has been created to meet tenants aspirations above what the legislation requires.

**To meet the Decent Homes Standard your home must:**

- Be in a good state of repair, particularly the roof and walls
- Have a kitchen not more than 20 years old, which provides adequate storage and layout
- Have a bathroom not more than 30 years old
- Be free from damp
- Have effective insulation and efficient heating

**To meet the Doncaster Decency Standard your home must:**

- Have double glazed windows (decency only covers single glazing)
- Have external doors and windows of a minimum security standard (including communal doors)

- Have a minimum number of electrical sockets in the house and outbuildings (decency only covers kitchens)
- Have a smoke detector

**What is this booklet for?**

This booklet has been designed to inform you of the work we are doing, and how and why we are doing it. We aim to give you an understanding of what 'Decency' really means and the aspirations we will try to meet for you. We also want you to be aware of the choices available to you and important safety information.

This booklet also provides you with key contact telephone numbers.

**How will we assess your home?**

A surveyor will visit your home to measure against the criteria for both standards. He/she will then inform our Contractors of the work (if any) required to bring your home up to the Doncaster Decency Standard.

We will only carry out work which is required to bring your home up to the standard. As each property is individually surveyed this could mean that you and your neighbour have different work done. If you are unhappy with the survey decision, you have a right to appeal. Please contact the decency team on 0800 180 4478.

### **What will happen next?**

You will be invited to attend an open day event in a local venue. The open day gives you the opportunity to ask any questions and choose from the options you are presented. We will offer you free transport to this event and will include the details when we write inviting you to the event.

### **How long will these works take to complete?**

The average property is expected to take up to approximately five weeks depending on the level of works required. Our Contractors Resident Liaison Officer will advise you twenty one days before work starts and visit you seven days before the start date.

Throughout these works St Leger Homes Housing Project Officers and our Contractors' Resident Liaison Officers will be available within office hours.

### **Additional Works**

You may wish our contractors to carry out some work in addition to the Decency Work at your own expense. If this is so you should first get approval from your local Area Housing Office. If the extra work is connected with the general work being done to your home, and approval is given, the contractors will tell you how much the work will cost. If you agree to the cost and wish to proceed, payment must be made to the contractor before the work is started

### **Refusal of Works**

Please note you are not able to partially refuse works under the Decent Homes Programme, i.e. refusing one element will result in no works to your home. Works required for safety reasons must be carried out.

### **Doncaster Decency Standard Criteria**

The following pages in the booklet give a guide to the criteria used to judge the Doncaster Decency Standard. We have designed the booklet around the Doncaster Decency Standard because this is a more comprehensive standard than legislation requires.

The criteria listed in this booklet does not form the full policy of St Leger Homes of Doncaster. St Leger Homes of Doncaster reserve the right to change their policies.

### **Your kitchen will not meet the Doncaster Decency Standard if:**

- Your kitchen is 20 years old or more
- Your kitchen is less than 20 years old but is in a poor condition and a risk to health and safety
- Your kitchen layout lacks adequate storage and worktop space

### **Where your kitchen fails we will:**

- Fit new 600 mm wall and base units (500mm if needed)

- Fit new 38mm thick worktops with tiled splashbacks
- Fit an inset stainless steel sink unit with turn lever taps in all senior citizen and special needs accommodation
- Aim to create a usable eating area (if no dining area exists).
- Install a wall mounted extractor fan
- Allow 620mm minimum space for a fridge/freezer
- Allow 620mm minimum space for a free standing cooker
- Allow 620mm minimum washing machine space
- Create additional electrical sockets to a modern standard

### **What choice do I have in the style of my kitchen?**

We will offer you a choice of:

- Four wall and base unit finishes
- Four worktop colours
- Various wall tile colours
- Four vinyl floor tile designs
- Three handle designs

Our Contractors will provide you with packing boxes. In addition, please arrange provision for alternative food preparation when a kitchen is being replaced.

### **Will you take out my pantry?**

Pantry and partition walls will only be removed in exceptional cases. Pantries provide significant storage space and will only be removed in exceptional cases.

### **Your bathroom will not meet the Doncaster Decency Standard if:**

- Two or more items in your bathroom (bath, toilet or wash

hand basin) are more than 30 years old

- Two or more items in your bathroom (bath, toilet or wash hand basin) are less than 30 years old but require major repair or replacement

Separate WC and bathrooms in your home will be treated as one.

### **Where your bathroom fails we will:**

- Replace the failing elements with white bath and/or wash hand basin and/or close coupled WC
- Tile three rows of white tiles around baths and two rows around wash hand basins

### **Showers and adaptations**

Any existing adaptations such as grab rails or walk-in showers will remain as fitted.

Existing showers will not be replaced. The wiring and plumbing will be checked and renewed as necessary to current standards. If an existing shower is found to be unsafe the contractor will disconnect it and advise you accordingly. If you wish to supply a new shower at your own cost, the contractor will install this for you free of charge.

Any future maintenance and repair of this shower will remain your responsibility. If you wish to request a walk-in shower, this will not be a requirement to meet the decency standard. To request this work you will need to contact

Doncasater Council's Adult First Team on (01302) 737391, who will arrange for an Occupational Therapist to assess your needs.

**The heating in your home will not meet the Doncaster Decency Standard if:**

- It is supplied by an open fire or part central heating system
- Your boiler is more than fifteen years old
- Your radiators are more than forty years old

**Where your heating fails we will:**

- Install a new gas central heating system (where gas is available) or a solid fuel controllable system
- If it is not necessary to replace the whole system to meet the standard we will replace the boiler or radiators as appropriate

**What choice do I have with central heating?**

You will be offered the choice of an electric or gas fire (subject to supply being available).

The gas fire comes complete with a marble style hearth. The electric fire is available with a choice of two surround styles in a variety of wood finishes and come together with a marble effect hearth.

**Your electrical wiring will not meet the Doncaster Decency Standard if:**

- The electrical system is over thirty years old

**Where your electrical wiring fails we will:**

- Rewire or part rewire your home to meet current standards

**What choices do I have when a rewire is needed?**

You can choose whether you wish to have the wires run through white mini trunking or channelled into the walls.

**Your windows will not meet the Doncaster Decency Standard if:**

- They are single glazed with wooden or steel frames
- They are PVCu frames with single glazing

**Where your windows fail we will:**

- Replace with white internally beaded PVCu double glazed windows

The PVCu double glazed windows are manufactured to meet current British Standards and will be designed to meet the requirements of Building Regulations with lockable window fasteners, except fire escape windows.

**Your doors will not meet the Doncaster Decency Standard if:**

- They are of wooden construction with single glazing

**Where your doors fail we will:**

- Replace with composite security doors and frames with double glazing, high security locking system and heavy duty hinges

The front doors will be fitted with double draught proofed letter plates, spy hole viewer, security chain and low level thresholds.

Only doors which provide external access to the property will be changed (not porch or internal doors).

**What choice do I have in door styles?**

There is a choice of five styles for the front door and one standard style for the rear. The doors are available in red, blue, green or white. The rear door will be ordered in the same colour as chosen for the front and all doors are white to the inside of your property.

**Your water supply will not meet the Doncaster Decency Standard if:**

- Your home has internal or external lead pipes

**Where your water supply fails we will:**

- Arrange for a Mechanical Engineer to assess whether action is required

**Your insulation will not meet the Doncaster Decency Standard if:**

- Your home does not have cavity wall insulation (where it is possible)
- Your home has gas or oil heating and less than 50mm insulation
- Your home has another type of heating and less than 200mm insulation

**Where your insulation fails we will:**

- Upgrade the insulation to meet the current Building Regulations standards wherever feasible

**Your home will fail to meet the Doncaster Decency Standard if serious dampness is present.**

Dampness is caused by water getting into your home by:

- Defective and leaking rainwater gutters
- Defective brickwork and pointing
- Defective damp proof course
- Damaged rendering
- Damaged roof tiles
- Blocked cavities

**Where serious dampness is present we will:**

- Undertake a detailed survey to assess exactly the amount and type of work required to cure the damp

## **Adaptations and Special Needs**

There is a range of measures available to try and meet any adaptations or special need requirements you may have. For example we can look at kitchen design, quarter-turn lever taps, grab rails, anti-slip flooring or socket heights.

Please inform your local Housing Project Officer if you would like to discuss any requirements. In some cases this may involve an assessment by an Occupational Therapist. In addition we can offer day time respite in local properties to allow a break from the works being carried out in your home, full details of which will be available when you are given your induction. If you require a more permanent respite solution, please contact your local Housing Project Officer to discuss.

## **Decoration Allowances**

If your property is having electrical, central heating or damp works you may be entitled to compensation for the redecoration of any areas affected by the work. The Contractor will undertake an assessment and compensation will be issued in the form of vouchers, allocated on the basis of £25 per habitable room affected up to a maximum of £250. The vouchers can only be used for decoration materials, from designated DIY stores including B&Q, Fennings,

Staveleys and Glynn Webb and are subject to you having no outstanding rent arrears.

You will receive a letter from St Leger Homes of Doncaster shortly after your home has been assessed, providing details of amount of compensation to be paid (in the form of vouchers) and arrangements for collection.

## **Disturbance**

As with all building works there will be disruption resulting from the works taking place in your home. The degree and nature of disruption will vary dependant on what works are taking place. In general for all works taking place you can expect a degree of dust and noise, although our contractors will try to keep this to a minimum.

Prior to works commencing you will be asked to move items of furniture and ornaments from the rooms where work is taking place. If you require assistance doing this you should ask our contractor, who will endeavour to assist, but cannot accept any responsibility for any loss or damages caused whilst moving such items on your behalf. To minimise the amount of dust our contractors will provide dust sheets throughout the duration of works and will tidy up at the end of each day.

## **Your Responsibilities**

Whilst work is carried out in your home, you have a duty of care for your own belongings, children and pets.

Please ensure:

- Valuable or fragile items are stored in a safe place
- Children are supervised at all times and aware of the potential risks
- Any visitors to your home take the necessary care and attention, especially when scaffolding is present
- All pets are kept under proper control and are kept away from the working area

If your windows are being replaced, please remove curtains, blinds or nets.

If loft insulation is being installed, any items stored in the loft space will need to be moved by yourself prior to work starting. If you wish we can work around your items, where feasible, at your own risk.

If your kitchen or bathroom is being replaced, you will be required to remove all your personal items (ie. empty kitchen cupboards).

If stored items of previous tenants are discovered we will remove/dispose of these for you.

## **Our Responsibilities**

We will ensure a Resident Liaison Officer from our Contractor will write to you twenty one days

before work is due to start. A visit will be made to your home seven days before work starts to give advice on the work to be carried out.

During the period of work, the Resident Liaison Officer will visit your home to advise you when to expect Contractors. He/she will also visit every day whilst you have Contractors in your home to ensure you are satisfied with the days work and that you have been left with the appropriate services.

In all cases inconvenience will be kept to a minimum. At times it will be necessary to turn off electrical, gas or water supplies to carry out works. You will be advised beforehand to allow you to make alternative arrangements for washing, food preparation etc. At the end of every day you will be left with a cooking and bathroom facility. If you have any concerns regarding this you should contact your Resident Liaison Officer before 4pm.

When the work is completed it will be checked by our Contractors and the Clerk of Works who work for St Leger Homes. The Resident Liaison Officer will ask you to complete a questionnaire about the work. The information you give us will be used to monitor and improve our services and returned questionnaires are entered into a monthly prize draw.

