

# An Information Guide to the Doncaster Decency Standard



**St. Leger Homes**  
OF DONCASTER



**Quality Homes in Quality Neighbourhoods**  
[www.stlegerhomes.co.uk](http://www.stlegerhomes.co.uk)

## Translation Available

- |  |                   |                            |                          |  |
|--|-------------------|----------------------------|--------------------------|--|
| 1 ترجمہ موجود است                        | 2 可提供翻譯           | 3 Доступен (Есть) перевод  | 10 可提供翻譯                 | 11 अनुवाद उपलब्ध है                      |
| 2 نیہ نامزدین کہ نوسرہ کئی نیوز واریکرین | 3 Ceviri mümkün   | 4 الترجمة متوفرة           | 11 अनुवाद उपलब्ध है      |  |
| 3 Tradução Disponível                    | 4 ترجمہ دستیاب ہے | 4 Përkthimi në dispozicion | 12 Traduction Disponible | Large print, audio and Braille available |

## Introduction

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

St. Leger Homes is working with contractors to ensure that all Council homes meet the Decent Homes Standard by 2013/4 and the Doncaster Decency Standard by 2015. The Office of the Deputy Prime Minister (Department of Communities and Local Government) 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.

## **How will we assess your home?**

A surveyor will visit your home to measure against the criteria for both standards. They 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 first be invited to attend a Launch Event, where we will tell you about the Decent Homes Programme.

You will then be invited to attend a Tenant Choice Event at a local venue. The Choice Event 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 Project Managers 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 St. Leger 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

All tenants and leaseholders have the right to refuse works under the Decent Homes Programme, unless works are for Health and Safety reasons i.e. electrical re-wiring. Work is divided into packages – Internal, External, Environmental, Doors and Windows.

Please note you can decline packages of work, but not individual elements of work within each package, except in exceptional circumstances.

## 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 who 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 600mm wall and base units (500mm if needed)
- Fit new 38mm thick worktops with tiled splash backs
- Fit an inset stainless steel sink unit with turn lever taps in a senior citizen and special needs accommodation
- Aim to create a useable 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:**

- Wall and base unit finishes
- Worktop colours
- Various wall tile colours
- Vinyl floor tile designs
- Door 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?**

Partition walls will only be removed in exceptional circumstances. Pantries provide significant storage space and will only be removed in exceptional circumstances.

### **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 thirty years old
- Two or more items in your bathroom (bath, toilet or wash hand basin) are less

than thirty 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 Doncaster 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 an alternative 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 surround styles in a variety of wood finishes and comes 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 all or part of your home to meet current standards

**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 or
- Upgrade the single glazed

unit to double glazed units

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 security doors and frames and double glazing, high security locking system and heavy duty hinges

The front doors will be fitted with double draught proofed letter places, 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 styles for the

front door and a 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 Project Manager 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 Project Manager 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. We 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, Staveleys and Glynn Webb.

## **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 dependent 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 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 (i.e empty kitchen cupboards).

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

If you need any assistance in the disposal of your furniture or white goods please contact Doncaster

Refurnish. Doncaster Refurnish collects unwanted furniture, electrical appliances and household items from Doncaster residents.

Please call (01302) 736960 to arrange collection of unwanted household items.

Doncaster Refurnish is located at:

33 Netherhall Road  
Doncaster, DN1 2PN

## **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 you 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 everyday 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 a representative who works 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.

## **Contacts**

St. Leger Homes of Doncaster Ltd  
Decent Homes Team  
Stanley House  
18 Tickhill Road  
Balby  
Doncaster  
DN4 8QE

Telephone: 0800 1804478

Fax: 01302 736365

Email:

[decenthomes@stlegerhomes.co.uk](mailto:decenthomes@stlegerhomes.co.uk)

Website: [www.stlegerhomes.co.uk](http://www.stlegerhomes.co.uk) get rid of the gas

The contact details for our contractors, including details of the Resident Liaison Officers and emergency telephone numbers will be provided to you before work starts.

#### Appeals Procedure

If you require a copy of our Appeals Procedure booklet, please contact our Decency Office on 0800 1804478.

The Repairs Centre should be contacted for any repairs not connected to the Decency works. The Repairs Centre can be contacted on 0808 126 3123.

All staff and contractors carry photographic identification. Please ensure you check the identity of anyone asking to enter your home. If you have any concerns, please contact the Project Manager or Resident Liaison Officer to clarify the person's identity.

#### IF YOU SMELL GAS

Call Transco National Gas  
Emergency Service on  
0800 111 999

DO NOT turn electric switches on  
or off

DO NOT smoke

DO NOT use naked flames

DO turn off the gas supply at the  
meter (unless the smell of gas  
and meter are in the cellar)

DO open doors and windows to



*Working in partnership with*



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