



# EMPTY PROPERTY REPAIR STANDARD: A TENANTS' GUIDE

***Birmingham City Council aims to provide homes that are clean, safe and ready to move into. We have an empty property repair standard and our repairs contractors work to this standard to make sure that homes are fit to live in.***

Here is a list of standards that every empty property will meet before it is let to a tenant.

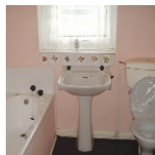
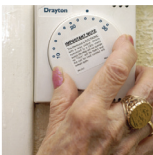
## **Inside the property**

### ***Kitchen***

- There will be a minimum of a sink unit, another base unit and a wall unit.
- There will be a worktop.
- All floor, wall and work surfaces will be clean and in good working order. All surfaces will be in a condition that allows you to clean them.
- The sink and drains will be working and not blocked.
- There will be a gas or electric cooker point in the kitchen.
- There will be a row of tiles above the work surfaces.

### ***Bathroom***

- The toilet, sink and bath will be in good working order.
- There will be a row of sealed tiles around the bath and sink.



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- All surfaces, including the toilet, sink and bath, will be clean.
  - All surfaces will be in a condition that allows you to clean them.

### ***Gas, electric, heating and hot water***

- There will be a heating appliance, in good working order, in the main living room area. This facility will be available on the day that you move in.
- The gas and electric supply to your home will be in good working order on the day you move in, and checked and tested.
- A copy of gas and electrical safety certificates will be provided.
- A hot water supply will be available.

### ***Doors, floors and stairs***

- Any missing and broken floor tiles in the kitchen and bathroom will be replaced with a surface that you can clean.
- Missing or broken tiles in any other room will be replaced or patched.
- All internal timbers such as floorboards and stair treads will be in good repair. Any damaged or rotten timbers will be repaired, treated, renewed or removed.
- All external and internal doors will be fitted, secure and in good working order.
- All door handles, locks and fittings will be securely fixed and in good working order.

### ***Glazing***

- Cracked and broken windows will be replaced on the day you move in.



## ***Decoration***

Tenants are responsible for decoration, however we will:

- remove graffiti
- strip severely damaged or wallpaper
- paint polystyrene tiles with fire retardent paint
- repair any severely damaged large areas of plaster.

## ***Cleanliness***

- All waste or building rubbish will be cleared from inside and outside the property, including rubbish from garages, sheds, outhouses and lofts.
- All floors and surfaces will be clean.
- All sanitary fittings will be clean.

## ***Window frames***

- All windows will be wind and watertight, usable and complete with handles.
- Window frames that need renewing will be ordered and replaced. This work will be carried out as a routine repair and completed within 30 days of you moving in or as part of a planned window renewal programme.

## ***Other facilities***

- Curtain battens will be in place.

## **Outside the property**

### ***Gardens***

- Any trip hazard to slabbing and pathways that we find will be removed.
- Broken fencing will be removed. Replacement fencing will normally be fitted after you move in.
- Rubbish will be removed.

### ***Roofs and gutters***

- Roofs will be watertight. Any leaks we find will be repaired.

### ***Non-standard fittings***

- Non-standard fittings are improvements such as showers, fire surrounds and verandas that the previous tenant fitted and are a tenant's responsibility to maintain. We will check these are safe and suitable for use before leaving them in place. These will NOT be replaced once it becomes too expensive to repair them, and we will then remove them.
- You should report all other non-urgent repairs to the repairs call centre:

**0121 216 3330**

If you have any questions about the property that you have been offered, please ask your housing officer.

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**If you would like this leaflet in Braille, large print or on audiotape, please call your local housing team.**

هذه الرسالة مهمة، فإن لم تفهمها ترجو أن تطلب من أحد أصدقائك أو أقرائك ممن يتكلمون الإنجليزية أن يتصل بمكتب  
الحي "تيرهود أوفوس" المحلي أو فريق الإسكان نيابة عنك. بعد ذلك سنرتب للقاء بك مع وجود مترجم فوري.

ARABIC

এটা খুবই গুরুত্বপূর্ণ। আপনি এই দলিলটি বুঝতে না পারলে দয়া করে ইংরেজীতে কথা বলতে পারেন এরূপ আপনার একজন বন্ধু-বান্ধব বা  
আত্মীয়কে আপনার পক্ষ হয়ে আপনার স্থানীয় নেইবারহুড অফিস বা হাউজিং টিম এর সঙ্গে যোগাযোগ করতে বলুন। এরপর আমরা আপনার সঙ্গে  
সাক্ষাৎ করার ব্যবস্থা করব এবং এতে সহায়তার জন্য একজন ইন্টারপ্রিটার রাখা হবে।

BENGALI

此事極為重要，如果你看不懂這份文件，請找一位會講英語的親戚或朋友代你  
接觸當地的鄰舍辦事處或房屋服務隊。然後我們會安排傳譯員一起見你。

CHINESE

این اطلاعات بسیار مهم است. اگر محتوی این مدرک را نمی فهمید، لطفاً از یک دوست یا خویشاوند تان که به زبان انگلیسی صحبت کرده میتواند  
خواهش کنید که از طرف شما بانیبرهود آفس یا هوزنگ تیم محل شما تماس بگیرد. بعداً برای شما مترجم فراهم می کنیم که باشما ملاقات کند.

FARSI

આ બાબત અત્યંત મહત્વની છે. જો તમને આ દસ્તાવેજમાં લખેલી બાબત ન સમજાય તો કૃપા કરી કોઈ અંગ્રેજી બોલતા મિત્ર અથવા  
સગાસંબંધીને તમારી સ્થાનિક નેબરહુડ ઓફિસ અથવા હાઉસિંગ ટીમનો તમારા વતિ સંપર્ક સાધવા વિનંતી કરો. પછી કુલાધિયા  
સાથે તમને મળવાની અમને વ્યવસ્થા કરાશે.

GUJARATI

ਇਹ ਗੱਲ ਬੜੀ ਜ਼ਰੂਰੀ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਦੀ ਸਮਝ ਨਹੀਂ ਲੱਗਦੀ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਅਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ  
ਦੋਸਤ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੇ ਵਾਸਤੇ ਸਥਾਨਕ ਨੇਬਰਹੁਡ ਔਫਿਸ ਜਾਂ ਹਾਊਸਿੰਗ ਟੀਮ ਨਾਲ ਸੰਪਰਕ ਕਰੇ। ਉਸ ਤੋਂ  
ਬਾਅਦ ਅਸੀਂ ਕਿਸੇ ਦੋਭਾਸ਼ੀਏ ਰਾਹੀਂ ਤੁਹਾਡੇ ਨਾਲ ਗੱਲ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰਾਂਗੇ।

PUNJABI

داویر مهم معلومات دی. کہ تاسی بہ دی سند نہ پوہیری نومہربانی و کہری دخیل یوملگری یا خیلوان نہ چه بہ انگریزی ژبہ خبری کولای شی غوبتنه و کہری چه  
سناسی له خواسناسی دسیمی نیبرهود آفس یا هوزنگ تیم سره په تماس کی شی. بیا به مونږ ترجمان برابر کپو چه سناسی سره کتنه و کپری.

PUSHTO

Tani waa muhiim. Hadii aadan fahmaynin warqadan fadlan waydiiso ruux saaxiibkaa ama  
qaraabadaada ah oo af ingiriiska ku hadla inuu kuu waco xafiiska Dariska (Neighbourhood Office)  
ama kooxda guryaha asagoo adiga kumatalaya. Markaa Kadib Ayaan kuu balaaminaynaa Turjubaan.

SOMALI

یہ دستاویز اہم ہے۔ اگر آپ اس دستاویز کو سمجھنے سے قاصر ہیں تو براہ کرم انگریزی زبان سے واقف اپنے کسی دو یا بیشترہ دار سے کہنے کہ وہ آپ کی  
جانب سے آپ کے مقامی نمبر ہوڈ آفس یا ہاؤسنگ ٹیم سے رابطہ کریں۔ ہم پھر آپ سے ملاقات کرنے کیلئے ایک ترجمان زبان کا انتظام کر دیں گے۔

URDU

Đây là việc quan trọng. Nếu quý vị không hiểu tài liệu này làm ơn nhờ bạn hay người thân biết nói tiếng Anh  
thay mặt cho quý vị liên lạc với đội nhà cửa hoặc văn phòng nhà cửa ở địa phương của quý vị. Chúng tôi sẽ  
thư xếp một thông dịch viên đến gặp quý vị.

VIETNAMESE