

Easy read guide: Understanding your essential rights as a tenant of Golden Lane Housing



This is an easy read guide to help you to understand your rights as a tenant of Golden Lane Housing.



Tenants have told us that having information that is accessible is important to them.



Golden Lane Housing will want to make sure that tenants are able to understand their 5 essential rights. These are:



1.) You have a Right to a Home that meets the Decent Homes Standard



2.) You have a Right to a Home that meets Health and Safety Legal Compliance Standards

3.) You have a Right to a Home that is Fit for Human Habitation and a Right to Receive Notice of a visit from Golden Lane Housing to your home



4.) Rights to Reasonable Adjustments

This guide will explain to you what these mean.

1

The Decent Homes Standard



The Decent Homes Standard tells you the minimum standard social housing should meet in England and Northern Ireland. This does not include leasehold and shared ownership properties.



This means that the Decent Homes Standard makes sure that houses are safe, comfortable, and meet tenants' needs.



Here are the the things that homes must be to be meet the Decent Homes Standard:



1. Statutory Minimum Standard:

The home must meet laws for housing quality, including safety and health standards.



2. Reasonable State of Repair:

The property should be in a reasonable condition, with necessary repairs and maintenance being done quickly.



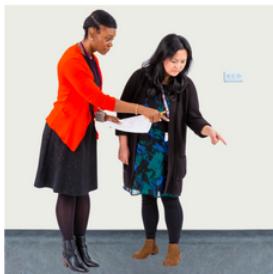
3. Modern Facilities and Services:
The home should have basic, necessary things such as heating, plumbing, and electrical systems that work properly.



4. Thermal Comfort:
Tenants should experience a reasonable level of warmth and insulation within the property.



Insulation is material used in buildings to help to keep the heat inside to make them warmer.



We review our properties carefully to make sure they are safe and comfortable for our tenants.



The reviews also make sure that improvement and maintenance works to homes are planned in and completed.



Golden Lane Housing is committed to making sure our properties meet the Decent Homes Standard, and exceeds it to provide safe and comfortable living spaces for our tenants.

2

You have a Right to a Home that meets Health and Safety Legal Compliance Standards



Golden Lane Housing must follow health and safety rules by law.



It's also very important to Golden Lane Housing that tenants feel safe, secure and happy in their homes.



Our teams work to make sure that our homes are safe for tenants to live in.



You can read more about how we keep homes safe on our website.

3

You have a Right to a Home that is Fit for Human Habitation and a Right to Receive Notice of a visit from Golden Lane Housing to your home.



Fit for Human Habitation means that your home must be safe, healthy and free from things that would harm you.



This means your home will have:

· Suitable utility supplies like gas and electricity



Suitable water and systems to keep your water healthy and clean.



You also have a Right to Receive Notice of a visit from Golden Lane Housing to your home. This means that when Golden Lane Housing plans to come to visit your home, they must tell you when they will be coming.



Golden Lane Housing might visit your home for reasons such as carrying out repairs and maintenance, check that your gas and electricity systems are working and to inspect your home.



Golden Lane Housing respects our tenants' privacy.

You can find out more about our repairs and maintenance service on our website.

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Rights to Reasonable Adjustments



Many of our tenants have a disability and your home may have been built to support your needs.



For example, some homes might have ramps and wet rooms.



Tenants have the right to reasonable adjustments to their homes and services



You can read our Adaptations Policy on our website.

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Tenancy Agreement

All Golden Lane Housing tenants have a Tenancy Agreement.



A Tenancy Agreement is a document which tells you what tenants are responsible for in their homes and what Golden Lane Housing is responsible for in their homes.

For example:



- Golden Lane Housing are responsible for dealing with complaints and might be responsible for making repairs in the home



- Tenants are responsible for paying their rent and looking after their home, such as by keeping it clean.



You can find out more about your Tenancy Agreement on our website.

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