

property standards



Property Standards

As a new customer with Three Rivers Housing Group we want to make sure your home is handed to you in a clean and well maintained condition. When your new home became empty, it was inspected by our maintenance team who have made sure we meet the following standards before you move in.

If you think that Three Rivers has not met any of the following standards, please let us know. We will arrange for a surveyor to visit you to look at any concerns you may have.

Outside Your Home

We will repair any external parts to your home such as fencing, steps, footpaths, guttering and the roof.

Garden

- All gardens will be free from rubbish and lawns will be cut back.

Windows

- They will open and close correctly, and window lock keys will be supplied.

Doors

- All internal and external doors will be free from damage and they will open and close easily. All external locks will be changed and three keys will be provided for each lock and two keys for any communal doors.

Kitchen

- Doors and drawers will open and close correctly. Door handles, door and drawer fronts and work tops will be in good condition.
- All kitchen units and worktops will be cleaned.

Contact Customer Services team
24 hours a day, 7 days a week and 365 day a year on:

0191 384 1122

Bathroom

- All bathroom and toilet fittings will be clean, in good working order and we will provide a new toilet seat. All taps will be working and plugs and chains will be repaired/replaced.
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Other repairs inside your home

- All internal woodwork will be free from damage. Walls will be ready for decoration. Handrail will be secured to the wall.
 - Only decorate where absolutely essential at the discretion of the housing manager.
 - All floors will be prepared to receive your floor coverings.
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Safety Checks

- Heating Systems - all heating systems will be fully checked when you move in, your Customer Services Officer will help you too arrange this.
 - Guidance on how to work your heating system will also be provided by your Customer Services Officer.
 - Electrical fittings – we will test the system and issue a current safety certificate.
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Utilities

- You will need to arrange to connect gas and electric supplies to your home, and to register yourself with the water board.
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We can produce this information leaflet in alternative formats and languages.

If you would like information in another language or format, or require the services of an interpreter, please contact us on: 0191 384 1122.

إذا أردت هذه المعلومات بلغة أخرى أو بصيغة أخرى، أو إذا كنت بحاجة إلى خدمات المترجم، نرجو الاتصال بنا.

আপনি যদি অন্য কোন ভাষায় অথবা ধরনে এই তথ্য চান, অথবা কোন দোভাষীর সাভিসেস-এর প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের কে যোগাযোগ করুন।

若您想要此資訊的另一語言版本或另一形式，或者需要傳譯員的協助，請聯絡我們。

ਜੇ ਤੁਹਾਨੂੰ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਜਾਂ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਣ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰੈਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰੋ।

اگر آپ کو معلومات کسی دوسری زبان یا شکل میں درکار ہوں، یا آپ کو ایک انٹریپرٹر کی سروسز کی ضرورت ہو تو ہم سے رابطہ کریں۔

Contact Addresses

Head Office - Durham
Three Rivers House
Abbeywoods Business Park
Pity Me, Durham
DH1 5TG

Open: 9.00am - 5.00pm
Monday to Friday

Sherburn Road Office
62/63 Bede Avenue
Sherburn Road Estate
Durham
DH1 2EN

Open: 10.00am - 1.00pm
Monday to Friday

Hartlepool Area Office
Central Buildings
Church Street
Hartlepool
TS24 7EB

Open: 10.00am - 1.00pm
Monday to Friday

Contact Customer Service Team

24 hours a day, 7 days a week and 365 days a year

0191 384 1122

customer.services@threerivershousing.co.uk

Visit our website for more information on www.threerivershousing.co.uk



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