



To contact us please call:

0300 555 6666

Always charged at **local rate**
– including from mobiles

Brownhills Housing Office

13 Silver Court
High Street
Brownhills WS8 6HA

Bloxwich Housing Office

Bloxwich Hall
Elmore Court
Elmore Green Road
Walsall WS3 2QW

Blakenall Housing Office

Blakenall Village Centre
Thames Road
Blakenall
Walsall WS3 1LZ

Central Walsall Housing Office

2nd Floor
Tameway Tower
Bridge Street
Walsall WS1 1JZ

Darlaston Housing Office

45 King Street
Darlaston WS10 8DE

Willenhall Housing Office

Beechwood House
New Road
Willenhall WV13 2BG

Email us at enquiries@whgrp.co.uk

Lettings standards

What you can expect from us



Walsall Housing Group
8th Floor Tameway Tower, Bridge Street
Walsall WS1 1JZ
Tel: 0300 555 6666



INVESTOR IN PEOPLE



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Lettings standards

What you can expect from us

At whg we pride ourselves on the standard of our properties. All the homes we let must be safe, in a good condition and must meet all the requirements which are outlined in our lettings standards.

When a property becomes vacant, we guarantee to carry out all of the following checks and repairs as quickly as possible to make sure it is up to our standard. We then look forward to welcoming customers into their new home.

Standards and checks

Safe and secure

- Electrical and gas installations will be inspected and safety certificates issued.
- We will check that smoke detectors and carbon monoxide alarms (if fitted) are working.
- All windows and doors will be made safe and secure.
- Stairs and handrails will be made sound and safe.



Lettings standards

What you can expect from us

Clean and tidy

- Wall and ceiling finishes will be replaced if defective or loose.
- Damaged or missing skirting boards, door frames and architraves will be repaired or replaced if necessary.
- All flooring will be in good condition.
- Decoration to some rooms may be necessary. This will be agreed with you when you move into the property, together with any support available to complete the decoration.
- The property will be cleaned throughout and rubbish will be removed.

Kitchens and bathrooms

- Kitchen and bathroom fittings will be clean, sound and properly sealed to prevent water leaks.
- A minimum of two courses of tiles will be fitted above all worktops, sink units, baths and basins and these tiles will be clean and in a good condition.

Water, heating and plumbing

- All heating and plumbing will function correctly.
- A check will be carried out to ensure loft insulation is installed.

Additional work

On occasions, additional work may be required once you have moved in. When this happens, we will agree a list of repair works with you. You can expect us to start this additional work within five days of you moving in and to complete the work within 28 days.

Lettings standards

English

For interpretation, translation, large print, Braille or audio formats, ask an English speaking friend to help you contact your local housing office.

Bengali

ভাষান্তর, অনুবাদ, বড় হরফ, ব্রেল কিংবা অডিও ফরম্যাটের জন্য, ইংরেজী বলতে পারেন আপনার এমন কোন বন্ধুকে আপনার স্থানীয় হাউজিং অফিসের সাথে যোগাযোগ করার জন্য সাহায্য করতে বলুন।

Punjabi

ਵਿਆਖਿਆ, ਅਨੁਵਾਦ, ਵੱਡੇ ਪ੍ਰਿੰਟ, ਬ੍ਰੈਲ ਜਾਂ ਆਡੀਓ ਫਾਰਮੈਟ ਲਈ, ਅੰਗ੍ਰੇਜੀ ਬੋਲਣ ਵਾਲੇ ਕਿਸੇ ਦੋਸਤ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੀ ਸਥਾਨਕ ਹਾਊਸਿੰਗ ਟ੍ਰਸਟ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਮਦਦ ਕਰੇ।

Gujarati

અર્થઘટન, ભાષાંતર, મોટી પ્રિન્ટ, બ્રેઈલ અથવા ઓડિયો ફોર્મેટ માટે, તમારા ઈંગ્લીશ બોલતા મિત્રને તમારા સ્થાનિક હાઉસિંગ ટ્રસ્ટનો સંપર્ક કરવા મદદ માટે કહો.

Hindi

भाषांतरण, अनुवाद, बड़े प्रिंट, ब्रेल अथवा ऑडियो प्रारूपों के लिए, अंग्रेजी बोलने वाले किसी दोस्त से कहें कि वह आपकी स्थानीय हाउसिंग ट्रस्ट से सम्पर्क करने में आपकी मदद करे।

Urdu

ا تشریح، ترجمہ، بڑے چھاپے، بریل یا آڈیو فارمیٹ کے لیے انگریزی بولنے والے کسی دوست سے دریافت کریں کہ وہ آپ کے مقامی ہاؤسنگ ٹرسٹ سے رابطہ کرنے میں آپ کی مدد کرے۔

French

Pour toute demande d'interprétariat, de traduction, de document en gros caractères, en braille ou en format audio ; veuillez demander à une de vos relations parlant anglais de contacter le bureau local de l'association de gestion de votre logement.

Turkish

Sozlü ya da yazılı tercümesini, ya da büyük puntuyla, kollar alfabetesiyle ya da sesli kayıt halinde edinmek için İngilizce bilen bir tanıdığınızdan bölgenizdeki konut vakfıyla temas kurmanıza yardımcı olmasını isteyin.