

1 FACT SHEET



Some Do's and Don'ts to make your tenancy run smoothly

DO ...

- Pay your rent on the Monday of each week and tell us if you are experiencing difficulties. Always let us and the benefit office know about any changes in your circumstances. Your tenancy is at risk if you do not pay your rent.
- Allow us to carry out gas and electric safety checks as soon as you move in.
- Make sure that you, your household and visitors act in a way that does not cause harassment or nuisance to your neighbours and people living in your community.
- Have consideration for your neighbours when playing music, etc. Music should not be able to be heard outside of your home. If possible, try to resolve neighbour disputes amicably before contacting us.
- Tell us straight away about any repairs that are needed to your home and any shared areas.
- Ask for our written permission before keeping any pet at your home. Cats and dogs are not normally allowed in flats. Permission to keep a cat or dog will not be granted if you live on a sheltered housing scheme. Please make sure your pet does not cause a nuisance.
- Allow us, or anyone working for us, into your home when we ask. We will normally give at least 24 hours notice, but in an emergency we may need to enter your home immediately. **You must let us into your home each year to carry out a gas service.**
- Look after your home in a reasonable manner. You must replace or repair anything that is damaged deliberately or accidentally. We may charge you for the cost of putting right any damage.
- Dispose of all household rubbish in line with local refuse arrangements. Please store rubbish in line with the arrangements on your scheme, and only put rubbish out for collection on the correct day.
- Help to prevent condensation, by drying clothes outside if possible and always ventilate your home.
- Run heating pumps periodically during the summer months to prevent seizure.

DO NOT ...

- Allow your home to be used for any illegal purposes, such as the sale of drugs.
- Make changes to your home, such as fitting a shower, new electrical fittings, installing a satellite dish, without our permission.
- Fit gas fires or any other gas appliances, except a gas cooker in your home. A Gas Safety Register engineer must install any gas cooker. You must not use or store calor gas in your home.

DO NOT ...

- Allow your garden to get overgrown or plant any conifer trees.
- Park a vehicle except in the proper parking space. You must get our permission before you park any other large van, caravan, boat or trailer or an untaxed or unroadworthy vehicle.
- Carry out repairs, other than ordinary maintenance to any vehicles at your home, on shared areas or on the road.
- Paint any external surfaces or internal surfaces other than plastered walls and previously painted woodwork.
- Dry clothes on electric heaters.

Living in flats

If you live in a flat:

DO ...

- Keep shared areas clean, tidy and free from rubbish.
- Keep the shared areas free of bikes or any other items that may catch fire or cause a dangerous obstruction.

DO NOT ...

- Leave communal doors open or allow strangers into the building.
- Let children play in the shared areas.
- Smoke in communal areas, as this is against the law.

Longhurst & Havelok Homes is committed to equality and diversity and recognises diversity in all areas of our work. We seek to treat people with respect and deliver services that meet individual need.

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