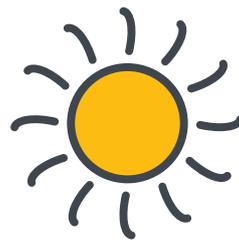




# You and Your Home

We love your home as  
much as you do

*Together we will do things right*



Home customers

# You and Your Home

## – an important document that explains:

- **What we are responsible for**  
Here, we're setting out what you can expect from us from the start of your tenancy through to the moment you hand your home back to us.
- **What you are responsible for**  
There are also some areas which you are responsible for and these are laid out in the table to the right.
- **The service you can expect from us**  
We will always work hard to give you a professional service. This means we will answer your queries politely and within a timescale agreed with you. If we say we'll do something, we will.



Action	Our responsibility	Your responsibility
Choosing a new home	Contact you if you have been shortlisted by your council for a property and show you the property	Register with your council and bid for any properties you're interested in
Moving into your new home	Meet you at your new home to explain your responsibilities as a tenant and ours as your landlord. Show you how the property works, including the heating system.	Sign your tenancy agreement and complete other paperwork
	Carry out any repairs to make sure your new home is ready for you to move in	Choose and notify your utility suppliers (electric, gas, telecoms and water) that you have moved in. Notify Council Tax.
	Visit you within the first six weeks to check you are settling in	
Paying for my home	Explain your rent and how you can pay it	Pay your rent in advance and apply for any benefits that you might be entitled to
	Provide an online system (my account) to check your rent	
	Notify you every year of any changes to your rent and other charges	
	Take appropriate action if you fail to pay your rent	
Maintaining my home	Carry out repairs we are responsible for, including an annual service to your heating system where required	Carry out minor repairs and repair any accidental or deliberate damage caused by you, your family or visitors. Pay for any damage or repairs caused by you.
	Offer a variety of ways to log your repair including on-line, on the telephone (7am - 7pm weekdays)	Decorate, keep your home clean and tidy and report repairs as they happen
	Keep communal areas and estates well managed and in a safe condition	Allow access for repairs and annual heating servicing
Maintaining my tenancy	Help you maintain your tenancy by providing you with a named Housing Officer, who is available to visit you in your home	Take responsibility for anybody living in or visiting your home
		Ask us if you want to keep a pet, alter your home or use your home for a business
Dealing with anti-social behaviour	Investigate any reports of anti-social behaviour	Be a good neighbour and not act in a way that causes harassment, alarm or distress to others
Leaving my home	Meet you to carry out a leaving inspection	Tell us when you want to leave (giving at least 4 weeks' notice)
	Tell you about any repairs and/or decoration you need to carry out	Carry out any repairs and decoration prior to leaving
	Inspect the property and the garden, and confirm it is in an acceptable condition	Leave your property and garden empty and in a clean condition
		Contact your gas, electric, water and telecoms providers to tell them you have moved out and give them any final readings
	Give back all keys, clear your rent account and pay for any other items you owe us	

Repairs	Our responsibility	Your responsibility
Electric circuits, wiring, sockets, switches and light fittings (excluding bulbs)	✓	
Heating and hot water systems	✓	
Bathroom suites, such as toilets, basins and baths	✓	
Communal upkeep (including maintenance of internal communal areas and gardens not maintained by residents)	✓	
Damp and mould	✓	
Drains, sewers and sewage treatment	✓	
Garages, external painting, fencing, paths, steps and roads	✓	
Kitchens, such as units, sinks, worktop and wall tiles	✓	
Kitchen and bathroom floor coverings	✓	
Roofs, insulation, gutters and downpipes	✓	
Structural repairs, such as ceilings, floors, chimneys and walls	✓	
Windows, doors, hinges and handles	✓	
Condensation		✓
Any damage caused by me, my family or visitors		✓
Domestic appliances (cookers, fridges, washing machines etc.) not owned by Flagship		✓
Fixtures and fittings around your home such as toilet seat, shower heads and hoses, coat hooks, light bulbs, washing lines, plugs, curtain rails, telephone points and aerials		✓
Sink / bath / toilet blockages		✓
Pest control		✓
Radiator bleeding		✓
Upkeep of your home, such as decorating, plastering, garden maintenance and chimney sweeping		✓
Any improvements you have made or anything you have fitted or provided		✓
Replacing locks following lost or stolen keys		✓
Sheds	<b>Brick built</b>	<b>Wooden</b>
Smoke detectors	<b>Hardwired smoke detectors</b>	<b>Battery replacement/test</b>