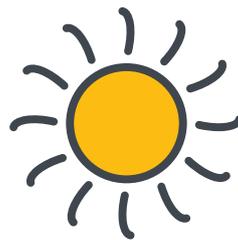




# You and Your Home

We love your home as  
much as you do

*Together we will do things right*



Market rent 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 expressed an interest in one of our properties, to arrange a viewing	Attend a viewing and agree any works which are needed
	We will pass your application through a credit referencing process and advise you if you have been successful in passing the checks	Complete an application form and pay any fees, including your deposit
	We will arrange a date for the tenancy to begin and meet you at the property to complete the paperwork and issue the keys	
Moving in to my new home	Meet you at your new home to explain your responsibilities as a tenant and ours as your landlord	Sign your tenancy agreement and complete other paperwork Choose and notify your utility suppliers (electric, gas, telecoms and water). Notify Council Tax.
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)	Keep your home clean and tidy and report repairs as they happen
	Carry out grounds maintenance / cleaning to communal areas around your home which we are responsible for	Allow access for repairs and annual heating servicing
Maintaining my tenancy	Visit you once a year to inspect 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
Leaving my home	We will agree with you the date your tenancy will end	Tell us when you want to leave, giving at least 2 months notice
	Inspect your property and tell you of any repairs you must carry out prior to leaving	Allow access for an inspection of the property prior to leaving and for viewings of potential tenants
	Meet you to carry out a final leaving inspection the day your tenancy comes to an end. This includes the collection of any outstanding rent / charges which may be due.	Carry out any repairs and decoration (where required) prior to leaving
	Return your deposit	Leave your property 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 and pay outstanding rent or charges

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>