

# Tenants living in flats





Unless you have a resident caretaker, tenants in blocks of flats should co-operate with each other to keep halls, stairways and landings clean and tidy.

We maintain the gardens and yards in many blocks of flats. If this is not the case in your flats, you are responsible for keeping gardens and yards tidy. The best way to do this is to co-operate with other tenants in the block.

**You are responsible for the noise or nuisance caused by anyone living with you or visiting your home, including your friends and family.**

By signing your tenancy agreement you have accepted all the responsibilities and rights explained in it. You should look carefully at the section about Nuisance or Anti-Social Behaviour in your tenancy agreement.

## Keeping pets

You or any other person living in the property may keep a domestic pet or pets in the property, unless they cause or could cause a nuisance to or be used to threaten any person in the local area. If you do have a pet you must make sure they do not foul communal areas and must clean up after them immediately.

## Reporting repairs in shared areas

If you notice the need for a repair in any of the communal areas of the block, contact the repairs call centre on Freephone 0800 678 1894.

## Allowing people into your block

If your block has a door entry system, please make sure you follow these rules:

- You must not release your keys or keys to communal doors to anyone else
- Metal gates must not be installed to cover or replace your front door
- Communal doors must not be left ajar
- Only allow people in who are visiting your flat
- Ask any visitor who claims to be on official business for the appropriate identification before you let them into your home or into the block
- A lock can only be installed on a communal door with the prior agreement of all tenants in the block and following the approval of your neighbourhood housing officer. Any arrangements must include agreement over the time the door will be left open to allow access by personal visitors and deliveries of post, milk etc.
- You must obtain prior permission from LMH before you can install a door on a communal area.

**If you feel someone is acting suspiciously in, or around the block, contact your neighbourhood housing office and, if necessary, the police**

**When you enter or leave the building, always make sure the doors are closed properly behind you.**

## Translation, braille, audio tape and large print available on request. Call LMH on 0151 235 2328.

Na życzenie można uzyskać tłumaczenie lub informacje w innej formie, prosimy w tym celu zadzwonić na numer 0151 235 2328.

Vertimus ir kitus formatus galima gauti pareikalavus. Skambinkite telefonu 0151 235 2328.

Turjumaad qoraal ah iyo qaab-qoraalo kale ayaa la heli karaa haddii la codsado, fadlan wac 0151 235 2328.

Están disponibles a petición traducciones y otros formatos. Favor llamar al 0151 235 2328.

可以根據你的要求提供翻譯文本和其他版式的文本，請致電0151 235 2328

درخواست کرنے پر تراجم اور دیگر اشکال مہیا کئے جاسکتے ہیں، برائے کرم 0151 235 2328 پر فون کریں۔

অনুরোধ করলে অনুবাদ এবং অন্যান্য ছাঁদ পাওয়া যাবে। অনুগ্রহ করে 0151 235 2328 নম্বরে ফোন করুন  
अनुवाद और अन्य रूपविधान पूछने पर उपलब्ध हैं कृपया 0151 235 2328 पर सम्पर्क कीजिये

### Head Office:

Commutation Plaza, 1 Commutation Row, Liverpool L3 8QF

Tel: 0800 678 1890

### North West Area Housing Office:

3 Mark St, Liverpool L5 0RF

Tel: 0800 678 1892

### North Area Housing Office:

3 Falklands Approach, Off Parthenon Drive, Liverpool L1 1 5BS

Tel: 0800 678 1892

### East Area Housing Office:

Unit One, Montrose Business Park, Edge Lane, Liverpool L7 9PX

Tel: 0800 678 1891

### West Area Housing Office:

172 Park Road, Liverpool L8 6SJ

Tel: 0800 678 1893

### South Area Housing Office:

4 Smithdown Place, Liverpool L15 9EH

Tel: 0800 678 1893

### Repairs:

Tel: 0800 678 1894

Email: [info@liverpoolmh.co.uk](mailto:info@liverpoolmh.co.uk)

[www.liverpoolmutualhomes.org](http://www.liverpoolmutualhomes.org)



*Pride in Our Homes, Proud of Our Neighbourhoods*