



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 LMH connect on



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.

Tenants living in flats - Translation, braille, audio tape and large print available on request. Call us on 0800 678 1894

Inquilinos que viven en pisos - Traducción, Braille, cinta de audio y letras más grandes disponibles a solicitud. Llámenos al 0800 678 1894. (Spanish)

Kiraysteyaasha ku nool guryaha is saran - Turjumaad, farta braille ee dadka indhaha la', cajalad dhegeysi ah iyo far waaweyn ayaa la heli karaa marka la codsado Naga soo wac lambarka 0800 678 1894. (Somali)

Квартиросъемщики, проживающие в квартирах - По вашей просьбе информация может быть предоставлена на другом языке, шрифтом Брайля, в аудиозаписи или большим шрифтом. Звоните нам по телефону 0800 678 1894. (Russian)

توص طئارشو ليارب فقي رطو تام جرت دجوت - قوقش يف نوم يقي نيذلا نورج أتم مل
مؤر ىلع انب لصتا بلطلا دنع فرفاوتم فري بكت تاغوبطمو 0800 678 1894 (Arabic)

تروص هب تاغالطا نيا تفاي رد يارب دين اوتىم ديشاب ليام هچنانچ - امنام تراپأ ىلاها
اب پچ اي و ىتوص راون ىور رب طبض اي (نايان يبان صوصخم) ليرب فورح اي هم جرت
ح ديهد تس اوخرد گر زب فورح. 0800 678 1894 (Farsi)

公寓租户 如需翻译、盲文、录音磁带和大字版本，请随时索取。请拨打 0800 678 1894 与我们联系 (Chinese)

 0300 123 2300

 0800 678 1894



LMH offices

All offices are open Monday to Friday, 9.00am to 5.00pm.

Please note, on Wednesday all offices are closed from 9.00am to 10.30am for staff training.

North West 3 Mark Steet, L5 ORF

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