

# 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 people living with you or visiting your home.**

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

As a general rule you will be allowed to keep a domestic pet or animal in your home, but certain conditions can apply. Please refer to your tenancy agreement for the conditions about pets and animals.

## 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, make sure you only allow people in who are visiting your flat.

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

Always 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.

## Can I install a lock on a communal door?

A lock can only be installed with the agreement of all of the tenants in the block and following the approval of your neighbourhood housing office.

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.

## Can I install a door on a communal area within the block?

You must obtain prior permission from LMH.

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

### Head Office:

Commutation Plaza, 1 Commutation Row, Liverpool L3 8QF

Tel: 0800 678 1890

### Repairs:

Tel: 0800 678 1894

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

