

Tenants living in flats

Tenants living in flats should co-operate with each other to keep halls, stairways and landings clean and tidy. We maintain the gardens and yards.

You are responsible for the behavior of 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 and anti-social behaviour in your agreement.

Keeping pets

You must not keep or allow anyone else to keep any domestic pet or any animal in your property without first obtaining consent. As a general rule, such consent will not be unreasonably withheld. Please refer to your tenancy agreement for further information 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 us on 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 your block, contact us or 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.

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