



# You and Your Home

We love your home as  
much as you do



0808 168 4555

[flagship-homes.co.uk](http://flagship-homes.co.uk)

# You and Your Home explains:

- **What we are responsible for**  
What you can expect from us from the start of your tenancy through to the moment you hand your home back.
- **What you are responsible for**  
These are the things we expect you to take responsibility for. We know your home is important, we will always aim to deliver an outstanding customer service.

0808 168 4555  
flagship-homes.co.uk



Action	Our responsibility	Your responsibility
Choosing a new home	Contact you if you have been shortlisted by your council for a property and show you the property.	Register with your council and bid for any properties you're interested in.
Moving into your new home	Meet you at your new home to explain your responsibilities as a customer and ours as your landlord and show you around.	Sign your tenancy agreement and complete other paperwork.
	Carry out any repairs to make sure your new home is safe for you to move in.	Choose and notify your utility suppliers (electric, gas, telecoms and water) that you have moved in. Notify Council Tax.
Paying for my home	Visit you within the first six weeks to check you are settling in.	
	Explain your rent and how you can pay it.	Pay your rent in advance by Direct Debit and apply for any benefits that you might be entitled to.
	Provide an online system to view your rent statement.	
Maintaining my home	Notify you every year of any changes to your rent and other charges.	Contact us if you are struggling to pay your rent.
	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 at your own cost.
	Offer a variety of ways to log your repair including on-line, on the telephone (7am - 7pm weekdays).	Decorate and keep your home and garden clean and tidy.
Maintaining my tenancy	Keep communal areas and estates well managed and in a safe condition.	Report repairs promptly including any repairs in communal areas.
		Allow access for repairs, surveys and annual heating servicing.
Dealing with anti-social behaviour	Help you maintain your tenancy by providing you with a named Housing Officer, who is available to visit you in 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	Investigate any reports of anti-social behaviour.	Be a good neighbour and not act in a way that causes harassment, alarm or distress to others.
		Tell us when you want to leave (giving at least 4 weeks' notice).
	Meet you to explain the steps that need to be taken prior to you leaving the property including any repairs and/or decoration you will need to carry out.	Carry out any repairs and/or decoration prior to leaving.
		Leave your property and garden empty and in a clean condition.
We will inspect the property and the garden, and confirm it is in an acceptable condition.	Contact your utility providers to tell them you have moved out and give them any final readings.	
	Give back all keys and clear your rent account.	

Maintaining your home	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, replacing shower heads and hoses	✓	
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, marking boundaries, 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, handles and external locks	✓	
Prevent condensation and ensure adequate ventilation		✓
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 seats, coat hooks, light bulbs, washing lines, plugs, curtain rails, telephone points and aerials		✓
Keeping shower heads, plugholes and internal drainage clean and clear		✓
Pest control		✓
Looking after your home, internal decoration, garden and fence maintenance and chimney sweeping		✓
Any improvements you have made or anything you have fitted or provided		✓
Replacing locks as a result of lost or stolen keys		✓
Sheds	Brick built	Wooden
Smoke, heat and carbon monoxide detectors (where applicable)	Replacement and repair	Weekly battery test