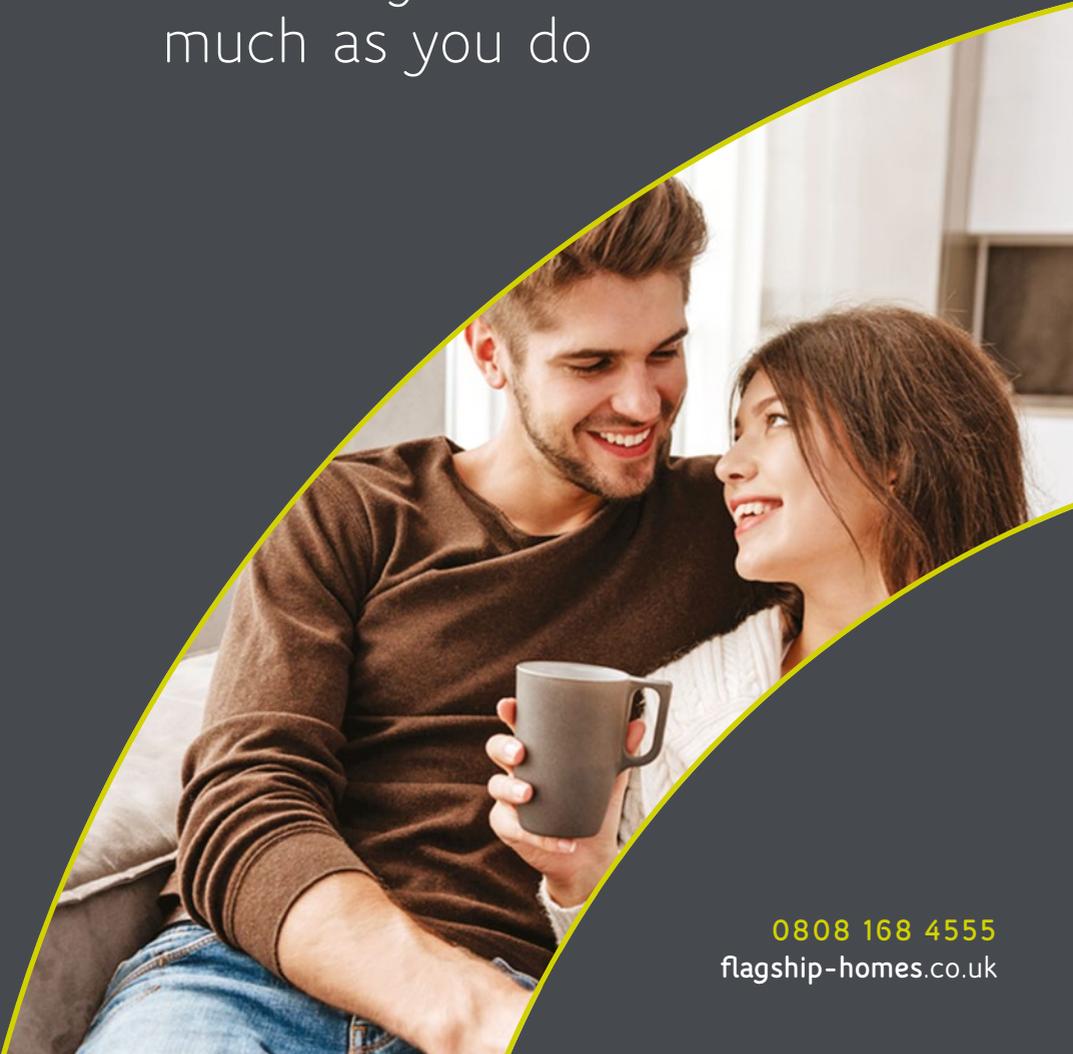




# You and Your Home

We love your home as  
much as you do



0808 168 4555  
[flagship-homes.co.uk](http://flagship-homes.co.uk)

## Our responsibilities

These are what you can expect from us from the start of your tenancy through to the moment you hand your home back.

## Your responsibilities

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.



Action	Our responsibility	Your responsibility
Choosing a new home	Contact you to arrange a viewing if you have expressed an interest in one of our properties.	Attend a viewing and agree any works which are needed.
	Pass your application through a credit referencing process and advise you if you have been successful in passing the checks.	Complete an application form and pay a holding fee. Ensure application forms are completed honestly and answers provided fully reflect your current situation.
	Arrange a date for the tenancy to begin and meet you at the property to complete the paperwork and issue the keys.	
Moving into my new home	Meet you at your new home to explain your responsibilities as a tenant and ours as your landlord.	Sign your tenancy agreement and complete other paperwork. Pay your deposit and first month's rent prior to your move in date.
	Register your deposit with the TDS within 30 days of receipt.	Choose and notify your utility suppliers (electric, gas, telecoms and water). Notify council for tax purposes. Obtain contents insurance.
Paying for my home	Explain your rent and how you can pay it.	Pay your rent in advance of your monthly payment date and apply for any benefits you might be entitled to.
	Provide an online system to view your rent statement.	
	Notify you every year of any changes to your rent and other charges.	
	Take appropriate action if you fail to pay your rent.	
Maintaining my home	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, your pets or visitors. Pay for any damage or repairs caused by you.
	Offer a variety of ways to log your repair including online or on the phone (7am -7pm weekdays).	Keep your home and garden clean and tidy and report repairs as they happen. Don't smoke in properties.
	Carry out grounds maintenance/cleaning to communal areas around your home which we are responsible for.	Allow access for repairs, inspections, surveys and annual heating servicing.
Maintaining my tenancy	Visit you and inspect your home during the first three months of your tenancy and every six months after this.	Take responsibility for anybody living in or visiting your home. Inform Flagship of any changes to household members. Ask us if you want to keep a pet, alter your home or use your home for business.
		Tell us when you want to leave, giving notice in line with your tenancy agreement.
Leaving my home	Agree with you the date your tenancy will end.	Allow access for an inspection of the property prior to leaving and for customer viewings.
	Inspect your property and inform you of any repairs you must carry out prior to leaving.	Carry out any repairs and decoration (where required) prior to leaving.
	Carry out a final leaving inspection the day your tenancy comes to an end. This includes the collection of any outstanding rent/charges which may be due.	Leave your home and garden empty and in a professionally clean condition.
	Return your deposit, after allowing for any agreed deposit deductions.	Contact your gas, electric, water and telecoms providers to tell them you have moved out and give them any final readings. Inform the council of your upcoming move. Give back all keys and pay outstanding rent or charges.



# Maintaining your home

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, toilet seats and vanity units	✓	
Communal upkeep (including maintenance of internal communal areas, play areas and gardens not maintained by residents)	✓	
Treatment of damp and mould, when caused by a property issue	✓	
Drains, sewers and sewage treatment	✓	
Garages, external painting, marking boundaries, paths, steps, roads, fence installation and repairs	✓	
Kitchens, such as units, sinks, worktop, wall tiles and extractor fans	✓	
Floor coverings throughout your home	✓	
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, visitors or pets		✓
Domestic appliances (cookers, fridges, washing machines etc.) not owned by Flagship		✓
Fixtures and fittings around your home such as coat hooks, light bulbs, washing lines, plugs, curtain rails, telephone points and aerials		✓
Keeping showerheads, plugholes and internal drainage clean and clear and removing limescale build up		✓
Pest control		✓
Looking after your home, car ports, front garden and rear garden, 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		✓
Radiator bleeding		✓
Running water in unused showers and sinks once a week for 2 minutes. Flushing unused toilets once a week.		✓
Keeping properties 'smoke free' and fixing damage caused by people smoking inside		✓
Sheds	Brick built	Wooden
Smoke, heat and carbon monoxide detectors (where applicable)	Replacement and repair	Weekly battery test Cleaning to remove debris Battery replacement

Log your repair online at [www.flagship-homes.co.uk](http://www.flagship-homes.co.uk) (see page 8)

Or if it's an emergency (an issue causing significant damage to your home) call 0808 168 4555



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