

# You and your home

We love your home as much as you do.



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## Visit our website

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

Our website is full of information and, as a Private Lettings customer, you can use our website to:

- Pay your rent
- Report a repair
- Find out what support is available to help you with the cost of living
- Learn how to keep your home in top condition
- Get answers to tenancy FAQs

## Call us

**0808 169 9297**

Whether you want to talk to us about your home, moving somewhere new, your rent or updating your tenancy, our friendly and dedicated Private Lettings team are here to help.

We're open weekdays 7am - 7pm.

In case of emergencies, you can call us 24/7 on **0808 169 9297**.

## Email us

[privatelettings@flagship-homes.co.uk](mailto:privatelettings@flagship-homes.co.uk)

## Write to us

Our head office address is:  
31 King Street  
Norwich  
Norfolk, NR1 1PD

## Reporting a repair

[flagship-homes.co.uk/existing-customers/private-lettings/report-a-repair](http://flagship-homes.co.uk/existing-customers/private-lettings/report-a-repair)

The easiest way to report a new repair is on our website. From there, you can tell us the type of repair you need and let us know when you're available for us to carry out the work.

You can also let us know about a new repair or get an update on an existing repair over the phone, on 0808 169 9297.

In case of a suspected gas leak, please call Cadent on **0800 111 999**.

# Contact us



## Your personal data

Please read our [privacy notice](#)

It's important that your rent is paid in full on your monthly payment date. This date is included in your signed tenancy agreement.



Most of our tenants choose to pay their rent by direct debit. It is quick and easy to set up, simply email [privatelettings@flagship-homes.co.uk](mailto:privatelettings@flagship-homes.co.uk) or call **0808 169 9297**.

## Online

[flagship-homes.co.uk/existing-customers/home-owners-existing/pay-your-rent/](https://flagship-homes.co.uk/existing-customers/home-owners-existing/pay-your-rent/)

Paying your rent online is simple. You just need your agreement reference number and postcode.

## By phone

**0808 169 9297**

You can use our automated service or speak to one of our customer managers. Make sure you have your agreement reference number and debit card to hand.

## Where can I go if I'm struggling to pay my rent?

If you are having difficulty paying your rent, you should let us know by emailing [privatelettings@flagship-homes.co.uk](mailto:privatelettings@flagship-homes.co.uk). A member of the team will contact you to help or direct you to free advice agencies that will act in your best interests.

**Don't ignore debt – it is difficult to face, but the sooner we know about it, the sooner we can help.**

## Your tenancy timeline

From the moment you collect your keys to the day you hand them back, there are certain actions and responsibilities that you can expect from us, and that we'll expect from you. This guidance isn't exhaustive, so please refer to your signed tenancy agreement to understand any legal obligations relating to your tenancy.

Action	We will...	You will...
<b>Choosing your new home</b>	<ul style="list-style-type: none"> <li>· Contact you to arrange a viewing if you have expressed an interest in one of our properties</li> <li>· Pass your application through a credit referencing process and advise you if you have been successful in passing the checks.</li> <li>· Arrange a date for the tenancy to begin and meet you at the property to issue the keys</li> </ul>	<ul style="list-style-type: none"> <li>· Attend a viewing.</li> <li>· Complete an application form and pay a holding deposit. Ensure application forms are completed honestly and answers provided fully reflect your current situation</li> <li>· Provide relevant Right to Rent documents</li> </ul>
<b>Moving in</b>	<ul style="list-style-type: none"> <li>· Meet you at your new home to explain your responsibilities as a tenant and ours as your landlord</li> <li>· Register your deposit with the TDS within 30 days of receipt</li> </ul>	<ul style="list-style-type: none"> <li>· Sign your tenancy agreement and complete your paperwork</li> <li>· Pay your deposit and first month's rent prior to your move in date</li> <li>· Choose and notify your utility suppliers (electric, gas, telecoms and water). Notify council for tax purposes. Obtain contents insurance</li> </ul>
<b>Paying your rent</b>	<ul style="list-style-type: none"> <li>· Explain your rent and how you can pay it</li> <li>· Notify you every year of any changes to your rent and other charges</li> <li>· Take appropriate action if you fail to pay your rent</li> </ul>	<ul style="list-style-type: none"> <li>· Pay your rent on your monthly payment date and apply for any benefits you might be entitled to</li> </ul>
<b>Looking after your home</b>	<ul style="list-style-type: none"> <li>· Carry out repairs we are responsible for, including an annual service to your heating system</li> <li>· Offer a way for you to report repairs</li> <li>· Carry out grounds maintenance/cleaning to communal areas we are responsible for</li> </ul>	<ul style="list-style-type: none"> <li>· Repair any accidental or deliberate damage caused by you, your family, your pets or visitors. Pay for any damage or repairs caused by you</li> <li>· Keep your home and garden clean and tidy and report repairs as they happen. Don't smoke in properties</li> <li>· Allow access for repairs, inspections, surveys and annual heating servicing</li> </ul>
<b>Maintaining your tenancy</b>	<ul style="list-style-type: none"> <li>· Visit you and inspect your home during the first three months and periodically thereafter</li> </ul>	<ul style="list-style-type: none"> <li>· Take responsibility for anybody living in or visiting your home</li> <li>· Inform Flagship of any changes to household members</li> <li>· Ask us if you want to keep a pet, alter your home or use it for a business</li> </ul>
<b>Moving out</b>	<ul style="list-style-type: none"> <li>· Agree with you the date the tenancy will end</li> <li>· Inspect your property and inform you of any repairs you must carry out prior to leaving</li> <li>· 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</li> <li>· Return your deposit, after allowing for any agreed deposit deductions</li> </ul>	<ul style="list-style-type: none"> <li>· Tell us when you want to leave, giving notice in line with your tenancy agreement</li> <li>· Allow access for an inspection of the property prior to leaving and for customer viewings</li> <li>· Carry out any repairs and decoration (where required) prior to leaving and leave your home and garden empty and in a professionally clean condition</li> <li>· 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</li> <li>· Give back all keys and pay outstanding rent or charges</li> </ul>

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	✓	
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	✓	
Structural repairs, such as ceilings, floors, chimneys and walls	✓	
Manage condensation and ensure adequate ventilation to prevent damp and mould		✓
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		✓
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'		✓
Smoke, heat and carbon monoxide detectors (where applicable)	Replacement and repair	Weekly battery test, cleaning to remove debris, battery replacement



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[@\\_flagshiphomes](https://www.instagram.com/_flagshiphomes)