

# Looking after your home

You have been given a tenancy by Crawley Borough Council and signed a tenancy agreement. This is a legal contract and if you break the terms of the agreement you could lose your home. Here are some of the terms you need to know about looking after your home.

## Let us carry out repairs and safety checks

You are not allowed to let items build up in your home. This could make it difficult for visitors and repair men to get in, it could be dangerous to your health and cause damage to your home. We will ask you clear them.



## Tell us when things need fixing

Tell us as soon as you can if a repair is needed to your home for something the council is responsible for and let us in to do the repair. Call **01293 438111**



## Gas servicing, let us in

Every year, let our engineers in to do a gas safety check and any repairs to our appliances that need doing.

## Pay your rent

Pay the correct amount on time and don't let your account go into arrears.

## Ventilation and heating to stop damp and mould

Ventilate your home by keeping vents clear and opening windows from time to time. You also need to keep your home warm and follow advice given by the council to prevent condensation.

## Don't cause damage to your home

You, the people who live with you and your visitors must not do anything to damage your home or the communal areas in block of flats. This includes anything which increases the risk of fire, flood or damage to your home and your neighbours. You may be responsible for repairing any damage that is caused and may be recharged for work we have to do.



## Change of circumstances

Tell anyone who gives you welfare benefits of any change in your circumstances e.g. Housing Benefit, Department for Work and Pensions (DWP).



## Flooring

Get our written permission before fitting laminate or hard-floor coverings. We are unlikely to give permission if you live in a flat above the ground floor. If you do fit laminate or hard floor covering, we may ask you to remove it at your own expense.



## Don't keep things in the loft

Keep your loft clear of items so the insulation works as well as it can and we can get in to carry out repairs. It also means you'll never have to clear out your loft.



## Don't dump rubbish or things you no longer want

Make sure you securely bag all rubbish before putting it in rubbish bins, refuse chutes or bin areas and use the right bins for rubbish and recycling. If you live in a block of flats, you must not leave rubbish or recycling outside your front door or in the communal area and you must not put things you don't want such as washing machines and garden waste, in the bin areas or drying areas.

## Get permission

Ask us if you want to make any alterations to your home, this includes any improvements.



## Gardens

Look after your garden. Don't keep rubbish or let it get overgrown and look after any trees in your garden to make sure they are not dangerous.

## Keep it clear

If you live in a block of flats you cannot keep anything in the communal areas, hall and stairs. These could get in your way as you try to escape, it may add fuel to a fire and it could get in the way of firefighters or other emergency services.

## Be a good neighbour

Don't make or take part in any form of anti-social behaviour, this includes unreasonable noise such as loud music or TV, shouting and banging doors.



## In Summary

- ✓ Tell us when things need fixing by calling us on 01293 438111
- ✓ Let us in for appointments
- ✓ Let us carry out repairs and safety checks
- ✗ Don't cause damage to your home
- ✗ Don't allow damp and mould to form
- ✓ Pay your rent
- ✓ Tell us of change of circumstances
- ✓ Get permission for any alterations
- ✓ Look after your garden
- ✗ Don't keep things in the loft
- ✗ Don't dump rubbish or things you no longer want
- ✓ Keep it clear
- ✓ Be a good neighbour