

# Living in flats or maisonettes

## Communal areas

We will clean the communal landings, stairs and other areas and maintain the communal garden area on a regular basis. The cost of this is included in your annual service charge.

You must keep the communal areas clean, tidy and clear of all carpet, mats and furniture. The reason for this is that we are required to comply with current fire regulations.

## Keeping pets

Please check your lease to see whether you are allowed to keep pets in your home. Your lease may stipulate that you need written permission from us to keep a pet. If your lease allows you to keep a pet then you must ensure that it does not cause a nuisance for example dog fouling and noise nuisance.

## Allowing people into your block

Please ensure you only allow access to people who are visiting your flat. You are responsible for the behaviour of people living in your property or visiting your home.

If you feel someone is acting suspiciously in, or around the block, contact your neighbourhood housing office and, if necessary, the Police.

Always ask any visitor who claims to be on official business, for the appropriate identification before you let them in. When you enter or leave the building, always make sure the doors are closed properly behind you. Never leave the block door wedged open, as this is a major fire safety and security risk.

## Neighbours

Your lease allows for you and your neighbours to have quiet enjoyment. Please try to be considerate to others and comply with the terms of your lease. Neighbours may have different lifestyles and you should allow for this in the way that you behave.

We will try to help you to resolve difficulties. Where there has been a breach of the conditions of your lease, we will take all reasonable and necessary action, including Court action to enforce the lease.