

Responsibilities of Landlords and Tenants for maintaining home, communal areas, shared spaces, and neighbourhoods

As your landlord we are responsible for:

- Internal communal areas in flats, rubbish chutes and any other common parts, including electric lighting, and keeping in reasonable repair and fit for use
- External communal area where it is Greatwell Homes land lifts, passageways
- Keeping the exterior of your home and any common parts in our ownership in a good state of repair
- Garages that you rent from us
- Ensuring we adhere to our policies and procedures to deal with anti-social behaviour and take enforcement action where necessary

Repairs to:

- Home structure (inside and out)
- Guttering and downpipes
- Smoke alarm installation and repair (other than battery replacement)
- Heating and hot water systems, including boiler servicing and gas safety (but not servicing or repair your own gas appliances)
- Kitchens, bathrooms and toilets that we have installed
- Paths, steps, ramps etc leading to and from your property within the boundary of your home
- Some boundary walls and fences (please refer to your tenancy agreement)
- Damp, mould and condensation following initial treatment by customer or if caused by underlying property issues.

As a tenant, you are responsible for:

- Keeping your garden and balcony area in a clean and tidy condition and free of rubbish
- Keeping grassed areas cut and hedges neatly trimmed
- Keeping communal areas free of any obstructions where there is joint access or a right of way through a passageway.
- Ensuring any shared gates are not bolted or locked without prior agreement with other residents
- Not storing or charging mobility scooters in communal areas
- Not storing a bicycle or motorcycle in communal areas
- Not storing any other item in internal communal areas or leaving near to any doorway or on a communal footpath
- You are responsible for your own behaviour and the behaviour of every other person living in or visiting your home. This includes in your home, on surrounding land, in communal areas and in the neighbourhood around your home.
- Not allowing those living in or visiting your home to make a noise so loud, persistent or repetitive that it causes or has the potential of causing annoyance, nuisance or disturbance to other persons in the neighbourhood or can be heard outside of your home.