

GENERAL

While you live in the home, you will:

- Set up your utility suppliers to arrange for water, gas and electricity in your home;
- Tell your local authority Council Tax team that you've moved in;
- Let our engineers into your home to carry out the annual gas safety check and any other inspections we need to do;
- Let our contractors into your home to complete repairs;
- Tell us when we need to repair anything that is our responsibility;
- Contact us when you consider making any improvements to your home and agree to any conditions, we set;
- Ensure you have the right amount of contents insurance to protect your household items in the event of a flood or fire;
- Consider giving a family member or friend a spare key.

CLEANING AND DECORATIONS

While you live in the home, you will:

- Look after your home by cleaning it regularly throughout;
- Keep the inside of your home in good repair and the decoration in decent condition.

IN THE KITCHEN AND BATHROOM

While you live in the home, you will:

- Look after your kitchen and bathroom along with all the items provided;
- Replace toilet seats if required;
- Get our permission before carrying out improvements.

OTHER ROOMS IN YOUR HOME

While you live in the home, you will:

- Use all fixtures and fittings, such as doors and windows, appropriately and not damage them;
- Get our permission before installing hard wood/laminate flooring;
- Get our permission before carrying out improvements including any adaptations.

THE EXTERIOR AND GARDEN

While you live in your home, you will:

- Keep the external areas of your home in a tidy and reasonable condition;
- Maintain your garden and any trees and hedges planted, and remove and dispose of any garden rubbish regularly;
- Ask for permission to put up sheds, garages or hard standing areas such as patios or decking.

YOUR RESPONSIBILITIES

While you live in the home, you will be responsible for:

- Accidental or malicious damage, by you, your family or visitors in your home or shared areas;
- Adjustment of doors for carpets or other flooring;
- Bleeding radiators;
- Boiler controls – maintaining water pressure in your system;
- Batteries in smoke/heat/carbon monoxide detectors, doorbells;
- Bath panels;
- Blockage to sinks, washbasins, baths, toilets – except tenants living in flats, where shared drainage is blocked;
- Clothes lines and posts – except communal areas;
- Condensation / mould prevention;
- Damage due to forced entry, including the emergency services;
- Decorating – internal to individual homes;
- Door numbers and nameplates, doorbells, chains, letter plates and boxes;
- Door stops;
- Draught proofing;
- Glazing – accidental breakage and damage;
- Home improvements you have made, including extensions (prior permission to be granted by RHS);
- Individual appliances that you own;
- Internal doors and handles and hinges and kitchen and bathroom cupboard doors, catches and hinges;
- Keys – replacement for damaged, lost or stolen keys and fobs and associated lock changes;
- Light bulbs, fluorescent tubes and starters, except communal lighting;
- Pest control – except communal areas;
- Plaster repairs – minor patching and cracking to walls and ceiling;
- Plugs and chains to sinks, baths and washbasins;
- Resetting the trip switch as the fuse board and carrying out appliance tests if there is a power cut;
- Sheds;
- Shower heads and hoses, shower rails and shower curtains;
- Toilet seats and covers including replacement;
- TV aeriels and satellite dishes – except communal areas;

THIS LIST IS PROVIDED AS AN INDICATION AND IS NOT EXHAUSTIVE