



MAINTAINING YOUR HOME

WHAT WE EXPECT

What is this fact sheet about?

This fact sheet gives information about what the Co-operative from you with respect to maintaining your home. Full details can be obtained from our offices in Aberdeen and Peterhead or on our web site at:

<http://tenantsfirst.com/about-us/policies/policy-library.asp#propman>

Questions & Answers

Q What am I expected to maintain in my property?

A We expect you to use your property in a considerate way, and not abuse the structure and various fittings. The details of what you are expected to maintain are in your Tenants Handbook.

Q What do you mean by "a considerate way"?

A We hope you would recognise that sometimes it is the way you live in your home that is causing the fault, and you should take action to stop this happening. Things like;

- Water on the floor around your bath. This is often caused by careless use of the shower. But it could be the seal around the bath is faulty. If you get this fixed now, it will prevent a lot of damage in the future.
- Black mould on walls, this is usually caused by not ventilating your home appropriately, and can often be stopped by opening windows for an hour in the mornings.
- Broken kitchen unit doors are often caused by children swinging on them.
- Rather than forcing stiff windows open, try a little oil.

Q What sort of items am I responsible for?

A Generally, small items or items that have a short life. Things like; Battery's in smoke alarms, Light Bulbs including outside lights, Shower heads and hoses, WC seats, Bath plugs and Chains, Keys, and usually TV Aerials.

Q What about my garden?

A We expect you to keep your garden tidy. By this we mean keeping grass less than 6" or 15cm high and not allowing rubbish to lay in it for a long period. Shrubs and trees should not be more than 6' or 1.8m high and shouldn't be planted close to the property. We may ask you to take them out if they have the potential to grow too large.

Q I don't know how some things work. Can you help?

A Yes. It is essential that you know how things like your heating system and electrical systems work. You should have been shown this when you moved in. But you can ask us at any time and we will give you instructions.

Q What about decorating?

A You should appreciate that wall in older houses may need extra work to make smooth (or lining paper). The best source of information about decoration and minor repairs are local tradesmen or the web sites of large DIY companies. You should always think about what you are starting, and not take on too much. Don't strip the wallpaper in three rooms before you actually start the papering in one. Decorate one room at a time.

Q I want to make some improvements to my home. What should I do?

A See our other information sheet 'Residents Improvements'.

Please let us know if you find this Fact Sheet helpful, or would like additional information on this subject.