

Your leasehold agreement

In your lease there are certain obligations you are required to follow:

As a leaseholder, you will:

- not do anything which might cause damage, be a nuisance or disturb your neighbours. This applies to anyone in the household and includes visitors to the property.
- not put up a TV aerial or satellite dish outside your home if you live in a flat.
- allow us access into your home if you live in a flat to carry out any repairs for which we are responsible.
- ask our permission before improving or altering your home.
- contact us if you wish to sell your home, so we can nominate an approved purchaser.
- not use your home to run a business without our written consent.

Repairs and maintenance

Although you have not bought your home outright, you will have many of the normal responsibilities of a full owner-occupier under the terms of your lease.

If you live in a house, you are responsible for all the repairs, redecoration and maintenance both internally and externally.

If you live in a flat, you are responsible for all internal repairs and redecoration. Family Housing is responsible for the building in which your flat is situated and the communal areas such as the stairs and corridors. The costs of maintaining these communal areas will be included in your service charge.



5

0121 766 1100
Family Housing Customer Services

thebigwordGroup

Caring for your home | This document is available in another language upon request.

Albanian

Kujdesi për banesën tuaj
Me kërkesë, ky dokument gjendet edhe në gjuhën shqipe.

Arabic

العناية بمنزلك
هذه الوثيقة متاحة باللغة العربية عند الطلب.

Bengali

আপনার বাড়ীর যত্ন নেওয়া
এই ডকুমেন্ট অনুরোধে বাংলায় পাওয়া যায়।

Gujarati

તમારા ઘર માટે સંભાળ (કરવર) લેવા વિષે
આ દસ્તાવેજ વિનંતી કરવાથી ગુજરાતીમાં મળી રહેશે.

Hindi

अपने घर की परवाह करना।
अनुरोध पर यह दस्तावेज़ हिन्दी में भी उपलब्ध है

Kurdish - Sorani

چاودیزی له خانوو مەکانتان
ئەم بەلگەنامەیە بە زمانی دیکەش دەست دەکەوێت ئەگەر داوا بکەیت.

Kurdish - Kurmanji

Çavdîrî ji xaniya we
Vê belgenamêye li ser daxwazîya we bi zimamên din pêşkiş dibe.

Punjabi

ਤੁਹਾਡੇ ਘਰ ਦੀ ਦੇਖ-ਭਾਲ
ਇਹ ਦਸਤਾਵੇਜ਼ ਮੰਗ ਕੇ ਪੰਜਾਬੀ ਵਿਚ ਵੀ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

Somali

Sida aad u daryeeli karto gurigaaga
Dokumentigaan waxaa lagu helaa Soomaali haddii la codsado.

Urdu

اپنے گھر کی دیکھ بھال کرنا
درخواست پر یہ دستاویز اردو میں بھی مل سکتی ہے۔



Family Housing Association (Birmingham) Ltd,
Bordesley House, 44/46 Coventry Rd Birmingham B10 0RX

E-mail post@family-housing.co.uk Website www.family-housing.co.uk

Publication Date: October 2010

6



LEASEHOLDERS

CARING FOR YOUR HOME



Caring for your home

For full details on your rights and responsibilities as a leaseholder, please refer to your lease which you can obtain from your solicitor or the Land Registry. You can also contact us if you would like any further information.

How to contact us



Telephone 0121 766 1100
8am-8pm Monday to Friday
8am-1pm Saturday

Emergency out of office hours
0121 766 1100 (transfer to our out of hours service)



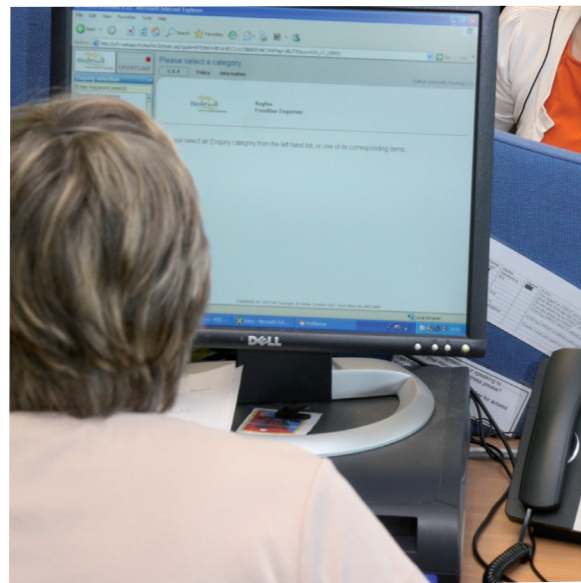
E-mail post@family-housing.co.uk



Post Family Housing Association (Birmingham) Ltd,
Bordesley House, 44/46 Coventry Road,
Birmingham B10 0RX



Website www.family-housing.co.uk



Improvements and alterations to your home

You have the right to improve your home, but you will need written permission from us before you start any work as we need to ensure the improvements will not adversely affect our investment in the property.

If you do not get our approval in writing, we do have the right to put things back as they were and charge you the costs for doing this.

This does not apply to minor work such as redecorating, but does include alterations which affect the structure of the building, plumbing or electrical services. You may also need to obtain planning permission and building regulations approval from the local council.

If you have made alterations to your home and you wish to sell the property, the improvements will be taken into account for the valuation of the property. However the sum you recover on re-sale will reflect the percentage share you own, for example, if you own 50% you would only gain 50% of the added value of the improvement.

Defects period

If you move into a new build property, we will advise you if there is a defects period in which the property is covered for repairs by the builder's warranty. If a repair needs to be done within the defects period, please contact us immediately and we will ask the contractor who built your property to complete the repair. After the defects period has elapsed, you are then responsible for all repairs.

Grants

We advise you to contact your local council office to see if you are entitled to any of the grants that may be available to you for home improvements, disabled facilities and home energy efficiency.

Gas appliances – Keep Safe

Using gas appliances in your home is normally very safe and problem free. However, faulty gas appliances can produce carbon monoxide which you cannot smell, taste or see, but it can kill.



Make sure you arrange for an annual Gas Safety Check on all gas appliances in your home. This must be done by an engineer who is qualified and on the Gas Safe Register.

If you have any doubt about your gas appliances please call the gas emergency helpline on 0800 111 999.

Emergency Call Out

If you have to call out a contractor, an emergency service or an engineer for electricity, gas or water, you will be responsible for any call out fee they charge. The only exception to this may be when Family Housing is responsible for the fault (i.e. the fault is in a communal area.)

If you have had to call out any of these services for an emergency and believe the cost should be paid by Family Housing, please contact us with full details of the problem and written copies of any invoices or quotations you have received detailing the costs. Reimbursement will not be considered without written documentation.

Condensation

It is sometimes hard to tell the difference between damp and condensation. Damp is generally caused by water seeping into your home because of a problem with the roof, walls, windows or flooring. Condensation occurs when warm, moist air reaches a cold surface such as walls, windows and furniture.

To prevent condensation and mould please try to keep your rooms well ventilated with doors and windows open and ensure that there is a reasonable level of background heating. New properties are particularly prone to condensation as a lot of water is used in the construction of the property and this needs time to dry out.