



Flats (Living in)



A guide to living in one of Sandbourne's flats

Sandbourne Housing Association
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Introduction

Living in a flat, you need to pay extra attention to treating your neighbours with consideration and respect. You are also responsible for helping us look after the communal area.

This leaflet is intended to be a basic guide for residents about the expectations, on all sides, of living in a block of flats. We have a separate leaflet specifically covering communal areas, although mention is made in this document.

The use of 'you' applies to all of our occupiers whether you are a tenant, leaseholder or a shared owner.

The use of 'us' or 'we' refers to Sandbourne Housing Association.

Respecting your neighbours

You should:

- Keep the sound from music systems, radios and TVs at reasonable levels at all reasonable times.
- Use waste collection areas (bins stores/areas) properly and make sure that you leave the surrounding areas tidy.
- Use communal laundries at reasonable times.

For safety reasons

You should:

- Keep all communal areas free of obstructions and combustible materials. This is for safety and ease of access, particularly for emergency services in the case of fire, etc.

- Use door entry systems properly to keep buildings secure, for example:
 - make sure the entrance door locks properly behind you. Never leave it propped open;
 - do not let people who do not live in the block follow you in;
 - report any faults to us immediately;
 - do not give out door entry codes, or keys or fobs, to the communal doors without our permission.

Communal areas and facilities

Cleaning

We may employ contractors to clean windows, staircases, corridors, landings, lounges, kitchens, laundries, guest rooms and communal areas.

Repairs

Please report any problems with lighting or repairs needed in the communal areas to us.

Heating

Some blocks of flats have communal heating systems. We will adjust them as appropriate.

Lifts

All our lifts are serviced and maintained by a specialist company. You should report any problems to us.

If you become trapped in a lift, please press the emergency call button and answer the operator when they respond to you and they will arrange for help to be sent. However, if you become free before speaking to the operator, please wait and speak to them.

If you accidentally activate any emergency call button, please wait for it to be answered by the operator.

If the operator does not hear anyone, they will send out an engineer to check that no-one is trapped and/or hurt, had a fall, etc. This will incur a charge. We may pass that on to you if you have activated it by accident and left before the operator can answer the call.

Communal gardens and paths

All communal gardens, footpaths and roads owned by us are maintained by our grounds maintenance contractors. The gardens are for everyone living in the building, or on that site, to enjoy.

We do not normally encourage/allow tenants to 'adopt' parts of the communal grounds as their own.

Who is responsible for communal areas and gardens?

We are responsible for looking after any communal areas and communal grounds we own. This includes cutting grass and looking after the paths, fencing, lighting, entry phones and lifts.

You should show respect for other people who use any communal gardens and help to keep them pleasant places to be in and look at.

We will tell you well in advance when we are going to do any major renovation work or programmed painting to the building you live in.

It is important that no-one living in flats stores or leaves any items outside their flat, in corridors or in communal areas, without first getting our permission.

If you have any issues regarding the communal gardens, please contact us and not the contractors.

Who is responsible for cleaning the communal areas?

Cleaning landings, stairs, hallways and other internal communal areas is normally carried out either by cleaners or contractors appoint by us.

If you have any issues regarding the cleaning, please contact us and not the contractors.

Who is responsible for TV aerials and satellite dishes?

Some blocks of flats have a terrestrial digital aerial and a communal satellite dish. If you are having difficulties with reception, first check with your neighbours to see whether they are also having problems. The problem may just be with your own television. However, if your neighbour(s) are also affected, contact us. Residents living in houses are normally responsible for maintaining their own TV aerial.

What can be done about noise in flats?

In blocks of flats, noise can be heard more easily between floors and walls. We expect our tenants to show extra consideration and respect for their neighbours.

If there is a problem in your block of flats, if you feel able to, you should try to discuss this with the people concerned but, if the problem does not improve we will try and help if

you contact us. We have a variety of leaflets on topics like anti-social behaviour.

What about car parking?

Please see our separate leaflet on 'Parking' for more details.

Need more information?

You can write to us at our registered office:

Beech House, 28-30 Wimborne Road, Poole, BH15 2BU

Email: info@sandbourne.org.uk

Website: www.sandbournehousingassociation.org.uk

Telephone us on: 01202 671222

Please note that telephone calls to the registered office number above may be recorded for information and training purposes.

In addition, we do have a range of other leaflets on specific topics, available on our website or upon request from our office.

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