

Living in Flats

You need to have particular regard for your neighbours. Sound can travel through a block of flats and if it is excessive it can be very upsetting and disturbing for other residents. Please keep the noise from visitors, televisions, hi-fi equipment etc. at a reasonable level. If it can be clearly heard in another person's flat it is not at a reasonable level. Please try to be a considerate neighbour.

Communal Areas

These areas are shared by a number of tenants as are courtyards, corridors, landings and stairs. You must keep any communal areas clean and tidy and must not place any belongings, rubbish, items of furniture or household waste in any shared areas. You must ensure that corridors, stairs, landings and access ways are kept clear of such items including mats, carpets and plants. Leaving items in these areas could mean a fire escape could be blocked.

When using the courtyard areas respect the privacy of others by not sitting close to someone's bedroom window etc. If you share facilities such as washing lines, try to work out a rota which suits everyone. Many of the problems that occur between neighbours in flats could be avoided if people give thought to the effect of their behaviour on others. The

Council is responsible for the replacement of clotheslines and rotary lines when required.

The Council will keep in reasonable repair and working order any communal entrances, corridors, stairs, landings, lifts, rubbish chutes, communal lighting, amenities or facilities.

However, the Council will not be liable to repair any item if the repair has become necessary through the fault or misuse by tenants or their visitors. In certain cases the repair can be done by the Council and the cost recharged to the tenant responsible

Door Entry Systems

Many flats have a door entry system and therefore access is restricted to residents of the building and their visitors. This should increase security for the block and ensure greater privacy for you and other residents.

It is a condition of your tenancy not to interfere with security and safety equipment including communal doors; these should not be jammed open. For the system to work properly it is important that you shut the main door when you enter or leave and that you do not let anyone in that you do not know. Any faults with the door entry system should be reported to the Repair Reporting Line

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Lighting

The Council is responsible for the lighting of the communal area which includes the communal entrance, landings and courtyard area and any faults should be reported the Repair Reporting Line on 029 20872087.

Lifts

Lifts are covered by 24-hour breakdown services. If the lift is not working inform the caretaker (if on site) or the Repair Reporting Line. If someone gets stuck in the lift they should press the alarm bell which will ring the Lift Company who will deal with the emergency.

Note

If there is a fire do not use the lift.

Television Aerials

Any faults with the communal aerial should be reported to the Repair Reporting Line. It is suggested that before reporting the fault it is useful to check if your neighbour has the same fault, so you know it is the communal aerial that is at fault rather than your own TV. The Council is only responsible for the communal aerial and the master TV aerial socket. Any extensions are the tenant's responsibility.

Rubbish

Multi-storey blocks have bin chutes which are used to dispose of rubbish. The size of the opening to the chute is restricted in the interests of safety. The chute is designed to take a bag of rubbish from a pedal bin. If it gets blocked contact your caretaker or Repair Reporting Line.

Please ensure that rubbish is not left on the landings, staircases or any other communal area. Anyone found dumping rubbish will be charged the cost of removing it. For removal of bulky items please contact C2C on 029 20872087.

Fire

If your block of flats has fire alarms in case of a fire smash the glass and push the button. The fire alarm will ring on the floor where the fire has broken out and on the floors immediately above and below it. All blocks of flats should have instructions about what to do in case of fire; if not, contact your Fire Safety Officer on 029 20537412.

The storage and use of bottled gas (LPG) or paraffin heaters is forbidden.

Laundry

Where a block of flats has a laundry room for use by all tenants in that block, opening and rota times are usually agreed among tenants. The Council is responsible for maintaining these areas. Any faults should be reported to the Repair Reporting Line or your caretaker.

Outside of the Block of Flats.

The Council is responsible for all repairs to the outside of the building and to the structure. All repairs should be reported to the Repair Reporting Line.