



Wythenshawe
Community Housing Group



Your Guide to

Looking After Your Home

Introduction

Wythenshawe Community Housing Group takes pride in its homes and makes sure they are kept up to a decent standard with repairs and improvement works, including new kitchens, bathrooms and roofs.

As a tenant of Wythenshawe Community Housing Group, we expect that you will look after your home and any gardens or other areas around it. When you sign a tenancy agreement and take the keys to one of our properties, you agree that you will also keep the property in good condition.

There are some cases where this doesn't happen for a number of reasons, for example a tenant might be vulnerable and need support. Or, it might just be that the property hasn't been looked after properly and we have to step in and take some action.



Your Responsibilities;

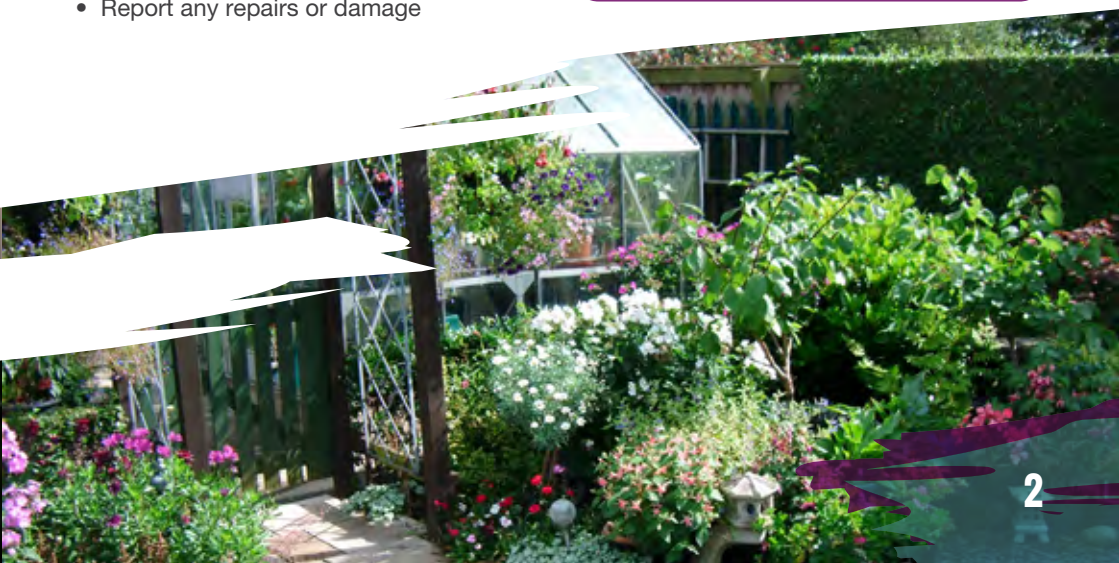
We want all of our neighbourhoods to be pleasant, safe and attractive places to live, and well maintained homes contribute to this.

To help us you can:

- Look after the property, inside and out, and keep it in a good state of repair
- Keep your garden tidy, any communal areas free from obstructions and dispose of rubbish properly
- Allow us access to carry out annual gas servicing and cyclical electrical checks
- Not use the property to run a business without our permission
- Not cause anti-social behaviour, or allow any of your family or visitors to cause anti-social behaviour
- Not use the property for any illegal or immoral purpose
- Report any repairs or damage
- Not assign the property to anyone else without permission from us
- Not make any alterations or home improvements without our permission
- Not have pets where you have a shared entrance to your home

Any damage found to have been wilfully caused or any work that we have to do to put things right in the property will result in you being recharged for the work.

Please report repairs to us as soon as you can by calling **0300 111 0000** or **0800 633 5500** or email **info@wchg.org.uk**



Property Condition

Unfortunately, not all of our properties are as well looked after as we would expect and sometimes we have to take action to remedy this.

We carry out Tenancy Audits and will inspect the condition of your property during these periodic visits.

If your property is not being looked after, we will speak to you to find out why and see if there is anything we can do to help.

We understand that there are reasons why this might be the case and some of the things below are what we find when we visit:

Hoarding – an excessive amount of belongings and rubbish in the property. This is recognised as a mental illness and we will work with our tenants where this is identified and offer support if appropriate

Poor decoration – the property is in need of painting and decorating. If the tenant (s) are over 70, have a disability and no family living with them or within 5 miles, they may qualify for our concessionary decorating service

Poor state of repair – it is your obligation as a tenant to report any repairs that need doing in the property straight away. Some of these will be up to us to complete and some up to you to carry out. We will advise you of this when you ring to report them to us.

Alterations to the property where no permission has been given – sometimes we will go in to a property and changes have been made to the inside that are not an improvement and some cost a lot of money to put right. Please ask for permission to make any alterations to your home.

Where we come across properties that are in poor condition and there is no genuine reason why, we will take action to ensure the tenant puts it right and maintains their property to an acceptable standard. We will recharge for the costs of any work we have to carry out.

Access to Your Property

As your landlord there will be occasions where we will need reasonable access your property. We have a legal obligation to carry out an annual gas safety check and servicing of any gas appliances at your property. We will write to you and use your preferred method of contact, giving you plenty of notice of when we need access.

We will also need access for periodic inspections of the property to look at the condition of electrics, kitchens, bathrooms

and under floor chambers. We will arrange an appointment with you in plenty of time and ask for you to make sure we are able to access floor spaces and other areas we are there to inspect.

If you fail to allow us access this could be considered a breach of the tenancy agreement and we will take Court action to gain access and any associated costs will be recharged to you.

Improvement Works

We will carry out any necessary improvement works to your home, including kitchens, bathrooms and work to the exterior. If you do not have a clear rent account, this could impact on your property being included in any improvement programmes.



Energy Efficiency Equipment

As a landlord we are constantly looking at ways to become more energy efficient and save money for our tenants. This may mean that we want to install energy saving devices or equipment in your home, such as new boilers or insulation upgrades.



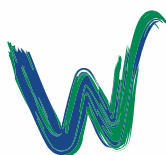
If you require further information you can contact us in many ways:

- You can call us on **0300 111 0000** or **0800 633 5500**
- You can contact us through our website **www.wchg.org.uk**

Wythenshawe Community Housing Group
Wythenshawe House
8 Poundswick Lane
Wythenshawe
Manchester M22 9TA

To dispose of unwanted items ring Manchester City Council:
0161 234 5004 or visit **www.manchester.gov.uk**





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