

Leaselink

Good Neighbour Agreement

We want to create a Good Neighbour Agreement to help our existing residents and new tenants create a welcoming and friendly community. We've come up with some neighbourly standards and

Save the date!



Responsibility for repairs

Your lease tells you who is responsible for repairing the various elements of the block and your flat. As a rule, you are responsible for maintaining the interior of your flat and we are responsible for maintaining any structural items and communal services, for which you are required to pay a proportion of the cost.

The table below illustrates some of the repairing responsibilities for leaseholders. Please refer to your lease for further guidance.

There is also a more comprehensive section in the Leaseholders' Handbook, that can be found [online](#).

Co ncil	Leaseholder
Pl mbing	
Re-washer mains stopcock to block	Re-washer stopcock inside dwelling
Clear blockage or repair leak to main soil stack, rainwater pipes and gutters	Clear blockages or repair leaking waste pipe, trap, fitting etc., including branches up to the soil stack
Repair burst or leaking water pipe up to and including mains stopcock	Repair burst or leaking water pipe within your flat from the stopcock

Flooring

Flooring within flat: joists/wall plates, concrete floor slab, floor boards, concrete floor screed	Flooring within flat: floor tiles, skirting boards
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Doors and indo s

(Shared owners in Bridgefield House should

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Improving or altering your home

Permission first

Your lease states you need the landlord's prior written consent to make or permit any alteration and you need to do this before any work starts.

If you fail to do this, you will be breaking the terms of your lease. Any future sale could be put at risk, and we could take legal proceedings against you, which could lead to you losing your home.

Permission needed

You can redecorate the inside of your flat and replace some fittings within your property without our permission. However, other alterations may need our consent.

These include:

- Works affecting communal services or the structure of the building
- Installing or upgrading central heating
- Installation of replacement windows
- Any change to the internal layout of your property including fitting a new kitchen or bathroom
- Alterations to any services, i.e. electrics, gas, drainage, water

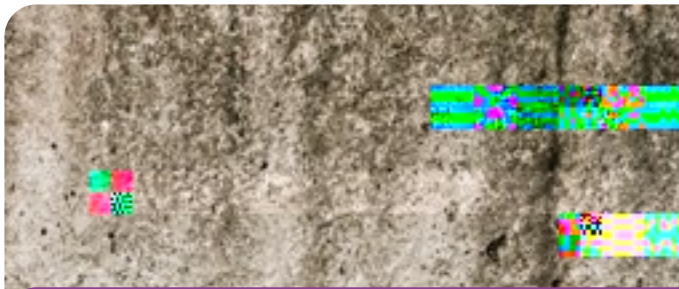
- Erection of a conservatory
- Erection of a TV aerial.

If you are thinking of doing this kind of work inside your home, or any alterations that affect your property, you must get our written permission before you go ahead.

You may also need to get Building Control approval and/or planning permission.

Please consult the council before installing laminate or hard wood flooring. Certain floor coverings can cause a nuisance for other residents and may be in breach of your lease.





Condensation, damp, and mould

1. Do you cover saucepans with a lid when cooking?	Yes <input type="checkbox"/> No <input type="checkbox"/>
2. Do you open a window in your kitchen to allow water vapour to escape when you're cooking?	Yes <input type="checkbox"/> No <input type="checkbox"/>
3. Do you dry your washing outside in the fresh air when you can?	Yes <input type="checkbox"/> No <input type="checkbox"/>
4. If you have to dry your washing inside you don't hang it over the radiators but put it in a room with the window open.	Yes <input type="checkbox"/> No <input type="checkbox"/>
5. Are extractor fans working and switched on?	Yes <input type="checkbox"/> No <input type="checkbox"/>
6. If you use a tumble dryer, is it properly vented to the outside and if it is a condensing tumble dryer, is the window open in the room when you use it?	Yes <input type="checkbox"/> No <input type="checkbox"/>
7. Is your bedroom well ventilated at night? (A window left slightly open or the door to your room left ajar and air vents left open?)	Yes <input type="checkbox"/> No <input type="checkbox"/>
8. Can air circulate freely between your furniture and the walls?	Yes <input type="checkbox"/> No <input type="checkbox"/>
9. Do you keep your heating on low all day when it is cold?	Yes <input type="checkbox"/> No <input type="checkbox"/>
10. Are the airbricks open and not blocked by furniture or other items?	Yes <input type="checkbox"/> No <input type="checkbox"/>
11. Do you mop up any condensation or water everyday – this includes windows and windowsills?	Yes <input type="checkbox"/> No <input type="checkbox"/>
12. Do you shut kitchen and bathroom doors when bathing and cooking to stop water vapour from spreading around your home?	Yes <input type="checkbox"/> No <input type="checkbox"/>

How did you do?

If you said yes to them all you are helping yourself to reduce condensation and avoiding damp and mould in your home.

Six or more yes answers is a great start. Try and see if you can say yes to a few more.

Under six, it would be great if you could attempt a few more. These measures can really help to keep your home healthy.

How can we get in touch with you?

As you are a leaseholder we have a postal address we can write to, but if you have tenants, have we got the address you live at to send you invoices and notices?

Do we have a phone number we can call if there is an emergency at your leasehold flat, this doesn't have to be you but someone who can give us access to the flat?

We are about to move our leasehold information to a new housing database and it would be great if we could start off with up-to-date contact information for all our leaseholders.

Email your details to us at leasehold.services@crawley.gov.uk with Contact as the subject line, send them to Leasehold Services, Crawley Borough Council, Town Hall, The Boulevard, Crawley, RH10 1UZ or text 07393 761666 –

Fly-tipping

Leaving unwanted items in drying areas, bin stores or other communal areas is fly-tipping.

It's unsightly and unsafe as it could contain toxic or dangerous material or have sharp edges. Fly-tipping can be a fire hazard as well as potentially blocking fire escape routes.

In August, our team cleared more than 11 tonnes from communal areas. This must be paid for by all tenants and leaseholders, unless we have proof who left it and in these cases we will recharge the clearance costs to them.

If you are getting new furniture or appliances, make use of any options where they will take away the old one.

Nuisance and anti-social behaviour

01293 438438
[asb@Crawley.gov.uk](mailto:asb@ Crawley.gov.uk)

Crawley Borough Council

For other council enquiries:
Town Hall, The Boulevard, Crawley RH10 1UZ
01293 438000
comments@Crawley.gov.uk

Other useful web links

Permissions for improvement
Crawley.gov.uk/permissions

Housing Officers' contact details
Crawley.gov.uk/housingofficers

Information on Leasehold Services
Crawley.gov.uk/leasehold

Report a problem
Crawley.gov.uk/reportaproblem

Help with money worries
Crawley.gov.uk/moneyworries

my.Crawley.gov.uk