

If you wish work to be carried out on such appliances or installations you must obtain our prior written permission before any work is carried out. Any such work may only be carried out by a suitably qualified Gas Safety Registered contractor. Failure to do so may have fatal results and we will regard it as a serious breach of your tenancy.

**Condition 47.** If you carry out any works without our permission and we incur costs for reinstatement works, we will recharge you for the cost of those works.

## **2.9 Right to Improve (secure tenants only)**

There are certain improvements for which you can claim compensation when you notify us that you are going to leave the property. We will be able to give you details of the improvements that qualify and the conditions that must be met under the Right to Improve scheme. **You must seek our written permission before carrying out any works under the Right to Improve scheme.**

**Condition 48.** You must obtain written permission from us before you erect, or arrange to have erected, any radio, television aerials, dishes, cameras/videos or any other electronic receiving equipment.

This is to prevent damage to the external fabric of the building as well as public safety considerations. Permission will not be unreasonably withheld for houses.

**Condition 49.** You must ask for our written permission to install hardwood, laminate or tiled flooring and provide us with a specification of the proposed works prior to installation.

## **2.10 Repairs and access to your property**

**Condition 50.** You must not cause damage to any of our fixtures and fittings, in your home or communal areas, deliberately or through misuse or negligence. You must not allow your visitors to do so.

If you do cause damage, or allow your visitors to do so, you will be responsible for repairing, renewing or replacing the damaged item. If you do not make good the damage caused, we may carry out the work and charge you for it.

**Condition 51.** You must get our written permission before you remove or replace any of OUR fixtures and fittings.

**Condition 52.** You are responsible for repairing and maintaining any fixtures and fittings YOU install.

We are only responsible for maintaining our fixtures and fittings. If you move, you must remove any fixtures or fittings that you have installed and put the property back the way it was at the start of your tenancy. If you remove your fixtures and fittings and do not replace them to our satisfaction, we will carry out the necessary work and charge you for it.

**Condition 53.** You must keep the inside of the property, the fixtures and fittings and all glass in the property in good repair during the tenancy.

**Condition 54.** You must report promptly any disrepair or defect where we are responsible for putting it right.

When you sign for your tenancy we will give you information about our website which shows you which repairs are our responsibility and which repairs are your responsibility. It tells you how long repairs will take and gives advice about items in your home that might need repair and what information you should give when you report a repair to us.

**Condition 55.** You must carry out any necessary minor repairs to your home.

**Condition 56.** You must not carry out noisy repairs/improvements such as drilling, sanding and loud hammering at the following times:

weekdays 6pm – 8am

and weekend times as follows:

Saturday 5pm – Sunday 9am

Sunday 4pm – Monday 8am

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