

**Condition 29.** It is your responsibility to pay for all gas and electricity used in your property, directly to the appropriate gas and electricity company unless you live in a block where the heating is communal and the landlord charges you directly for this as a service charge.

#### 2.4 Sheltered accommodation

**Condition 30.** If you live in sheltered accommodation, you must seek your Sheltered Estate Manager's permission if anyone is moving in with you for more than a few days.

This should not be a permanent arrangement. However, your Sheltered Estate Manager may inform you of other housing options that may be more suitable for you.

#### 2.5 Home contents insurance

Enfield Council is responsible for insuring the building and structure of your home but not the contents.

The council's building insurance does not cover contents insurance for your possessions. **You are responsible for insuring your home contents.** We are not responsible for loss or damage to your belongings including that caused by other residents.

#### 2.6 Looking after your home

**Condition 31.** You must take care not to cause damage to your property or the property of your neighbours.

You should have any washing machine or dishwasher, electric or gas cooker, professionally installed. You must not use any of these if you know or suspect them to be faulty. If we send an electrician to check the electrical circuit and s/he finds that your appliance is faulty, we may recharge you the cost of the circuit check.

Refer to our website for advice on how to check if you have a faulty appliance. (See Appendix 3 for website details.)

**Condition 32.** You must not neglect your property and let it fall into disrepair. This includes individual gardens as well as shared access pathways and steps in houses. Tenants of flats and maisonettes are expected to report defects to communal areas; for example, defective floor tiles.

**Condition 33.** You must keep the inside of your property clean and in reasonable decorative order.

**Condition 34.** You must not use the property in any way that may cause a health or safety hazard or encourage vermin and/or pests (for example, by hoarding items inappropriately).

You must take reasonable steps to secure your property, for example, lock windows and doors when you go out.

It is your responsibility to decorate your home when it is needed.

**Condition 35.** If your property suffers from condensation or damp, you must inform our Customer Services Team and follow any reasonable advice given to you.

To help prevent condensation, you should:

- wipe dry the insides of windows
- open the windows and close the doors of any room used for hanging wet clothes
- not overcrowd any rooms with furniture or possessions.

#### 2.7 Shared areas (communal)

**Condition 36.** You must not cause an obstruction in any shared area, including balconies, garage and shed areas. You must co-operate with us to help keep shared areas clean and tidy.

Everyone living in a block of flats or maisonettes is responsible for cleaning the landing area outside their flat.

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