

6. Your Responsibilities at the End of a Tenancy

This section is important even if you have no intention of moving in the near future. If you are thinking of redecorating or carrying out works to your home please think about whether it might cause problems if and when you do move.

When you are moving out you must:

- Remove all carpets and flooring.
- Remove **all** belongings.
- Leave the house in a clean and tidy condition. In particular this means that kitchens and bathrooms are left thoroughly clean and in a ready to use condition.
- Leave the house in good decorative order. If at the end of the tenancy some parts of the house have been decorated in an unusual way or to a poor standard or if decoration is in a poor state, WGHC has the right to require the outgoing tenant to redecorate.
- Restore and make good any and all alterations inside and outside the property whether or not permission for the alteration was given.



WGHC may in a very few cases allow some alterations or floor coverings to remain but you must seek and receive **written** confirmation of this from **WGHC** before the tenancy ends. Do not make private agreements with incoming tenants. You and they must have **written** permission from WGHC and the incoming tenant must accept **full** responsibility for any items permitted.

If you don't do any of the above WGHC may carry out the work and recharge you. WGHC will pursue recharged amounts (by legal action if necessary) from former tenants.

In the case of an internal transfer or mutual exchange, if the tenant does not do any of the above WGHC may refuse the request to transfer or exchange.



A final word or two.....

We appreciate that you will want to decorate and personalise your home.

However, your Tenancy Agreement is a legal agreement which limits what you can do to your home. We understand that it can be difficult to follow. That's why we've produced this guide to help you avoid costs and problems.

Please remember never to take the word of salesmen or tradesmen that it's OK to do this or that to your home. Don't sign anything that says you have your landlord's consent unless you do have our written permission.

Always seek advice from staff if you are unsure about any changes you wish to make.

3 steps to keep you right

- 1 **Think about the changes you'd like to make in your home.**
- 2 **Does this leaflet give you the information you need? If yes, follow the advice in it.**
- 3 **If not, seek advice from staff.**

ALTERATIONS, DECORATION & REPAIRS

A Guide for WGHC Tenants



This leaflet tries to set out in simple terms what you can and cannot do to your home.

It has a lot of straightforward practical advice.

So before carrying out any works to your home please read this leaflet. If you read it and you are still unsure about what you can and cannot do then please seek advice from WGHC staff.

If you don't follow this advice you could be charged for works either during or at the end of your tenancy.

You could even put your tenancy at risk.

Repair Responsibilities

Your tenancy agreement states that you must repair damage caused wilfully, accidentally or negligently by you, anyone living with you or a visitor to your house.

This includes:

- Clearing choked or blocked sinks, wash hand basins or water closets
- Repairing damage to sinks or sanitary ware including plugs or chains
- Repairing damage to internal door handles
- Replacing lost or broken keys and any cost incurred through forcing entry through lost keys including the cost of replacing locks
- Repairing damage caused to white goods (if provided)
- Repairing damage to flooring (if provided)
- Repairing damage to blinds or curtains (if provided)



You must also take reasonable care of the house, including any fixtures and fittings. This means that:

- You must keep the house in a reasonable state of cleanliness
- You are responsible for internal decoration
- You are not responsible for damage due to fair wear and tear
- You are not responsible for damage by vandals if you have reported the offence to the police



Please bear in mind that if you do not carry out repairs for which you are responsible WGHC may carry out the work and recharge the cost to you.

2. Internal decoration

You may decorate to your own taste but the house must be in reasonable order.

Take note in particular of your responsibilities at the end of a tenancy as set out on page 4 of this guide.



- You can paint or wallpaper internal walls;
- You can lay flooring or carpets (but Do not remove threshold plates and Do not use nails or tacks);
- You can put up pictures or shelves but please minimise the number and use appropriate fixings (usually plasterboard wall plugs or similar).



- Do not fit coving or ceiling roses or artex ceilings.
- Do not paint light switches, sockets, central heating controls, radiator valves or other fittings.
- Do not paint kitchen units.
- Do not paint internal woodwork or radiators any colour other than white. Consider cleaning painted surfaces with an appropriate cleaner (e.g. sugar soap) instead of repainting.
- Do not paint or stain entrance doors (i.e. front and back doors), windows or window frames.
- Do not fix stone or ceramic or similar floor tiles.
- Do not fix wall tiles or remove or add to existing tiling.
- Do not glue anything to walls or floors. This includes pictures; hooks, dado rails, panelling etc. Removal of glued fittings can cause extensive and expensive damage.

3. Alterations *Inside* the House or Flat

Please remember you have signed a legal contract with WGHC and in it you have agreed alterations to the house without our permission.

In particular please bear in mind the following "Do nots":

- Do not carry out any decoration in the first two years of a new build property. This overrides anything else stated below.
- Do not subdivide rooms or remove walls or erect raised floors or platforms.
- Do not replace or add electrical or plumbing fixtures and fittings without prior permission. This includes light fittings, sockets, switches and cooker hoods. Permission will not normally be given other than for medical reasons. If electrical fittings are external and/or require extending the wiring, permission will be conditional on the tenant obtaining a Minor Works Electrical Installation Certificate from a qualified contractor.
- Do not install cooker hobs or built in appliances or otherwise alter kitchen worktops or units without permission. If the gas installation needs to be altered or extended (e.g. for a gas hob) then permission will be dependent on the tenant obtaining a Landlord's Safety Certificate from a Gas Safety Registered contractor. Permission will not be granted for gas fires.



4. Alterations *Outside* the House or Flat

There are also limits to what you can do to the outside your home.

Here are some more useful "Do nots".

- Do not paint any external wood including doors, windows, fascias and balcony decks
- Do not paint any external metal including doors, fences and handrails;
- Do not fix anything to, or drill any holes in, the outside of the house or flat without our prior permission. Permission will not normally be given other than for medical or security reasons (for TV see below).;
- **Do not install TV aerials or satellite dishes or cable without the prior permission of WGHC.** If permission is granted it will normally contain conditions. These will include minimising external cabling and fitting aerials or dishes to the rear of the property. Aerials or dishes fitted without permission may be removed by WGHC and tenants may be charged for the cost of removal. Permission to fix TV aerials or satellite dishes to buildings will not be given for flats.
- Do not lay stone chips. Do not lay slabs or decking without our prior permission.
- Do not erect fences, garden sheds or other outbuildings without prior permission. Any fences, sheds etc. you do erect must be maintained in good order and removed at the end of the tenancy.
- Do not erect a pigeon coop. Keeping pigeons is expressly forbidden by your tenancy agreement.



5. Alterations - permission

Please remember :-

do not do any work to your house without getting written permission!



Tenants may not make alterations inside or outside the property without the prior permission of WGHC.

Any and all conditions made with the permission must be complied with and the alteration must be maintained in good condition.

Any and all alterations inside or outside the property made without the permission of WGHC must be restored and made good by the tenant when asked to do so by WGHC. If the tenant does not do so WGHC may carry out the work and recharge the tenant.

Any and all alterations inside or outside the property (including any alterations made with the permission of WGHC) must be restored and made good at the end of a tenancy unless WGHC gives permission for it to remain. In most cases WGHC will **not** give permission.

For the avoidance of doubt please note that any permissions referred to in this guidance means WRITTEN permission from WGHC.

