



Working with you
to keep you, your
home and your
tenancy safe



We have to complete different safety checks during your tenancy.

Not completing these important safety checks puts the safety of you, your home and your tenancy at risk.

We always contact you to make a convenient appointment.

They need to be completed well ahead of when they're due so we can complete any necessary remedial repairs too.

We check...	every	<i>& it takes around</i>
Asbestos	5 years	<i>1 hour</i>
Electric installation	5 years	<i>4 hours</i>
Gas, oil & solid fuel services	1 year	<i>1 hour</i>
Lifts	6/12 months	<i>1 hour</i>



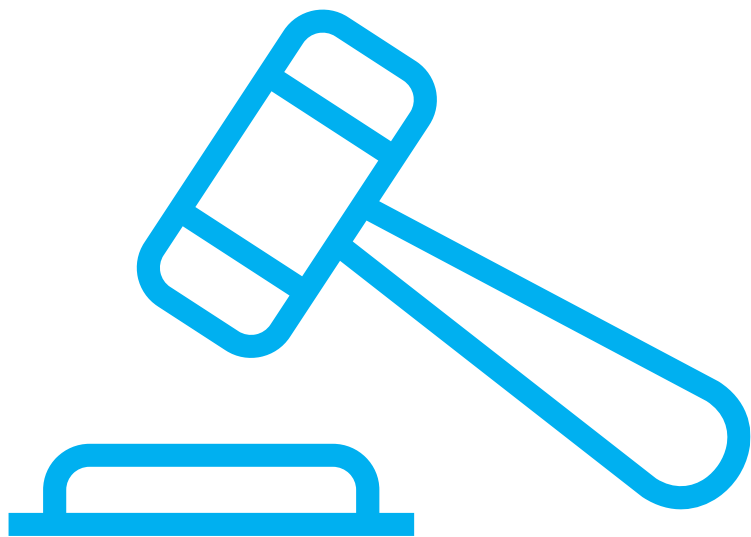
We schedule all the safety checks apart from gas, oil and solid fuel.

We always contact you to make a convenient appointment.



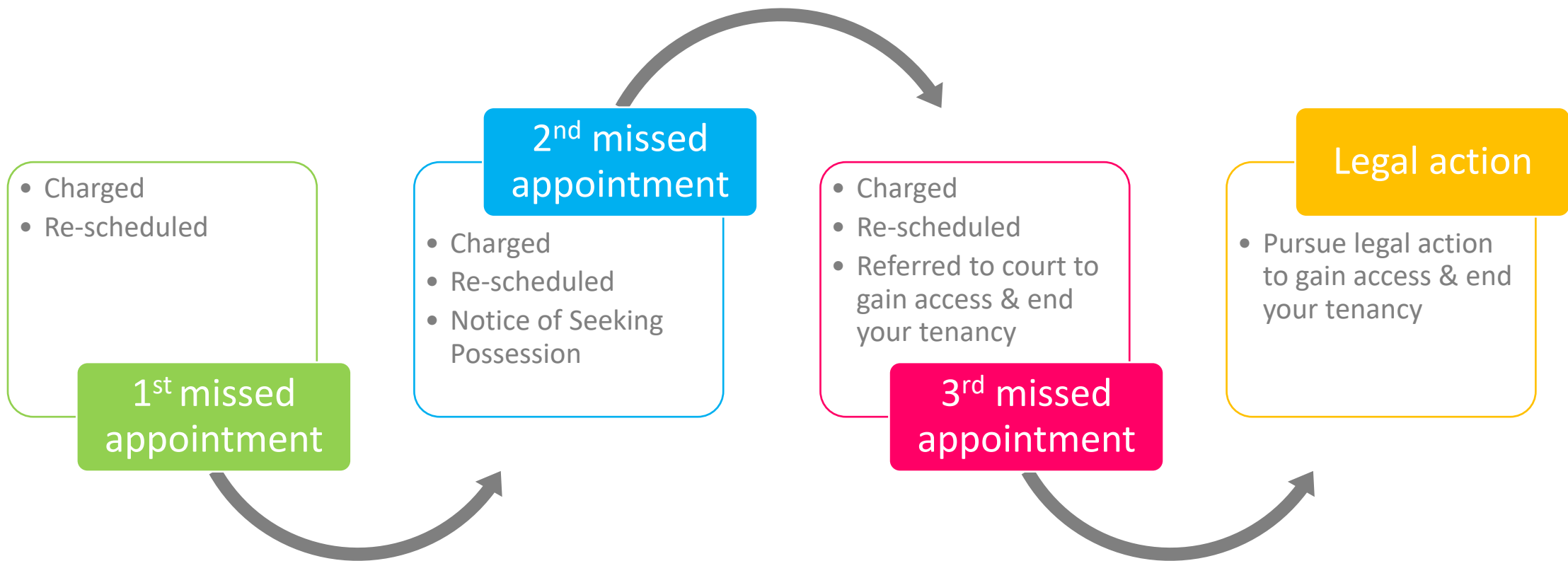
We're not trying to inconvenience you. We're a responsible landlord and we want to ensure the safety of you, your home and your tenancy.

We're required to comply with all the latest legislation, regulations and policies.



Not letting us in is a breach of your tenancy. We'll take legal action to gain access and end your tenancy.

You'll also be charged for missed appointments and legal costs.



What	£
Missed appointment	48
Solicitor's letter	600
Referral to court	340

For example, if you miss 3 appointments you could be re-charged over £1000.





We've charged around 60 tenants 74 times – one tenant has been charged 4 times in 6 months.

There's a charge for a missed appointment approximately once a day.

We don't want to pass these costs on to you.



Tenants	£
Current (159)	26,918
Former (39)	119,520
Total	146,438

This includes both missed appointments and re-charges when properties have been returned in a poor condition.



Unpaid debts and charges could impact your credit score and your prospects of being offered accommodation.



Unpaid charges are pursued during (and after) your tenancy.

They can be referred to either the County Court or a credit management/debt collection service.