

Salkeld Meadows, Bridlington

Shared Ownership Home User Guide

All you need to know
about your new home...



Contents

1. Introduction	3
2. How to report a defect	4
3. Key information about shared ownership	6
4. General guidance	19
5. Mains services	21
6. Equipment	23
7. Environmental design features	27
8. Exteriors	30
9. Services to communal areas	32
10. Security	32
11. Useful information	33

1. Introduction

Welcome to your new home

This Home User Guide has been prepared to help you become familiar with your new home quickly and easily.

It contains information on how to look after your new home, how to report certain types of problems, electricity and water supply information details, as well as advice on safety and security. We have also included technical help and practical tips on DIY, energy saving and recycling.

When you move into your new home, you will be given various leaflets supplied by the manufacturers and installers of the equipment in your home. Please keep all this information in a safe place together with this handbook so you can refer to it in the future.

Useful names and telephone numbers

Local authority

East Riding Council

Tel: 01482 393 939

Water authority

Yorkshire Water

Tel: 03451 242 424

Electricity

British Gas (account enquiries)

Tel: 0333 202 9802

Gas

British Gas (account enquiries)

Tel: 0333 202 9802

British Gas Emergency

Tel: 0800 111999

Defect contact

Beyond Housing

Tel: 0345 065 5656

enquiries@beyondhousing.co.uk

2. How to report a defect

All defects should be reported to Beyond Housing by phone, email or at one of our offices.

Defects should be reported as soon as you become aware there is a problem.

**Defects telephone number (between 8.30am – 4.30pm, Monday – Friday):
0345 065 5656**

Beyond Housing website: beyondhousing.co.uk – report a repair

A 24 hour service is provided for emergency defects: 0345 065 5656

Beyond Housing will forward the defects on to Keepmoat Homes who will contact you to arrange a convenient time to suit you to carry out the work.

At the end of the 24 months, an inspection will be carried out to make sure there are no outstanding defects and you are happy with any that have been rectified.

What is not a defect?

The occupier shall not be entitled to make a complaint with regard to the following:

- Cracks, chips, scratches or other visible damage to basins, sinks, WC suites, tiles, kitchen units and work tops, glazing or floor coverings after taking possession of the property
- Shrinkage
- Accidental damage or vandalism
- Changes or improvements not carried out by the builder.

Please note you may be charged for:

- Unnecessary callouts
- Defects relating to damage or vandalism.

Defects are put in order of urgency to ensure any emergency repairs are carried out within the deadlines set.

Prioritising defects

Category A – Emergency repairs – within 24 hours

Category B – Urgent repairs – within 28 days

Category C – Non-urgent repairs to attend at end defects period

Category A defects:

- Loss of water
- Water leak resulting in flooding of property
- Loss of electricity to property
- Major electrical fault or unsafe electrical fitting
- Breach of security resulting in the tenant being unable to secure the property
- Loss of gas or gas leak
- Blocked gas flue
- Blockage to foul drainage
- Toilet not working (if no other toilet)
- Loss of heating for elderly or vulnerable
- Lift failure
- Failure of emergency fire/drainage alarm system
- Fire damage following a defect with the property.

Category B defects:

- Toilet (if other toilet is working)
- Loose fitting tap/fitting
- Refix wash basin brackets (not dangerous)
- Extract fan not working
- Faulty boiler
- Faulty central heating

- Faulty door entry phone

- Communal hallway / landing lights
- No central heating
- No hot water
- Faulty lift
- Leaking/broken external soil pipe
- Rain penetration
- Communal television aerial
- Minor internal water leaks
- Faulty ball valve
- Loose WC pan
- Faulty stopcock
- Loose window frame
- Window that cannot be opened where it is the only opener in a room
- Major repairs to boundary fences, walls, gates.

Category C defects:

- Loose bathroom tiles
- Faulty fittings to front/rear door
- Faulty doorbell
- Other faulty electrical work
- Minor repairs to boundary fences, walls, gates
- Loose floor boarding
- Faulty paths
- Minor faults to guttering/downpipes
- Loose pipes
- Minor air locks/water hammer
- Faulty fascias
- Refix/replace loose or cracked roof tiles
- Rebed/point joints to ridge tiles
- Non-emergency repairs to staircase
- Internal plasterwork repairs
- External render repair.

Property alterations – All requests must be made to Beyond Housing. You must gain consent before you:

- Make any alterations or additions to the exterior of your home
- Make any structural alterations or structural additions to your home
- Erect any new buildings on the premises
- Remove any of Beyond Housing's fixtures from the premises
- Make any alteration or addition of a non-structural nature to the interior of the premises without the previous written consent of the Beyond Housing (such consent will not be unreasonably withheld).

3. Key information about shared ownership

Key information document about shared ownership.

The information in this document is for the **new shared ownership model**. There are variations of shared ownership which have different features. For more information on the variations, see the 'Key information about the home' document.

When you are looking for shared ownership homes, you should always check the key information document to see which model covers that specific home.

When you buy a home through shared ownership, you enter into a shared ownership lease. The lease is a legal agreement between you (the 'leaseholder') and the landlord. It sets out the rights and responsibilities of both parties.

Before committing to buy a shared ownership property, you should ensure you take independent legal and financial advice.

This key information document is to help you decide if shared ownership is right for you. You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference.

It does not form part of the lease. You should carefully consider the information and the accompanying lease, and discuss any issues with your legal adviser before signing the lease

Failure to pay your rent, service charge, or mortgage could mean your home is at risk of repossession.

The costs in this document are the costs as at the date issued. These will increase (typically on an annual basis) and you should take financial advice on whether this will be sustainable for you.

1. How shared ownership works

- 1.1 You pay for a percentage share of the market value of a home. You enter into a lease agreement with the landlord, and agree to pay rent to the landlord on the remaining share.
- 1.2 You can buy more shares in your home, which is known as 'staircasing'. This is covered in section 6, 'Buying more shares'.
- 1.3 When you buy more shares in your home, the rent you pay goes down in proportion to the landlord's remaining share.
- 1.4 You can rent out a room in the home, but you must live there at the same time.
- 1.5 You cannot sublet (rent out) your entire home unless you either:
 - you own a 100% share
 - have your landlord's permission, which they will only give in exceptional circumstancesand
 - have your mortgage lender's permission if you have a mortgage

An example of an exceptional circumstance for sub-letting is if you're a serving member of the armed forces, and you're required to serve away from the area where you live for a fixed period.

2. Lease

- 2.1 All shared ownership homes are sold as leasehold, even houses. This is because you only pay for part of the market value up front, and the landlord has an interest in the remaining share.
- 2.2 You are buying a long leasehold interest in the home but only paying for part of the market value. The length of the lease is stated in the 'Key information about the home' document.
- 2.3 Information included within your lease:
 - 2.3.1 A description of the home, including its boundaries.
 - 2.3.2 Your responsibilities as a leaseholder, such as repairs and maintenance, and your landlord's responsibilities, such as buildings insurance. For more information on repairs, see section 5, 'Maintaining and living in the home'.
 - 2.3.3 Details of any restrictions or obligations, such as decoration and alterations.

- 2.3.4 The lease start date.
 - 2.3.5 The share that you have bought.
 - 2.3.6 The amount of rent you must pay, together with any other amounts due under the lease.
 - 2.3.7 How the landlord will review your rent.
 - 2.3.8 The method by which you can buy additional shares to own more of your home in the future (staircasing).
 - 2.3.9 The method by which you can move home, either by selling your share or selling the whole home.
- 2.4 As the lease is a legally binding contract, review it carefully with your legal adviser. It's important that you make sure that you understand the lease before you sign it. Your legal adviser will provide you with a copy of the lease.

2.5 Lease extensions

- 2.5.1 Shared owners who own less than 100% of their home do not currently have a legal right to extend their lease term.
- 2.5.2 You'll need to contact your landlord before you buy to confirm their lease extension policy and what rules they have for shared owners who want to extend. There will be costs associated with a lease extension that you need to be aware of. The length of your lease can affect the value of your home. Usually you can extend your lease, but this can be expensive.
- 2.5.3 You may need to extend the term of your lease as a short lease can make it more difficult to sell or get a mortgage on the home. A short lease is generally considered as one with 80 years or less left on the term, although different lenders have different criteria. It can be significantly more expensive to extend a short lease.
- 2.5.4 Before you buy a property, you should ask your legal adviser about your lease and the implications that has for you now and in the future.
- 2.5.5 Your landlord may not own the freehold which may limit the lease extension length they can provide you with.
- 2.5.6 You should ask your landlord the terms on which they will allow shared owners to extend their leases. You should check how they apportion costs relating to this.
- 2.5.7 Extending a lease can be expensive. Costs to consider are:

- The “premium”. This is the amount of money charged for increasing the lease length. Some landlords may charge the full amount whilst others link this to the share owned. Where the landlord is not the freeholder, they may need to pay a “premium” to the freeholder in order to extend their own lease.
- Valuation costs. In order to find out the “premium” a specialist valuation will need to be carried out. Your landlord should be able to give you an indication of the cost but this may change in the future.
- Legal costs. You and your landlord will need to take legal advice. Your landlord may require you to pay their legal costs in addition to their own.

2.6 100% ownership

- 2.6.1 See ‘Transfer of freehold’ in the ‘Key information about the home’ document to find out what will happen once you own 100% of your home.
- 2.6.2 When you reach 100% ownership of a shared ownership house, in most cases the freehold will transfer to you, and the shared ownership lease falls away. When you reach 100% ownership of a shared ownership flat, your lease will normally continue but certain clauses will no longer apply. Your lease will set out which clauses fall away at 100% ownership.
- 2.6.3 Your landlord will not charge you for the transfer described above, but there may be charges payable to third parties on reaching 100% ownership. For example, Land Registry fees to register the change in ownership or notice fees to third parties such as estate management companies.
- 2.6.4 You may need to enter into direct agreements with third parties such as estate management companies on 100% ownership.
- 2.6.5 Your legal adviser should advise you on any of the above which apply to your home.

3. Rent

- 3.1 Under a shared ownership lease, you only pay for part of the market value up front, and you agree to pay rent on the remaining share to the landlord.
- 3.2 The total rent to pay at the start of the lease is based on the percentage of the remaining share of the market value you did not pay for. This percentage is noted in the ‘Summary of costs’ document. If you buy more shares in your home, the rent will go down.

3.3 The rent is reviewed on each Review Date whether or not you will have owned the property for a year at the date of the first Review Date. The Review Date is set out in the 'Summary of costs' document and in your lease.

Your rent will increase when it is reviewed. It will not go down even if the Retail Prices Index (RPI) has fallen. Your actual rent increase will be calculated each year based on the RPI increase and additional percentage set out in your lease. Your landlord will notify you each year what this amount will be.

3.4 Your lease will include the dates used for calculating the increase in RPI. For more information see the 'Rent Review Period' and 'Rent Increase' sections in the 'Summary of Costs' document. A worked example demonstrating how the rent is calculated at review is also set out in Appendix 2 of the lease.

3.5 Your landlord may be entitled to terminate the lease and to make you leave the home if you:

- do not pay the rent
- do not observe and perform your obligations in the lease

The landlord would need a court order to terminate the lease. There are set rules on what grounds can be used to make an application for a court order.

If the landlord terminates the lease, you may lose any equity in the home you had bought. You could also lose any deposit or monies you have contributed towards the purchase of your home.

If action is needed for non-payment of rent or breach of another obligation in the lease, the landlord will be obliged to make your mortgage lender aware of this. The mortgage lender may take their own action as they feel is appropriate.

3.6 When you complete (the day you buy your home), you will need to pay these costs for the rest of the month and possibly for the following month:

- rent
- service charge (where applicable)
- estate charge (where applicable)
- buildings insurance
- reserve fund (also known as 'sinking fund') payment (where applicable)
- management fee (where applicable)

Remember to plan for these amounts when you work out how much money you need for completion. You will receive a completion statement that explains what you need to do. Your legal adviser will go through it with you.

For more information on what these costs are for, see 'Your monthly payments to the landlord' in the 'Summary of costs' document.

4. Other costs

4.1 You'll need to make monthly payments to the landlord for the:

- rent
- service charge (where applicable)
- estate charge (where applicable)
- buildings insurance
- reserve fund (also known as 'sinking fund') payment (where applicable)
- management fee (where applicable)

There is more information on the GOV.UK website about [service charges and other expenses](#). You can ask your landlord to provide a summary showing how the charge is worked out and what it is spent on.

Please see 'Your monthly payments to the landlord' In the 'Summary of Costs' document.

4.2 You'll need to budget for your other monthly costs, which may include:

- mortgage repayment
- contents insurance
- Council Tax
- gas and electricity
- water

4.3 You may need to pay a reservation fee to secure your home. When you pay the fee, no one else will be able to reserve the home. Your landlord may have a policy on how long they will reserve a property before exchange of contracts. See the 'Reservation fee' section in the 'Key information about the home' document.

If you proceed to buy the home, the fee will be taken off the final amount you pay on completion.

4.4 You'll need to pay a deposit towards your purchase:

- check with your legal adviser when you need to pay the deposit

- check with your mortgage adviser when your first mortgage payment is due after completion

4.5 You'll need to pay for your [contents insurance](#). You'll need to arrange this yourself before completion.

4.6 The landlord is responsible for the buildings insurance while you are a shared owner. This applies to both houses and flats.

If you reach 100% ownership and remain a leaseholder, you'll continue to pay the landlord for buildings insurance.

If you reach 100% ownership and become the freeholder, you'll need to arrange buildings insurance yourself.

To find out which of these apply, see the 'Maximum share you can own' section in the 'Key information about the home' document.

4.7 You'll need to pay your own solicitors' fees and any associated purchase costs. You can expect to pay fees including:

- legal services fee
- search costs
- banking charges
- Land Registry fee
- document pack fee
- management agent consent fee - subject to development and terms of the management company

Legal adviser's fees can vary. Your legal adviser should confirm what the fees cover and the cost when you instruct them to act on your behalf.

4.8 You may have to pay Stamp Duty Land Tax (SDLT) depending on your circumstances and the home's market value. Discuss this with your legal adviser. There is more guidance on the GOV.UK website:

- [Stamp Duty Land Tax and shared ownership property](#)
- [Calculate Stamp Duty Land Tax \(SDLT\)](#)

4.9 Remember to plan for these amounts when you work out how much money you need for completion. You will receive the following documents from your legal adviser:

- an initial quote for the costs involved
- a completion statement after exchange of contracts, which describes the actual costs

Your solicitor will go through these documents with you.

5. Maintaining and living in the home

This section describes the responsibilities for repairs and maintenance and who pays the costs.

- 5.1 As the leaseholder, you are responsible for keeping the home in good condition.
- 5.2 You are responsible for the cost of repairs and maintenance of the home. This means you will pay 100% of the costs no matter what share you own. This includes all of the costs set out in 'Monthly payments to your landlord' in the 'Summary of costs' document.

For information on help from the landlord with the cost of essential repairs in the first 10 years of the lease, see section 5.8, 'Initial repair period'.

- 5.3 The landlord is not responsible for carrying out refurbishment or decorations. For example, replacing kitchens or bathrooms.
- 5.4 You are responsible for arranging and paying for a boiler service every year. The service must be carried out by an engineer on the [Gas Safe Register](#).

5.5 Decoration and home improvements

- 5.5.1 You can paint, decorate and refurbish the home as you wish. For new-build homes, it's better to not decorate for the first year though. This gives building materials like timber and plaster time to dry out and settle.
- 5.5.2 If you want to make any structural changes to your home, check with your landlord first to see if you need permission.
- 5.5.3 You'll need to check with your landlord what counts as a home improvement and get permission before you carry out these works.
- 5.5.4 Home improvements may increase or decrease the market value of your home. How this affects you is covered in more detail in section 6, 'Buying more shares'.

5.6 Responsibilities for maintaining the building

- 5.6.1 For new-build homes, the building warranty will cover the cost of structural repairs (typically for the first 10 or 12 years). You'll need to check with the landlord who the building warranty provider is. You are also likely to benefit from a defects liability period (see 5.6.5 below).
- 5.6.2 For flats, outside of the initial repair period (see section 5.8), the building owner (typically the landlord) will arrange external and structural repairs required. The cost will be divided between you and the other flat owners in the building, if the reserve fund does not cover the cost. Check with your legal adviser to confirm what is in your lease.

5.6.3 If you buy a home through a shared ownership resale, any remaining period on the building warranty will transfer to you.

5.6.4 The service charge covers the items described in the 'Summary of costs' document. During the initial repair period, the landlord cannot use the service charge to pay for external and structural repairs. After the initial repair period, the landlord will use the service charge to pay for the costs, unless they are covered by the repairs reserve fund.

You have the right to be consulted about charges for running or maintaining the building if you have to pay more than:

- £250 for planned work
- £100 per year for work and services lasting more than 12 months

There are steps your landlord must follow when they consult you, known as a ['Section 20' consultation](#).

5.6.5 New-build homes have a defects liability period. This usually lasts for around 12 months after build completion, but it can vary depending on the contract. Check with your landlord what period applies to this home. During this period, the contractor must put right at their own expense any defects or faults which arise. For example, from defective materials or faulty workmanship. You should ask your landlord for information about the defects liability period.

5.7 Repairs reserve fund

5.7.1 If there is a reserve fund (also known as 'sinking fund'), you will need to pay into the fund. The fund covers major works, like replacing the roof. There are [rules](#) about how landlords must manage these funds. You will not usually be able to get back from the landlord any money you pay into this fund if you move home, even if there have been no eligible works carried out while you lived in your home.

5.7.2 Repairs which are the landlord's responsibility during the initial repair period will not be paid for using the reserve fund.

5.7.3 Refer to your 'Summary of costs' document to check if there is a reserve fund payment. Your landlord can provide you with further information on how they have calculated this payment, and what it will cover.

5.8 Initial repair period

5.8.1 There is a 10 year 'initial repair period' period starting from the lease start date which applies while you own less than a 100% share in the home.

5.8.2 Any work that is covered by a warranty or guarantee must be claimed through the policy by the policyholder.

5.8.3 Repairs which are the landlord's responsibility during the initial repair period will not be recharged through the service charge.

5.8.4 You will not be able to claim for repairs which are caused by deliberate damage or neglect of the home.

5.8.5 **External and structural repairs**

5.8.5.1 In the initial repair period, the landlord is responsible for the cost of essential repairs to:

- the external fabric of the building
- structural repairs to walls, floors, ceiling and stairs inside the home

5.8.5.2 These are limited to repairs not covered by the building warranty or any other guarantee. You must notify the landlord that the repair is required.

5.8.6 **General repairs and maintenance**

5.8.6.1 In the initial repair period, you'll be able to claim costs up to £500 a year from your landlord to help with essential repairs or replacement (if faulty) of:

- installations in the home for the supply of water, gas and electricity (including basins, sinks, baths and sanitary devices but not other fixtures, fittings and appliances for making use of the supply of water, gas or electricity such as ovens or washing machines), pipes and drainage
- installations in the home for space heating and water heating

5.8.6.2 The amount you can claim each year and the number of years remaining in the initial repair period is in the 'Key information about the home' document.

5.8.6.3 Repairs and maintenance costs over the allowance amount stated in the 'Key information about the home' document, or after the initial repair period ends, are your responsibility.

5.8.6.4 If you do not claim the full repairs allowance in one year, a maximum of one year's allowance will roll over to the following year. The following example shows how the repairs allowance works if you claim in years 2 and 3.

Year	Repairs allowance	Allowance claimed for repairs	Roll over to next year
1	£500	£0	£500
2	£1,000 (£500 + £500)	£750	£250
3	£750 (£500 + £250)	£0	£500

5.8.7 Claiming the repairs allowance

5.8.7.1 Contact your landlord to claim the repairs allowance. The landlord is responsible for deciding whether repairs are essential. They have the right to inspect the home when making this decision and can reject claims if the repairs or maintenance have been caused by a breach of the lease.

5.8.7.2 When you claim for the cost of essential repairs, the landlord will approve or reject claims in a fair and consistent manner. If the landlord declines a claim, they must:

- tell you why in writing within 7 days of receiving your information supporting the claim
- advise you of your right to dispute the decision
- set out the complaints handling process

5.8.7.3 To carry out repairs that your landlord agrees are essential, you must use a Trustmark approved tradesperson or professionals approved by your landlord. [Find a local tradesperson on the Trustmark website.](#)

5.8.7.4 The repairs allowance will transfer to a new owner if you sell the home. However, if the new owner buys a 100% share, the repairs allowance will not transfer to them.

6. Buying more shares

6.1 You can buy more shares in your home. This is known as 'staircasing'.

6.2 If you buy more shares in your home, the rent will go down.

- 6.3 Where you require legal advice when buying more shares, you are responsible for paying your own legal fees. Your mortgage lender will require you to instruct a suitably qualified legal adviser if you are borrowing money to fund any purchase of additional shares. The landlord is responsible for paying their own legal fees related to share purchase transactions.

It is advisable to take independent legal and financial advice before buying more shares to be clear on your options. Purchasing additional shares in the Premises where it will result in you owning more than 80% of the equity may result in Stamp Duty Land Tax (SDLT) being payable. Where you are not sure of the position, it is advisable to take independent legal and financial advice before buying more shares to be clear on your options and obligations. More information on SDLT in relation to shared ownership property can be found at <https://www.gov.uk/guidance/sdl-t-shared-ownership-property#paying-sdl-t-in-stages-and-buying-further-shares>

6.4 **Buying shares of 5% or more**

6.4.1 You can buy additional shares of 5% or more at any time.

6.4.2 You'll need to know your home's market value. You'll need to pay for a valuation by a surveyor who is registered with the Royal Institution of Chartered Surveyors (RICS). The responsibility for who arranges the valuation (you or the landlord) is in the 'Home valuation' section of the 'Summary of costs' document. You can [find a registered surveyor on the RICS website](#).

6.4.3 The landlord may charge an administration fee each time you buy a share of 5% or more. The fee is stated in the 'Summary of costs' document.

6.4.4 You will need to have your landlord's permission to make home improvements.

6.4.5 If you have made home improvements, then your home valuation should show two amounts:

- the current market value - this is the home's value including any increase because of home improvements
- the unimproved value - this is the home's value excluding the value added by any approved home improvements carried out

6.4.6 The price for additional shares of 5% or more is based on the unimproved value.

6.5 **Buying shares of 1%**

6.5.1 You have the option to buy a 1% share each year for the first 15 years that you own the home.

- 6.5.2 The price of the 1% share is based on the original full market value adjusted up or down each year in line with the [House Price Index](#) (HPI). The HPI is a national statistic that shows changes in the value of residential properties.
- 6.5.3 The landlord will give you an up-to-date HPI valuation at least once a year and again when you request to buy a 1% share.
- 6.5.4 You or the landlord can choose to use a RICS valuation instead of HPI. The party who chooses to instruct a RICS surveyor pays for the cost of the valuation. Any time a RICS valuation is obtained in relation to your home, the valuation figure will be used as the basis for future HPI valuations.
- 6.5.5 You cannot roll over unused options to buy 1% shares to future years. The offer is limited to a maximum of 1% each year.
- 6.5.6 The landlord will not charge an administration fee when you buy a 1% share. If you buy larger shares, they may charge a fee.
- 6.5.7 You cannot buy shares of 2%, 3% or 4%.

7. Selling your home

- 7.1 You can sell your home at any time.
- 7.2 If you do not own 100% of your home, you must inform your landlord when you intend to sell your share.
- 7.3 If you do own 100% of your home, you can sell it on the open market. For example, through an estate agent. In some circumstances, you may need to inform third parties about your intention to sell. Your legal adviser will tell you if this is the case.

7.4 Landlord's nomination period

- 7.4.1 When you give the landlord notice that you intend to sell your share in your home, the landlord has a period of time to find a buyer. This is called a nomination period, and it is specified in the 'Key information about the home' document. The landlord may offer to buy back your share, but only in exceptional circumstances and if they have funds available.
- 7.4.2 If the landlord does not find a buyer within the nomination period, you can sell your home yourself on the open market. For example, through an estate agent. If you sell on the open market, you can either:

- the current market value – this is the home's value including any increase because of home improvements
- the unimproved value – this is the home's value excluding the value added by any approved home improvements carried out

7.4.3 There are certain limited circumstances where the landlord's nomination period does not apply. These include the death of a leaseholder or if a court order requires you to transfer your ownership. You should ask your legal adviser if you think these circumstances may apply.

The landlord's nomination period also does not apply once you own 100% of your home.

7.4.4 If your landlord finds a buyer during their nomination period, the price will be at the current market value of your share of the home based on a RICS valuation.

7.4.5 If you sell your share on the open market, without first following the landlord nomination process set out in your lease, your landlord may require the new owner to make an additional payment and complete final staircasing.

7.5 Selling fees and costs

7.5.1 The landlord may charge you a fee when you sell your home. The cost is stated in the 'Summary of costs' document.

7.5.2 You are responsible for seeking legal advice when you sell your home. You will need to pay your legal fees.

7.6 Valuations

7.6.1 The sale price of your home is based on a RICS valuation. Further information can be found on the [RICS website](#).

7.6.2 For information on who is responsible for arranging and paying for the RICS valuation, see the 'Summary of costs' document.

7.6.3 Once the nominations period has ended, the lease does not specify a maximum or minimum price for resale. If you have not reached 100% ownership, your landlord will be asked to approve your buyer's mortgage. This approval may not be given if the purchase price is not

supported by a RICS valuation confirming the current market value of your home.

Useful links

Service charges and other expenses (GOV.UK)

<https://www.gov.uk/leasehold-property/service-charges-and-other-expenses>

Service charges and other issues (Leasehold Advisory Service)

<https://www.lease-advice.org/advice-guide/service-charges-other-issues/>

A guide to mortgage fees and costs (Money Advice Service)

<https://www.moneyadvice.service.org.uk/en/articles/mortgage-related-fees-and-costs-at-a-glance>

UK House Price Index (Land Registry)

<https://landregistry.data.gov.uk/app/ukhpi>

Retail Prices Index percentage change over 12 month (Office for National Statistics)

<https://www.ons.gov.uk/economy/inflationandpriceindices/timeseries/czbh/mm23>

RICS

[RICS website](#)

5. General guidance

Today's new homes include many improvements in construction that have been introduced over the years, but your new home still needs to be run-in gently for the first few months. This is because bricks, timber, plaster and other materials generally absorb water during construction.

As the home is lived in and heated, it dries out. As it dries out, the wood and plaster may shrink, causing small cracks to appear. These cracks are not structurally important and are covered in the normal process of redecoration. Because cracks are inevitable, the builders are not obliged to rectify them unless they are larger than 3mm in width.

New buildings often take a long time before they are fully dried out. While this is happening, they need heat and extra ventilation. During the first winter of occupation, most dwellings require gentle heat over more hours than they may need in subsequent winters. Allowance should be made for this. The builder will repair any very large cracks caused by this process at the end of the defects period. If possible, try to avoid any decorating during the first year, especially using wallpaper, as it is very difficult to assess the extent of any cracking if the walls have been papered over. Care must be taken not to puncture the external walls.

Minimising cracking

By taking the following steps, you should be able to reduce occurrence of cracking due to shrinkage:

1. Avoid large temperature differences during the day by setting your heating controls at a comfortably low level for longer periods (instead of shorter periods on a higher heat setting). This allows your home to gradually warm up
2. Check to ensure all trickle vents (ventilation slots in your windows) are open 24 hours a day. This allows gradual, gentle ventilation
3. Encourage ventilation by opening windows and internal doors whenever you reasonably can
4. Keep kitchen and bathroom doors closed when cooking or washing as these activities create a lot of water vapour, which should not be allowed to spread to other rooms in your house. Ensure the extractor fans are on when you wash or cook and open a window where appropriate.

Preventing condensation

Condensation is steam or water vapour that turns into water by condensing on cold surfaces, and next to shrinkage is often the most common problem in new homes. It can damage clothes, bedding, floor coverings, decorations and the home itself if mould growth takes hold on walls and ceilings. Homes that are heated and ventilated intermittently are more likely to suffer condensation problems. The moisture in the air comes from several sources within the house – water vapour is

produced in relatively large quantities from normal day-to-day activities such as washing and drying clothes, personal washing and cooking.

To help deal with condensation you should take the following steps:

Produce less moisture

Ordinary daily activities produce a lot of moisture. Be conscious of minimising the amount of moisture you produce when for example boiling kettles, running baths and cooking.

1. Use lids on pans when cooking (this saves fuel too)
2. If possible, dry clothes outside
3. Do not use paraffin heaters (they produce a lot of water vapour)
4. Wipe up wet surfaces after use e.g. bathroom tiles, kitchen worktops and sinks
5. Ventilate to remove moisture.

You can ventilate your home without making draughts. Some ventilation is needed to get rid of the moisture that is produced all the time. Keep your trickle vents open 24 hours a day. Consider having a window ajar when someone is in the room.

You need much more ventilation in the kitchen during cooking so you should open a nearby window. Close the kitchen and bathroom doors when they are in use. This stops the moisture reaching other rooms, especially the bedrooms that are often colder and more likely to suffer from condensation.

Opening and closing doors to circulate the air can ventilate cupboards and wardrobes. Avoid putting too many things in them as this can stop the air circulation. Leave a space between the back of the furniture and walls and if possible do not position wardrobes, beds and large pieces of furniture touching external walls.

You should also:

1. While drying clothes indoors, ventilate the room
2. After a bath or shower, try to ventilate the room to the outside, not the rest of the home – opening a window (closing the door) and/or allowing the extractor fan to run on will help
3. Make sure the extractor fan is operative. Extractor fans often have an air-moisture switch so that they operate automatically while the moisture in the air is above a set amount.

Efflorescence

This is another sign of drying out that may appear as white deposits on outside walls. This is caused by salts coming out of the wall materials. On external walls, the efflorescence will eventually disappear.

4. Mains services

Electricity

Your supplier is British Gas. If you want to, you can change supplier.

The electricity meter is located externally in a meter cabinet. The meter and the cable leading to it belong to the supply company and must not be tampered with.

Should you wish to turn off the electricity for any reason, you can do so by using the 'off' button on the consumer unit, which is situated in the entrance hall.

Your consumer unit is equipped with 'circuit breakers' rather than fuses. Circuit breakers are generally more sensitive than fuses and may trip out even when a light bulb fails or if you are using an appliance with an electrical fault or defective plug.

Do not attempt to do any work on an electrical circuit or appliance unless you are suitably qualified.

If a power point is not working, check the circuit breaker and reset if necessary. If it trips again unplug the appliance and contact Beyond Housing on **0345 065 5656**.

General safety guidance relating to electricity can be summarised as follows:

- **Always** unplug any appliance before carrying out any maintenance i.e. changing a fuse
- **Always** ensure appliances are fitted with the correct fuses as recommended by the manufacturer
- **Always** follow the manufacturers' instructions for wiring appliances
- You are strongly advised **not** to use a portable electric fire in the bathroom
- You are strongly advised **not** to use an electric hair dryer or any other portable electric appliance in the bathroom
- **Do not** attempt to repair, alter or extend electrical installations
- **Do keep** a torch close to the consumer unit in case of an emergency
- You are protected by a residual current breaker. These breakers are easy to re-set by returning the switch to the on position.

Gas

Your supplier is British Gas. If you want to, you can change supplier.

The main gas enters your home via a wall mounted or ground meter box located next to the front entrance door. In emergencies, a lever valve in the meter box can turn off the gas. Any gas appliances should be installed by a Gas Safe Registered fitter.

If you smell gas or are worried about gas safety, you can call the National Gas Emergency Service on 0800 111 999 at any time, day or night every day of the year. Your call is free and you will be put through to a trained operator who will take all the details. All calls are recorded, and may be monitored.

- **Do not** create a flame or operate electrical switches
- **Do** put out flames, open doors and windows and keep people away from the area and turn the gas off at the control valve.

Water

Your water supplier is Northumbrian Water. You cannot change supplier.

Each property has its own water supply and water meter, which is on the front pavement. The water company reads the meter and sends you a bill regularly.

Your water supply can be turned off at the stopcock, which is in the kitchen unit below the sink.

You will find connections for a washing machine in the designated washer space. We recommend a qualified engineer installs your washing machine.

In the event of a major leak on any of the water services, the stopcock should be turned off and you should contact Beyond Housing on **0345 065 5656**.

Minor leaks such as a dripping tap or radiator valve can usually be dealt with without isolating the whole of the water system, but again it is important that you notify Beyond Housing on **0345 065 5656**.

Telephone

Telephone sockets have been provided in your living room. To set up a telephone connection, you will need to contact your chosen supplier directly to arrange this service.

TV aerial

A TV point is located in the AJ areal check room and each bedroom. These are all wired back to the loft space for future installation of aerial. Please note, an aerial is not provided.

Buried services

Dig your garden with care, a layer of top soil is provided for planting, you should not dig below this level. Special care should be taken to prevent contact with services that are buried in the grounds of the property.

The electricity, gas, telephone/TV and water services normally enter the property from buried ducts at the front of the property. Gas and electricity supplies are laid generally in straight lines to the meter unit. Depths typically start at about 400mm.

Drainage for the property is often routed across rear and front gardens; the system also includes inspection chambers, which may be located on paths or in the soft ground. These chambers have an important role in the maintenance of a free running drainage system. Therefore, they must not be covered or overgrown. If covers are found to be loose or ill-fitting they should be reported to Beyond Housing on **0345 065 5656**.

6. Equipment

Hinges

Hinges should be lubricated periodically with light machine oil. Whilst squeaking of hinges is a sign of lack of lubrication, if it occurs frequently then pin misalignment should be investigated.

Locks and latches

The correct operation of a lock or latch, assuming correct fitting, is often affected by movement of the door or frame caused by climatic conditions or wear on hinges.

Lubricant should occasionally be applied to the side and striking face of latch bolts. Grease should not be applied to the internal lock mechanism, as this will attract dust.

Cylinders

Cylinders should not be lubricated with oil, as this will attract dust, which can affect their smooth operation. They should be maintained with a periodic application of powdered graphite into the keyway.

Lever handles

Back plate and rose fixings should be periodically checked for tightness and adjusted if found loose. Badly fitted and maintained furniture can prevent the lock from operating correctly. Spindle grub screw fixings should also be checked and tightened.

Care of ironmongery finishes

Frequent dusting using a soft dry cloth and occasional washing with warm soapy water, followed by a light application of good quality wax polish will provide a good foundation for preserving the appearance of most finishes. Chemical sprays, cellulose based thinners and silicone based polishes should be avoided. Ironmongery fitted externally will require greater attention due to increased exposure to atmospheric conditions.

It is strongly advised that solvents, metal polishes, or cleaners containing abrasive powders or abrasive cloths and pads should not be used for cleaning lacquered or electro-plated finishes.

Kitchen unit door and drawer fronts (melamine and foil wrapped)

These should be wiped clean with a cloth dampened with water containing a mild detergent. Avoid over wetting. Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly, do not use scouring pads, wire wool or any similar cleaning aids.

Kitchen drawer boxes

To clean drawer boxes, remove drawers from units and brush to remove loose dirt, etc. Wipe clean with silicone furniture polish or cloth dampened with mild detergent. Avoid harsh, abrasive cleaning materials, solvents and particularly avoid saturating the drawer bottom with water.

Kitchen unit hinges and drawer runners

These should be inspected periodically and any dirt, fluff or grime removed by means of a vacuum cleaner nozzle and flexible nose or soft dry brush or duster. Lubrication should not normally be necessary. However, household spray polish can be used as a lubricant if required.

Interior of kitchen units

Brush out any loose dirt etc., and clean interior surfaces by means of a silicone furniture polish or cloth dampened with water containing a mild detergent. Polish surfaces with a soft dry duster. As with drawer boxes, avoid any harsh or abrasive cleaning materials and excessive water or any other liquid.

Kitchen worktops

Most everyday stains may be removed by wiping with a cloth dampened with water and a mild detergent. Persistent stains can be removed with a mild abrasive cleaner, but harsh scouring powders should be avoided.

Stains on textured worktops are best removed using a household spray type cleaner and a nylon bristled hand brush moved in a circular fashion. Afterwards wipe clean with a damp cloth.

Certain chemicals and strong dyes can cause damage and discolouration. Spillage of such things as beetroot juice, concentrated fruit juice, dye, shoe polish, chemicals, etc. should be mopped or wiped off and thorough cleaning commenced immediately.

Stainless steel sink

Your sink should be washed with warm soapy water, wiped dry and then buffed with a soft cloth to restore the polished surface. Using undiluted disinfectants and bleaches on your sink will leave a permanent stain if not removed immediately. Clean the area with plenty of water containing a mild detergent. Do not use any harsh abrasives or scouring powders.

General kitchen do's and don'ts

- **Do** wipe away any spillages immediately from worktops or within units
- **Do** thoroughly clean all units regularly
- **Do not** chop food directly on the worktop surface – use a chopping board
- **Do not** place hot pans, cigarettes, etc. on the worktop surface or sinks, use protective mats or ashtrays
- **Do not** leave unit doors, oven doors etc. open longer than necessary; this could cause injury to yourself or others
- **Do not** overload shelves.

Cleaning windows

- Slightly dirty frames can be cleaned with warm water and washing up liquid
- Extremely dirty frames should be cleaned with a cleaning agent
- Abrasive cleaners as well as dry cleaning with a duster should be avoided. Cleaning solutions and polishes that contain solvents or thinners should not be used. Aggressive chemicals like these will attack the window frames and seals
- Rust patches can only appear because of external metal particles from the outside atmosphere.

Frequency of cleaning

The accumulation of atmospheric grime makes it necessary to clean the surface of the window regularly to maintain its appearance. In badly polluted, industrial, marine or city centre locations it is recommended that cleaning is carried out once every three months, and in relatively rural locations once every six months. Cleaning can usually be carried out when the window glass is cleaned.

Glass and glazing

All glass installed complies with BS 6262 – 1982, and the Building Regulations in place at the time of the installation. The exact type and specification of the glass installed will be detailed on our production drawings.

Door and window hardware

All moving parts, locks, hinges, side arms etc., must be oiled with a light grade lubricant on a six-monthly basis, or more frequently when under heavy use or if there is a salt or chlorine atmosphere.

Replacement hardware is available from ourselves if required, due to breakage or damage.

Blockages – kitchen waste pipes

If a blockage occurs and the sink is full of water, try to remove the blockage by using a suction cup plunger (if you feel able) to force water up and down the waste pipe.

The risk of blockage can be reduced if you pour fat that goes hard when cold into an empty tin or milk carton and place in the bin rather than down the drain.

Blockages in baths and basins

Blockage here is normally caused by a build-up of hair and soap and becomes noticeable when the shower or basin starts to drain away more slowly.

Note: All basins, sinks and baths are fitted with removable waste traps which can be unscrewed and cleaned as necessary.

Blockages resulting from misuse by customers may be rechargeable.

We would like to remind you toilets are designed to flush water, human waste and toilet paper ONLY.

Never flush disposable nappies, sanitary towels, disposable razors etc. down the toilet. These can cause serious blockages, which will require the services of a drain cleaning company to clear, and the cost of this service will be your responsibility.

Cleaning sanitary ware

Baths, basins and sinks should be cleaned with recommended products to avoid damaging the surfaces. Do not use scouring or gritting cleaners. Bleach should not be mixed with lavatory powders nor allowed to stand in stainless steel sinks.

Ceramic tiles

The routine cleaning of glazed ceramic wall tiles should be carried out after

the removal of any loose dirt or grit by wiping off with a dry cloth, followed by washing with warm water to which a neutral, low sulphate detergent has been added. After a further rinse with clean water to ensure thorough removal of the detergent solution the installation should be given a final, wipe down and polish with a clean, dry, soft cloth. Abrasive powders, which may scratch the glaze, must not be used.

Floors – Bathroom, kitchen and WC

The floor is covered with vinyl sheet, which has been stuck down. These floors may be cleaned with water and a mild detergent using a clean mop. Please ensure that no hard-abrasive types of cleaners are used.

7. Environmental design features

Well insulated

Walls, floors, roofs and separating walls are all insulated to the latest Building Regulations requirements with products attributing low global warming potential.

Energy efficient windows

Site-specific materials and window styles are chosen to improve thermal comfort within the home, thus reducing fuel costs and the impact on the environment. All windows that are fitted are low-e argon filled double-glazing.

Efficient gas boiler

Is a high efficiency gas combination boiler, which will reduce fuel usage and provide on demand heating and hot water.

Low energy lighting

All fittings within your home accommodate compact fluorescent lamps, which save energy and have a much longer life than standard bulbs.

Water efficient appliances

We have provided you with a leaflet, which fully explains the European Environment Labelling Scheme that recommends A/A+ appliances should be purchased to achieve maximum efficiency and value for money.

Good sound insulation

All properties will be constructed in compliance with Part E of the Building Regulations.

Environmentally friendly materials

Wherever practical locally sourced materials are used. All materials are sourced from suppliers/manufacturers with the appropriate legislative environmental certifications.

Timber from sustainable harvest sources

Certified or recycled timber has been used in the construction of your home.

Certified timber means that the timber has been harvested in accordance to certain standards. Most of these schemes also operate a chain of custody control to ensure that the wood is, verifiably, from the certified source. It requires that the timber is marked and/or separated from uncertified timber through all processing stages from the forest to the retail shelf.

Energy

Your home and global warming

The earth is surrounded by an atmosphere, which keeps it at a constant temperature. Certain gases released into the atmosphere make it work like a blanket, trapping heat in. These are known as greenhouse gases.

There is evidence that the earth is heating faster than ever before because we produce too many of these harmful greenhouse gases. For example, the nine warmest summers in the UK since records began have occurred in the last twelve years.

As well as saving the earth, it is estimated the average household could also save £300 a year in energy bills by being more energy efficient.

Heat your home for less

A few simple steps could result in your home costing less to heat, as well as producing less of the harmful CO₂ emissions. The Energy Savings Trust recommends you:

- Turn your thermostat down by 1°C as this can cut more than 10 per cent from the average central heating bill
- Close your curtains at night and make sure they are tucked behind the radiators (saves up to £15 a year)
- Close windows when the heating is on – but remember to leave vents open to prevent condensation
- Wear warm clothes when indoors during winter months. Set heating controls so that your property is not heating when you are not going out for long periods
- If you have adjustable radiator valves, turn them down (but not off) in rooms not in use.

Hot water

The mixing valve has a wax capsule thermostat that maintains a stable temperature, ensuring safe operation for the user of 43°C. TMVs (thermostatic mixing valves) have been installed to the bathroom washbasins and to the bathroom shower.

Lighten your bills when you light your home

In most homes, lighting accounts for around 10 to 15 per cent of an electricity bill. If everyone in the UK installed one energy-saving light bulb, we would save enough harmful CO₂ to fill the Royal Albert Hall nearly 200 times. The Energy Saving Trust advises:

- Energy saving lights bulbs use 70 per cent less energy than normal light bulbs but are just as bright
- Switching from a standard bulb to an energy saving bulb can reduce your electricity bill by up to £9 a year
- Remember to turn the lights off when you leave a room – no matter what kind of bulb you have – this can save you £7.50 a year.

Dedicated low energy lights supply 100 per cent of your home's lighting. The average life of a CFL is 8–15 times longer than that of traditional bulbs. While the purchase price of a CFL is typically 3 to 10 times greater than a traditional bulb, the extended lifetime and reduced running cost more than compensates for this.

Use your kettle to stop your bills boiling over

You can help save energy in many ways around the home even when making yourself a cup of tea or coffee. It is easy to use your kettle efficiently and save money.

- Only put as much water as you need when boiling the kettle but always cover the element
- Remove lime scale in your kettle by leaving in a cup of vinegar overnight. Kettle elements coated in lime scale use more energy.

Washing savings

Washing and drying your clothes can be a costly business – but it need not be. A few seconds' preparation could help you save energy and money when you do your laundry.

- Modern washing powders and liquids work just as well at lower temperatures. Washing at 40°C will use a third less electricity than at 60°C
- Run the washing machine with full loads.

Let clothes dry naturally if possible using the rotary dryer available on the premises.

Say goodbye to standby

How many of us leave appliances plugged in all the time? If chargers for devices such as mobile phones and laptops were unplugged when not in use, the UK could save enough electricity each year to power 115,000 homes.

- People leaving appliances on standby waste almost a billion pounds' worth of electricity in the UK every year.
- Do not leave appliances on standby or on charge unnecessarily. Once they are fully charged or not in use switch them off.

8. Exteriors

Turf aftercare

Proper care for your turf after laying is vital for developing a healthy beautiful lawn. The following information is intended to guide you through the early stages when your turf is at its most vulnerable. Bear in mind that site conditions and time of year should be taken into consideration when caring for your new turf.

Never let establishing turf dry out.

1. Water your new lawn immediately after installation using a hose and sprinkler. A watering can or hand held hosepipe is not good enough. If cracks appear in the turfed lawn, it is a sign of under-watering
2. Pay particular attention to the edges and corners. You should have your sprinkler on for approximately 45 minutes per area
3. Irrigate twice a day for the first week
4. Irrigate once a day in the second week
5. Irrigate as necessary depending on weather conditions in the third and following weeks
6. Water areas near buildings and paths more often where reflected heat dries the turf out faster
7. Be aware windy days dry the turf out just as fast as hot days
8. Turf is a living plant and requires as much loving care as any other garden plant – more so during establishment
9. It is best not to walk on the turf while your lawn is establishing. When moving your sprinkler use planks to spread your weight across the area.

Maintenance

1. During the first three weeks, avoid heavy or concentrated use of your lawn. This will give the turf and roots an opportunity to firmly knit with the soil and ensures that your turf will remain smooth
2. Mow your new turf approximately ten days from laying during the spring and summer seasons, or after three weeks during the autumn and winter depending on grass growth
3. Adjust your mower to its highest setting – it is vital that the new turf is not cut too short or scalped during the early mowings, or left to get too long
4. Take care to avoid scalping, keep mower blades sharp and never use a strimmer to cut your lawn
5. An occasional change of mowing direction can be beneficial
6. Rolling of your new turf may benefit the establishment of your new lawn.

Feeding

As a rule of thumb, a balanced fertiliser containing similar levels of Nitrogen (N), Phosphate (P) and Potash (K) should be applied every four to six weeks during the growing season. Always follow the manufacturer's recommendations with regard to the quantity, timing and method of application. A policy of little but often will help maintain your lawn in peak condition.

Car parking

Car parking spaces have been provided for all properties.

Please do not carry out engine oil changes on these areas. Spillages will seriously damage the surface and pollute the environment.

9. Services to communal areas

Vistry Partnerships provides a number of services to communal external areas.

Services may include (as appropriate):

- Lighting to road and footpaths until adoption by local authority
- Communal landscape
- Roads, footpaths and communal paved areas until adoption by local authority
- Drainage
- Maintenance of estate fencing.

The above services are included in your service charge and are based on incurred costs. Beyond Housing makes no profit on service charges.

10. Security

- Do not allow strangers into your house without asking for proof of identity and being satisfied with that identity
- Whenever you leave your home, even to visit a neighbour for a short time, make sure your entrance door and all windows are secure
- Never leave valuables where they can be seen by looking through a window. Hide small valuable items like jewellery in a safe place
- Make sure the contents of your home are insured against fire, theft and any terms about declaring valuables are complied with.

Have valuable items photographed and use the new marking methods available so your goods can be traced if stolen.

11. Useful information

Junk mail

If you want to stop receiving unaddressed mail delivered by Royal Mail to your home, you can do so by contacting Royal Mail at:

Freepost RSTR-YCYS-TGLJ
Royal Mail Door to Door Opt Outs
Kingsmead House
Oxpens Road
OXFORD
OX1 1AA

Email: optout@royalmail.com

You will then receive an opt-out form to your address, which you must sign and return for security reasons and to verify that residents at the address have requested the opt-out.

Once you have returned this form, Royal Mail will stop delivering unaddressed items to your address within six weeks.

The opt-out will last for a period of two years from the date they receive your opt-out form. If you wish to continue your opt-out after the two year period you can do so by contacting them at optout@royalmail.com or on **01865 796964**, or at the address above.

Please be aware the opt-out service only relates to unaddressed mail, which counts for about 25% of the total volume of unaddressed mail items in the United Kingdom. Royal Mail is still legally obliged to deliver all addressed mail, which includes mail that is addressed 'To the occupier' (or with any other generic recipient information), as well as mail that is personally addressed to you by name.

If you would like to stop any other unwanted communications please visit www.mydm.co.uk which provides details on all other preference services, or call **0845 703 4599**.

Fixing to a wall

The type of fixing you should use to attach items to walls depends on the construction of the wall and the weight of the item. Pictures and other light items can be hung on all types of walls using steel picture hooks or masonry nails.

Fixing to the external masonry wall

Heavier items can be fixed using wall plugs and screws. You should ensure the wall plug and screw penetrate through the plaster or plasterboard, well into the blockwork.

Decorating

The walls and ceilings of your home have been painted with emulsion paint and the woodwork has been painted with gloss.

Walls

Further coats of emulsion and oil-based paints or wallpaper can be used for later redecoration, once the walls have dried out (this normally takes nine to twelve months). When you redecorate, use decorator's filler to make good any minor gaps and plaster cracks, which have arisen from normal drying-out and shrinkage.

If, later, you want to remove wallpaper from a wall with a plasterboard finish, avoid scraping too vigorously, otherwise the surface may be damaged.

Ceilings

Redecoration should follow the guidelines highlighted above.

Woodwork

New woodwork absorbs a lot of paint or stain and so the first painting of a home may not give as good a finish as later repainting. The surface should be cleaned and prepared properly and be completely dry before repainting.

Environmental considerations

There are several things that you can do to help the environment whilst carrying out DIY:

- Use environmentally friendly products and components
- Use timber from sustainably managed sources that has been certified by the Forestry Stewardship Council (FSC) or the Programme for the Endorsement of Forest Certification schemes (PEFC).

Carrying out DIY activity such as drilling, hammering and sawing can be noisy and disturbing. Please be considerate regarding the time of the day that you carry out your DIY tasks and alert your neighbours before you start a noisy job, whether it is inside or outside your home.

My important numbers







Contact details

beyondhousing.co.uk
enquiries@beyondhousing.co.uk

Follow us on social media

 [BeyondHousingUK](#)
 [@BeyondHousingUK](#)

0345 065 5656