



PEOPLE

Respecting the rights of other tenants



Living together

If like the majority of our tenants, you live in a flat or a maisonette, we understand that living close to your neighbours can sometimes bring problems. However, with a little consideration and respect for each other, all tenants can get along well.



Communal areas

Everyone living in your block is responsible for keeping communal areas clean and tidy. Most tenants pay a service charge which means communal areas are cleaned regularly, but all tenants are jointly responsible for keeping shared areas clean and free of clutter.

Never leave rubbish or furniture on stairs, landings or hallways, as this causes a safety hazard. Communal gardens are provided for everyone to enjoy and we provide a shed where gardening equipment can be stored. Please think of your neighbours when using these facilities and help to keep them tidy.

Threatening behaviour

Venture will not tolerate any kind of threatening or abusive behaviour from tenants. We will always try to resolve any disputes in a fair way and listen to both sides. We will not hesitate to report tenants to the police if necessary and we will take steps to evict tenants who behave in a threatening way.

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Noise

A reasonable amount of noise is to be expected, but remember that in flats and maisonettes you may have neighbours above and below you as well as at the side.

Please do not play loud music, slam doors, shout in the hallways and stairwells, gather in groups, or play games in communal areas. Please be considerate late at night when your neighbours may be sleeping. Let your neighbours know when you are having a party and talk to your neighbours about noise levels if it is becoming a problem.

Door entry systems

Door entry systems ensure that only genuine tenants and their visitors can enter. To protect yourself and your neighbours:

- do not let in strangers
- do not ask your neighbours to let in your visitors
- do not wedge the outer door open and leave it unattended.

Pets

Flats aren't ideal places for pets and that's why your tenancy agreement does not allow cats or dogs. In fairness to other tenants, you must ask us for permission to keep any other type of pet.

Any questions?

If you have any questions about living in flats or caring for communal areas call your Housing Officer on **0151 261 2100**.

Translation, braille, audio tape and large print available on request



0151 261 2100

ستترجم عند الطلب

ব্রাহ করলে এর অনুবাদ করানোর ব্যবস্থা করা হবে

若有需要時將會翻譯成中文。

अनुसोध करने पर अनुवाद करने की व्यवस्था की जाएगी।

ਬੇਨਤੀ ਕਰਨ 'ਤੇ ਤਰਜਮਾ ਕਰਵਾਇਆ ਜਾਵੇਗਾ

درخواست کرنے پر ترجمہ فراہم کیا جائے گا۔

Marka la sooda codsado ayaa laturjumi doona.

Si vous voudriez cette information dans une autre langue, ou dans un autre format tel que Braille ou grande copie svp contactez-nous sur **0151 261 2100**.

Si usted quisiera esta información en otra lengua, o en otro formato tal como Braille o ampliación de foto por favor éntrenos en contacto con en **0151 261 2100**.

Se você gostar desta informação em uma outra língua, ou em um outro formato tal como Braille ou a cópia grande por favor contate-nos em **0151 261 2100**.

Jesli Chcialbys otrzymac ta informacje w innym jezyku lub formacie np. jezyku Braille/teks napisany duza czcionka. Zadzwon pod numer **0151 261 2100**.

Contact details

Venture Housing Association Limited, Venture House
212H Boaler Street, Liverpool L6 6AE

Tenant helpline: **0151 261 2100** (Lines are open Monday to Friday, 9am to 5pm)

www.vha.org.uk Email: **info@ventureha.co.uk**

Please note, if you call our Helpline outside these hours a trained operator will offer advice and take a message which will be passed on to the Venture team on the next working day.

Repairs hotline: **0151 261 2199**

Rent payment helpline: **0800 389 4438**