

alterations to your property
new build - part buy, part rent



Alterations to your property

New Build - Part Rent, Part Buy Property

Welcome to your new home.

There are certain things that you should and should not do to ensure that no guarantees or warranties on installations and equipment are invalidated by your actions.

Please read the following and keep it for reference in future.

	WHAT YOU MUST DO	WHAT YOU MUST NOT DO
Any Alterations	You must get permission from TRHG for any structural alterations such as building a conservatory Write to the Development Section at TRHG Head Office (address on back cover).	Carry out structural alterations without permission
Gas boiler	You must take responsibility for annual servicing of your gas boiler. This is required by law.	Neglect annual servicing of your gas boiler.
Gas system	Gas cookers or hobs must be fitted by a Corgi registered plumber. This is a legal requirement.	You may not make any changes to the gas system unless you get written permission from TRHG and the work is done by a Corgi registered plumber.
Electrics	You may change any lampshades or fittings, or have extra sockets fitted, at your own expense. We recommend that any work is done by a qualified electrician. You should be aware that any such changes may invalidate warranties provided by the developer.	

Contact Customer Services team
24 hours a day, 7 days a week and 365 day a year on:

0191 384 1122

	WHAT YOU MUST DO	WHAT YOU MUST NOT DO
Water	You may fit a shower, or an outside tap, at your own expense. You should write to the Development Section at Head Office for permission.	You may not make any changes to the water system.
Heating		You must not paint radiators for the first 12 months. You must NEVER paint the boiler.
Windows	You must ensure that windows are fitted by a FENSA registered contractor.	You must not fit or renew windows without permission from TRHG.
Lofts		You must not board loft areas over as air needs to circulate to prevent dampness. You may not use the loft areas for storage of heavy items as this could affect the roof structure.
Floors	Laminate flooring	You may not fit laminate flooring in apartments, for two reasons: difficulty of access and potential noise nuisance.
Kitchen	You may change the kitchen units, tiles or worktops.	
Defects	A defect is an inherent fault in a new property, for example windows which do not close, or leaking radiators. A repair is a fault caused by wear and tear, accidental damage, or through the actions or neglect of the tenant. Within the defects period, you should report any defects to the TRHG Customer Services Team on 0191 384 1122.	

We can produce this information leaflet in alternative formats and languages.

If you would like information in another language or format, or require the services of an interpreter, please contact us on: 0191 384 1122.

إذا أردت هذه المعلومات بلغة أخرى أو بصيغة أخرى،
أو إذا كنت بحاجة إلى خدمات المترجم، نرجو الاتصال بنا.

আপনি যদি অন্য কোন ভাষায় অথবা ধরনে এই তথ্য চান, অথবা কোন দোভাষীর
সার্ভিসেস-এর প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের কে যোগাযোগ করুন।

若您想要此資訊的另一語言版本或另一形式，或者需要傳譯員
的協助，請聯絡我們。

ਜੇ ਤੁਹਾਨੂੰ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਜਾਂ ਤੁਹਾਨੂੰ
ਗੱਲਬਾਤ ਸਮਝਣ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰੈਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ
ਨਾਲ ਗੱਲ ਕਰੋ।

اگر آپ کو معلومات کسی دوسری زبان یا شکل میں درکار ہوں، یا
آپ کو ایک انٹریپرٹر کی سروسز کی ضرورت ہو تو ہم سے رابطہ کریں۔

Contact Address

Head Office
Three Rivers House
Abbeywoods Business Park
Pity Me, Durham
DH1 5TG

Open: 9.00am - 5.00pm
Monday to Friday

Contact Customer Service Team

24 hours a day, 7 days a week and 365 days a year

0191 384 1122

customer.services@threerivershousing.co.uk

Visit our website for more information on www.threerivershousing.co.uk



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