

**alterations to your property**  
new build - rented



# Alterations to your property

## New Build - Rented 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
<b>Any Alterations</b>	If you are thinking of altering anything, you <b>must</b> get written permission first from Three Rivers. Contact the Development Section at TRHG Head Office (address on back cover).	Alter anything without permission
<b>Gas boiler</b>	You <b>must</b> allow TRHG access once a year to service your gas boiler. This is required by law. We will contact you well in advance to arrange access.	Refuse reasonable access for gas servicing
<b>Gas system</b>	Gas cookers or hobs <b>must</b> be fitted by a Corgi registered plumber. This is a legal requirement.	You may <b>not</b> make any changes to the gas system.
<b>Electrics</b>	You may fit any appropriate lampshades of your choice but you may not change the fittings (see opposite). Once the defects period has expired, you may seek written permission to change light fittings.	You may <b>not</b> make any changes to the electrical system for example by fitting extra sockets or changing light fittings.

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

0191 384 1122

	WHAT YOU <b>MUST</b> DO	WHAT YOU <b>MUST NOT</b> DO
<b>Water</b>		You may <b>not</b> make any changes to the water system. You may <b>not</b> fit an outside tap without permission from TRHG. Write to the Development Section (address on back cover) for permission. If permission is given the work must be done by a registered plumber and paid for by yourself.
<b>Heating</b>		You must <b>not</b> paint radiators. You must <b>NEVER</b> paint the boiler.
<b>Lofts</b>		You must <b>not</b> board loft areas over as air needs to circulate to prevent dampness. You may <b>not</b> use the loft areas for storage of heavy items as this could affect the roof structure.
<b>Floors</b>	You <b>must</b> seek permission to fit laminate flooring (see opposite)	If you fit laminate flooring and access is required for any repair, the laminate will <b>NOT</b> be replaced by Three Rivers.
<b>Kitchen</b>		You must <b>NOT</b> change the kitchen units (this includes painting or graining). You must <b>NOT</b> change the tiles or worktops.
<b>Defects</b>	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. You must report any defects to 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 انٹرپرائیٹر 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](http://www.threerivershousing.co.uk)



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