

South Road Housing Co-operative



Registered Office: 106 Alcester Road, Moseley, Birmingham B13 8EF

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19 July 2019

Dear South Road Tenant

In light of the recent inspections carried out during the months of June/July we felt that it was necessary to give you feedback of our findings. On the whole the majority of our tenants keep the property in good condition. We found most properties were clean, safe and presented no risk to the tenant at all. In some cases however the inspection highlighted areas of concern and therefore we would like to bring the matter to the attention of all tenants of South Road Housing. The following is a summary of our findings:

- the condition of the garden in some properties were very poorly maintained particularly communal areas – **see clause 19 of the tenancy agreement**
- damp brought on by inadequate ventilation which could have been prevented if windows were opened more frequently – **see clause 10 of the tenancy agreement**
- Boiler cupboards were cluttered and in a small number of cases contained flammable materials
- missed appointments with contractors – **Important, tenants will be recharged for any missed appointments without a valid reason.**
- access to carry out routine annual inspections were denied – **see clause 13 of the tenancy agreement**
- Unregistered household members occupying at least one property – **Important, all members of the household must be recorded on the system at Bchs Accord as living at the property.**
- **failure to report minor repairs – see clause 11 of the tenancy agreement**

Whilst we appreciate that the above may not appear significant, it is important to remind you of your obligation as a tenant of South Road Housing to adhere to all the above. Failing to do this is breaching the terms and conditions of your tenancy agreement.

At our recent Annual General Meeting (AGM) South Road was deemed by our auditors as being in good financial position. This should give you confidence that as your Landlord we are committed to delivering a robust service which is all voluntary and for which we received an award.

Throughout 2019 we have cyclical maintenance scheduled to carry out the painting of the fences on Barker Street, Hunters Road, Berners Street and Boulton Road.

On behalf of the committee I would like to thank you for your co-operation. We trust that the majority of our tenants are happy with their accommodation and will continue with the up keep of their property. However for the minority of tenants of which the above list applies may I request that consideration is shown before your next inspection which will come sooner than the majority of the tenants whose inspection was not considered a concern.

Yours sincerely

Nicole Madourie (Chair of South Road Housing)