

IMPORTANT INFORMATION

Loft Access & Storage

Can I Use My Loft?

New Build Homes

The lofts in new build houses are often not load bearing. Use is therefore prohibited.

Flats

Twenty11 only let the demise of the flat i.e., everything within the four walls. The loft space is part of the communal areas of the building and can contain communal services such as tanks, pipes, and wires. Use of a communal loft space is therefore prohibited.

Single Dwelling

It's not recommended that you use your loft as this space is not covered within your tenancy agreement. We accept no liability if you use the loft space in your home and cause damage to any services such as electric cables, water pipes, insulation, or your ceilings. We also accept no liability for any damage that may be caused to personal items. If you wish to use the space, you should ensure you have the appropriate contents insurance cover to protect your belongings.

The cost of any damage caused by your possessions or presence in the loft may be recharged to you.

Further information:

- The ceiling joists in loft spaces are not designed to carry the same weight as floors within your home.
- Loft insulation can be compromised by stored items, which makes it ineffective and can result in heat loss through the roof. This leads to increased energy costs and could increase the risk of condensation and mould.
- If on inspection there is little or no loft insulation when you move in, please let us know straight away and we will arrange for it to be fully insulated.
- If on inspection you find that the loft has not been cleared by us when you move in, please let us know straight away and we will arrange for the items to be taken away.

- It is your responsibility, as per your tenancy agreement, to not keep large quantities of any goods or those which are particularly likely to catch fire or explode
- It is your responsibility, as per your tenancy agreement, to act in a responsible manner to minimise the risk of fire in your home.
- Stored items could restrict access to water tanks or cables in an emergency or could be a fire risk.
- Items placed in lofts and roof spaces are not covered by our insurance in the event of a roof leak, burst water tank, fire or electrical fault in the loft.

Health & Safety

If you choose to store items in your loft they should be stored safely, not compromise any insulation, and maintain access to key features such as any water tanks and electricity cables.

This is what we expect



This is not acceptable



If Twenty11 or one of our contractors need to access the loft for any repairs and access to the area is blocked due to your possessions, we would expect you to remove these. Any delay that could cause further damage may be rechargeable.