

Laminate Flooring Factsheet

If you are thinking of putting laminate flooring, or any other kind of hard flooring down in your home, there are some important things you should know.

Laminate, real wood or ceramic flooring can be a useful and practical addition to your home. If you live in a house or ground floor flat/apartment, in most circumstances we wouldn't, without good reason, stop you fitting laminate, ceramic or real wood flooring. However, you **MUST** obtain permission from your Neighbourhood Manager first.

Permission will usually be given subject to the following conditions:

- The flooring should be laid in a professional manner by a competent trades person at your own cost.
- Existing skirting boards must be left in place and not lifted to fit the flooring underneath.
- Any damage caused to the property as a direct result of the fitting of the laminate, wood or ceramic flooring is fixed back to its original standard at your own expense.
- It will be your responsibility to pay for any maintenance to the flooring.
- You will be responsible for any damage caused to the flooring, unless the damage is due to the negligence of Gentoo. Please ensure you keep all purchase receipts.
- You will be responsible for the removal and reinstatement of all (or part of) the flooring if there is a need for us to undertake a repair, any maintenance or improvement works such as modernisation in your home.
- To avoid disturbing your neighbour we would recommend that you install resilient underlay underneath laminate flooring. Gentoo reserve the right to ask that the flooring is removed and replaced with a different floor surface if noise becomes an issue.
- Once the work has been completed you must contact Gentoo to organise an inspection to ensure the work has been carried out to a satisfactory standard.

Unfortunately, we do not permit laminate, real wood or ceramic flooring to be installed in flats/apartments above ground floor level due to the potential issues of noise disturbance for residents below.

If you fit laminate, real wood or ceramic flooring without written permission you could be asked to remove it. You could also end up causing severe damage to your home and you may also be recharged for this work.

Please speak to your Neighbourhood Manager prior to fitting laminate, real wood and ceramic flooring.

For further information contact us on:

T: 0191 525 5000

W: www.gentoo.com

The logo for Gentoo, featuring the word "gentoo" in a bold, lowercase, orange sans-serif font.

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