

Tenant Handbook

The things you need to know about your home



Section 1 - About Reside

This section tells you all about Reside Housing Association

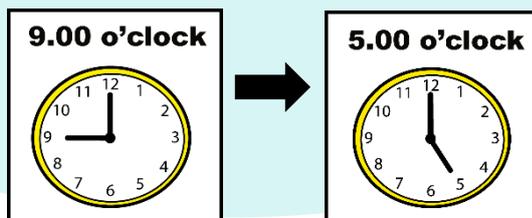
Reside is your landlord and owns and manages the property that you live in. When you live in one of our properties, we call you a tenant.

This guide helps explain things you need to know about your home, looking after your home and who to contact to put things right.

Section 2

This section tells you all about how you can speak to someone at Reside

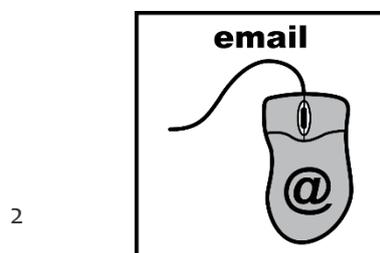
Contacting Us



A staff member is available to help you from 9am - 5pm Monday to Friday



You can phone us on 020 8255 5220



You can email us at

enquires@residehousing.com

Section 3

This section tells you all about how you can be a part of the work we do with our tenants, and how you can tell us about what you would like.

Getting Involved



We will give you information about Reside, its aims, values and how it is run



We will visit you every year to check that everything is ok.



We will tell you about any residents' meetings

Section 4

This section tells you all about your tenancy agreement, and what you should and should not do. An Easy Read Tenancy Guide is included in your welcome pack, where you can find more information about what it says.

Your tenancy agreement



Pay your rent and other charges (if you are on benefits, we will collect your rent for you)



Keep your home (and garden, if you have one) clean and tidy



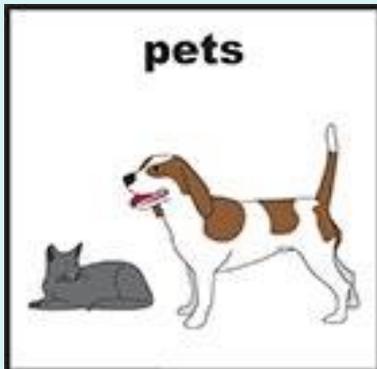
Tell us if you need a repair (the number is 020 8255 5220). This could be you or a support worker.



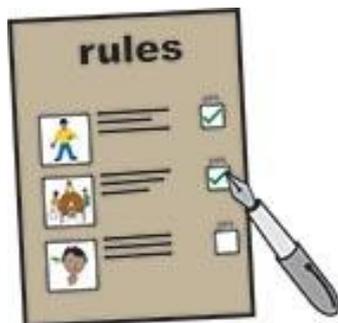
Let us in to do repairs or decorate



Let us in to do gas safety and electric checks



Ask us if you want to keep any pets

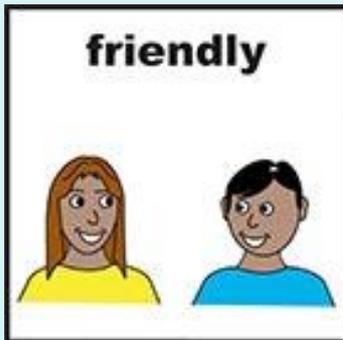


Keep to any house rules that go with your agreement, especially about health, fire and safety

What you must not do



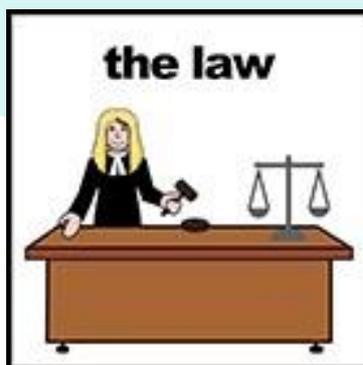
You must not damage your home, or fittings



You must be kind to those who live near you



You must not be too noisy or play music or the TV so loudly that it disturbs someone else



You must not do anything that breaks the law in your house or community

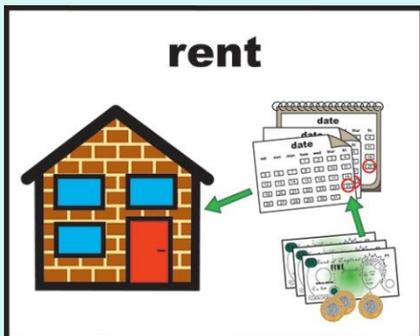


Do not smoke, or allow other people, to smoke in your home

Section 5

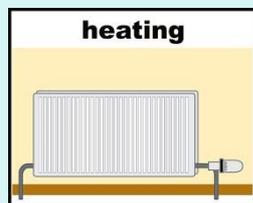
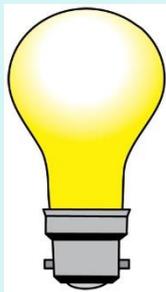
This section tells you all about what will happen when you first move into your new home, and what you will need to do.

Moving in to your property



Your rent - what you pay to live in your home. If you are on benefits, we will collect this for you.

Pay your utilities:



Lighting and heating



Water

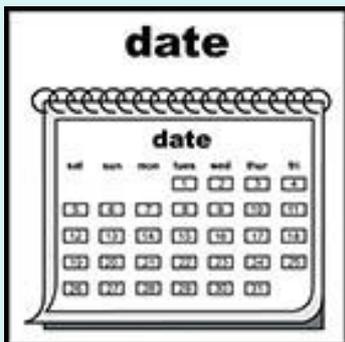


Insurance

(for the building, equipment and furniture)

Ending your tenancy with Reside

This section tells you all about what happens if you want to move out of the property, and what you need to do. It also tells you what will happen if we need you to move on from your home.



You should tell us when you are away for more than 7 days

If you want to leave for good, you must tell us in writing. You need to send us a letter 28 days ahead of when you move out.

If you are moving out of the house or flat, you should:

- Return the keys
- Remove all your belongings and rubbish
- Leave everything clean and tidy



Section 6

This section is all about how to stay safe at home and keep it in good repair.

Looking after your home



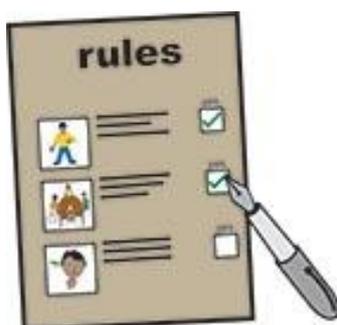
Keep the house or flat in good repair
- heating, plumbing and electrics



Tell you how we do repair work



Tell you how to make a complaint



Tell you about other rules we follow



Repair the structure (walls, roof, windows, doors) and things outside the building (drains, gutters and pipes)



Make sure the heating, water, electricity and gas are all working properly.



Make sure the sinks, basins, showers and toilets work as well



Check you are safe from gas every year



Test the plugs and leads once a year on any items that we supply



Decorate the outside of your house or flat, and inside any shared areas or rooms

Section 7

This section is all about how you should behave with your neighbours and what happens if you break the rules.

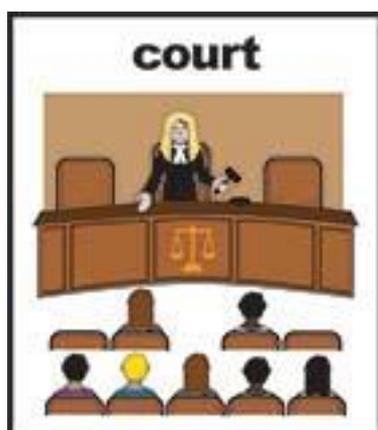
What happens if you break the rules



If you have broken the rules of your tenancy, we will sit down with you and agree how we can put things right.



But if you keep on breaking the rules of your tenancy, we may ask you to leave.



You can only be made to leave after we have applied to the Court.

The Court will only allow this if they agree that you have broken the rules of your tenancy.

Section 8

This section tells you what to do if you are unhappy with the service you are getting from Reside.

Who can help me

If you have questions about your housing and/or your tenancy, or you are unhappy about something, such as:



The staff



Other people living with you, or nearby



Things in the house or flat that are not working properly



If you don't feel safe



If things aren't sorted out or if you want to make a complaint, you can ask any member of staff for our guide on complaints, which will tell you how we deal with complaints.