



## ASSURED SHORTHOLD TENANCY AGREEMENT

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### THIS TENANCY AGREEMENT IS BETWEEN

Name and Address of Association

**Reside Housing Association Ltd**  
**Mason House**  
**18 Lower Teddington Road**  
**Kingston upon Thames**  
**Surrey**  
**KT1 4EU**

Name of Tenant

**AND TENANT NAME** (the 'Tenant') (in the case of Joint Tenants, the term 'Tenant' applies to each of them and the names of all Joint Tenants should be written above. Each Tenant individually has the full responsibilities and rights set out in this Agreement).

in respect of **ADDRESS** which comprise exclusive occupancy of one bedroom and shared occupancy of communal facilities, and service charges as per attached schedule, if applicable.

In this Agreement 'Premises' means the dwelling including fixtures and fittings, and the garden, paths, hedges or fences owned or leased by Reside Housing Association which are the subject of the Tenancy.

Start of Tenancy

The Tenancy begins on **DATE** and is a fixed term Assured Shorthold tenancy ending on **DATE (6 MONTHS + 1 DAY)**.

Until the tenancy is brought to an end you have the right to remain at the Property and occupy it without interruption, save only for our right of access to the Property in accordance with Clause 3.22.

Except in relation to changes in rent and other payments due, we can alter this Tenancy Agreement at any time by obtaining your written consent.

### GENERAL TERMS

#### 1 IT IS AGREED AS FOLLOWS: -

Rent

1.1

- a) The rent payable to Reside Housing Association in respect of the Premises is made up of and includes the Net Rent, Utility Charge and Council Tax due and payable under this Agreement, subject to 1.1c and 1.1e.

- b) You will pay to Reside Housing Association the Net Rent based on an annual charge for the Premises as determined by Reside Housing Association and calculated weekly in instalments in accordance with the policies of Reside Housing Association. The Net Rent from the date of this Agreement to **31<sup>st</sup> March 2020** (review date) shall be **£XXXX** per week.
- c) If you have agreed to pay a utility charge to Reside Housing Association, this will be payable as a weekly amount set out in the table below. This charge is made in addition to your rent. Alternatively where utility charge is shown as NIL you will pay utility charges directly to the supplier.
- d) A Support fee is payable under this tenancy, the amount having been determined by assessment of your support needs. The Support fee is payable by the Commissioning Agency under direct contract with Reside Housing Association as Landlord or by the tenant if in receipt of an individualised budget or other Funding Body.
- e) Council Tax, where payable, is subject to review and adjustment following application for exemption/discount.

Total Sums  
Payable each Week

<b>Net Rent</b> (ref 1.1a)	£ <b>XXXX</b>
<b>Utility Charge</b> (energy costs & communal TV licence where provided) (ref 1.1c)	£ <b>XXXX</b>
<b>Support Fee</b> (ref 1.1d)	£ nil
<b>Council Tax</b> (ref 1.1e)	£ nil

Arrangements for  
Payments

1.2

- a) Reside Housing Association may at its discretion request you to pay the Rent other than on a weekly basis.
- b) Reside Housing Association will advise you of the arrangements for the collection of the Rent and any other charges due under this Agreement.

Rent Increases

1.3

- a) During the first year of the Tenancy Reside Housing Association may increase the Net Rent payable only once. Reside Housing Association will give you no less than one calendar months' notice in writing stating the new Net Rent. The new Net Rent will be what Reside Housing Association calculates is a suitable Rent for the Premises.
- b) In April of each year Reside Housing Association will, in accordance with Sections 13 and 14 of the Housing Act 1988, increase the Net Rent by giving you notice in writing of no less than one calendar month of the increase. The notice shall specify the revised Net Rent. Subject to Clause 1.4(c) below, the Net Rent shall not be increased more than once a year and no increase shall take effect less than a year after the last increase. The revised Net Rent shall be the amount specified in the notice of increase unless you and Reside Housing Association agree to an another figure or you exercise your right to refer the notice to a Rent Assessment Committee to have a market rent determined in which case the maximum Net

Rent payable for one year after the date specified in the notice shall be the Net Rent so determined.

- c) The Net Rent payable may be varied by mutual consent at any time if you agree to the Premises being modernised or improved by Reside Housing Association.

**Services**

1.4

- a) Reside Housing Association will provide the following utilities in connection with the Premises for which you will pay a Utility Charge in addition to the Net Rent, as stated in clause 1.1.c.

**Utility Charge as per itemised Schedule 1**

- b) The Utility Charge will be determined annually in April of each year. Reside Housing Association reserve the right to vary the Utility Charge at any time in the event of unforeseen additional costs or savings being incurred or achieved by Reside Housing Association in the provision of the Utilities.
- c) In determining or adjusting the Utility Charge Reside Housing Association must apply the provisions of the Landlord and Tenant Act 1985 and the Housing Act 1996.

**Money due to Tenant**

1.5

All sums due from Reside Housing Association to you will be used to offset any Rent or other sums due in respect of this Tenancy or a former Tenancy with Reside Housing Association. Any sum remaining following payment by virtue of this clause will be credited to your Rent account or paid to you directly at the discretion of Reside Housing Association.

**Arrears of previous tenancy**

1.6

If you owe money to Reside due under a previous tenancy agreement with us, then any such money will be treated as arrears of Rent for the purpose of this Tenancy. We can take account of these arrears if we decide to take steps to evict you.

**Grant of Tenancy; Care, Support, and Supervision**

1.7

Reside Housing Association has agreed to grant this tenancy to you in accordance with its Allocations Policy on the basis of information supplied by you on your housing need. It is a fundamental term of and condition precedent to this Tenancy Agreement that you did not induce Reside Housing Association to grant the Tenancy of the Premises to you by knowingly or recklessly making a false statement. As part of this supported tenancy agreement Reside Housing Association agrees to provide care, support and supervision both directly and through contractual arrangements with an accredited care provider, whereby an element of care is provided by an accredited and contracted care provider acting as an agent of Reside Housing Association and complementing the support services provided directly by Reside Housing Association.

1.8

Reside Housing Association agrees to make available housing related support services to you in accordance with Schedule 4 to this Tenancy Agreement.

**Council Tax** 1.9  
If the property in which you live is occupied solely by persons under the age of eighteen years, or if the property has been designated as a 'House in Multiple Occupation' by your local Council Tax Billing Authority, Reside Housing Association may be required to pay Council Tax direct to the local Billing Authority. In these cases, Reside Housing Association is entitled to recover the actual amount of Council Tax paid for the property. See 1.1.e.

## **OBLIGATIONS OF RESIDE HOUSING ASSOCIATION LTD**

### **2 RESIDE HOUSING ASSOCIATION LTD AGREES: -**

**Possession of Accommodation & Provision of Care Support and Supervision** 2.1  
To give the Tenant possession of the Premises at the commencement of the Tenancy and to ensure appropriate Care, Supervision or Support is provided by a contracted provider as agreed between the Commissioning Agency, support provider, and the Tenant Liaison Service of Reside Housing Association as detailed in Schedule 3 attached.

**Housing Application and Assessment of Housing Related Support** 2.2.1  
To assess the Tenant's Support needs (Housing Related) through the Housing Application and Assessment process and to contract with the Commissioning Agency to provide appropriate Housing Related Support directly to the Tenant and to sub-contract (where appropriate) the Housing Related Support to an accredited provider or, where suitable, an alternative provider chosen by the Tenant and acceptable to Reside, as detailed in Schedule 4 attached.

**Tenant's Right to Occupy** 2.2  
Not to interrupt or interfere with the Tenant's right to peacefully occupy the Premises except where:  
  
2.2.2 Access is required to inspect the condition of the Premises or to carry out repairs or other works to the Premises or adjoining property; OR  
2.2.3 A court has given Reside Housing Association possession by ending the Tenancy.

**Water Charge** 2.3  
To pay to the water authority any amounts due to them and collected from the Tenant by way of Water Charges.

**Council Tax** 2.4  
To pay to the Local Authority any Council Tax due to them and collected from the Tenant through the Rent, Service Charge or by a separate payment.

**Repairs** 2.6  
To keep in good repair the structure, interior and exterior of the premises on a fair wear and tear basis.

**Common Parts** 2.7  
To take reasonable care to keep in repair and proper working order any common entrances, halls, stairways, lifts, passageways, rubbish chutes and any other common parts including their electric lighting.

- Installations** 2.8  
To keep in good repair and working order any installations provided for space heating, water heating and sanitation and for the supply of water, gas and electricity, within the Premises or areas associated with the Premises.
- Repair Timescales** 2.9  
To carry out repairs arising from obligations of Reside Housing Association in clauses 2.6, 2.7 and 2.8, subject to the availability of manpower and materials.

**Timescales itemised as per Schedule 2 attached.**

- Decoration External** 2.10  
To keep the exterior of the Premises including any common parts in good state of decoration on a fair wear and tear basis.
- Insurance** 2.11  
To insure the structure of the Premises and all fixtures and fittings of Reside Housing Association.
- Information and Consultation** 2.12  
To provide information and consult with you on any matter of housing management policy or procedure which materially affects your occupation of the Premises. As a minimum standard Reside Housing Association will provide information and consult with you in the manner set out in Sections 104 and 105 of the Housing Act 1985 insofar as it is appropriate to a letting made by a Housing Association.
- Altering the Agreement** 2.13  
With the exception of any changes in Net Rent or Service Charge, which may be varied as provided above, this Agreement may only be varied by Reside Housing Association giving one calendar months' notice in writing.
- The Notice of Variation shall be accompanied by information explaining to you the nature and effect of the Variation and seeking your views with regard to any Variation.

**OBLIGATIONS OF THE TENANT**

**3 THE TENANT AGREES: -**

- Possession** 3.1  
To take possession of the premises at the commencement of the Tenancy and not to part with possession of the Premises or sub-let the whole of it.
- Not to use for Illegal or Immoral Purposes** 3.2  
You agree not to use, nor to wilfully allow anyone else to use the Premises or any land owned or managed by Reside Housing Association for any illegal or immoral purposes.
- Rent** 3.3  
To pay the Rent, utility charge (where applicable) and Council Tax (where applicable) to Reside Housing Association by such methods as Reside Housing Association may reasonably require.

- Condition of Premises** 3.4  
To respect goods supplied by Reside Housing Association.
- Use of the Premises** 3.5  
To use the Premises for residential purposes as your only or principal home. You will not carry on nor wilfully allow anyone else to carry on any trade, business or profession upon the Premises or on any land owned or managed by Reside Housing Association without the prior consent of Reside Housing Association, and such consent will not be unreasonably withheld.
- 3.6  
To co-operate with and assist when required with Reside's provision of appropriate housing-related support services to you (as per Schedule 4). You also agree to notify Reside if you have any concerns or difficulties arising from the support you should receive.
- Vehicles** 3.7
- a) Where there is on the Premises a properly constructed driveway and/or garage or hard-standing served by an access crossing and dropped kerb, you may keep and park any motor vehicle caravan boat or trailer owned and parked or used by you or a member of your household or visitor within the boundary of the premises.
  - b) Prior written permission is required from Reside Housing Association to keep and park any motor vehicle, caravan, boat or trailer, owned, parked, or used by you or a member of your household or visitor outside the boundary of the Premises on land which is owned by Reside Housing Association and does not form part of the public highway. Where the permission of Reside Housing Association has been granted any such motor vehicle, caravan, boat or trailer must be kept and parked only on the land which Reside Housing Association has designated for that purpose and in accordance with the conditions of the permission.
- 3.8
- a) Not to wilfully cause nor wilfully permit to be caused a nuisance or annoyance to neighbours and/or other tenants as a result of the keeping parking use repair or maintenance of any motor vehicle caravan boat or trailer.
  - b) To keep or park any motor vehicle, caravan, boat or trailer in accordance with Reside Housing Association's Vehicle Parking Policy (which may vary from time to time) and in doing so not to wilfully cause a nuisance to neighbours or other tenants.
- Nuisance & Threats** 3.9
- a) That you or a member of your household or visitors or any other person occupying the Premises with your permission, shall not voluntarily or intentionally do anything likely to cause a nuisance or annoyance to neighbours or other tenants.
  - b) Not to wilfully make nor wilfully allow members of your household or visitors nor wilfully encourage anyone else to make threats of any nature towards any other tenant, members of his/her household, visitors, neighbours, members or employees of Reside Housing Association or to any other person or persons.

**Racial and Other Harassment**

3.10

- a) Not to wilfully commit or wilfully allow members of your household to commit any form of harassment on the grounds of race, cultural heritage, religious beliefs, gender, sexual orientation or disability which may interfere with the peace or comfort of, or cause offence to, any other tenant, members of his/her household, visitors, neighbours, members or employees of Reside Housing Association or to any other person or persons.
- b) Harassment includes but is not limited to:-
  - i. violence or threats of violence to any person;
  - ii. abusive or insulting words or behaviour;
  - iii. damage or threats of damage to property belonging to another person including damage to any part of a person's home;
  - iv. writing threatening abusive or insulting graffiti;
  - v. any act or omission calculated to interfere with the peace or comfort of any other person or to inconvenience such a person.
- c) The tenant shall be held accountable at all times for the behaviour and actions of any person living on the Premises or entering or leaving the Premises or in the immediate vicinity thereof for the purpose of his or her visit and the Tenant shall in the discharge of such responsibility take all such reasonable actions as may be necessary to ensure that such persons shall not do permit suffer or encourage to be done any act which causes a nuisance annoyance inconvenience or disturbance to any the person or any act which constitutes any form of harassment mentioned in 3.9(a) and (b) above of any person whether residents, visitors or employees or officers of Reside Housing Association or otherwise.

**Noise**

3.11

Not to permit any radio receiver or transmitter, television, musical instrument or any other electronic equipment to be played or used in such a manner as to wilfully cause a nuisance or annoyance to neighbours or so as to be unreasonably audible outside the Premises between the hours of 11.00pm and 7.30am.

**Drugs**

3.12

Not to commit or knowingly allow members of your household or visitors to commit any act associated with the illegal use or supply of drugs at or from the Premises.

**Animals**

3.13

- a) Not to keep animals on the Premises without the written permission of Reside Housing Association which may be subject to conditions. Reside Housing Association will grant or refuse or withdraw such permission in accordance with its Domestic Animals Policy which may vary from time to time.

Where permission has been granted to keep animals on the Premises, to ensure that it does not cause a nuisance or annoyance.

**Internal Decoration**

3.14

To allow the landlord reasonable access to all internal areas of the dwelling as frequently as is necessary to keep them in good decorative order.

- Care of the Garden** 3.15  
If the dwelling has a garden for which it has been agreed that the landlord has responsibility, then the tenant must allow the landlord access to keep and maintain the garden in a reasonably tidy condition and not to use the garden for dumping rubbish except in a proper dustbin or container for the purpose.
- Removal of Refuse** 3.16  
Not to deposit refuse of any description whatsoever in the garden and to place all refuse in dustbins or other containers or if necessary ensure that the refuse is removed by special arrangements. The landlord is not responsible for the removal of any refuse.
- Improvements and Alterations** 3.17
- a) Not to make improvements, alterations or additions to the premises, including the erection of a television aerial or satellite equipment, erection of a greenhouse or shed, concreting any part(s) of the outside of the Premises, external decoration and additions to, or alterations in, the Landlord's installations, fixtures and fittings without first obtaining the written consent of Reside Housing Association (such consent will not be unreasonably withheld) and all other necessary approvals.
  - b) To comply with the reasonable requirements of Reside Housing Association in relation to any consent given to you to make improvements, alterations or additions to the Premises including the standard of work to be carried out.
- Dangerous Substances** 3.18  
Not to use or store in the Premises, or in any store, shed or garage, inflammable liquids or explosive gases except as may be permitted by any Statutory Regulations relating to the storage and use of such substances.
- Tenant Accountable for Damage** 3.19  
To be accountable for the replacement or cost of any wilful or accidental damage or neglect to fixtures and fittings howsoever caused including the replacement of any damaged fittings and installations but excluding any damage attributable to fair wear and tear and acts of God. If you fail to make good any damage for which you are accountable, Reside Housing Association may enter the Premises and carry out the work in default and the cost of this work shall be recoverable by Reside Housing Association from you.  
  
Such accountability to be at the discretion of Reside Housing Association and will not be applied in a vexatious manner.
- Sinks and Drains** 3.20  
To allow access to Reside Housing Association to keep sinks and drains free from blockage and gullies clean and serviceable.
- Radio, TV Aerials** 3.21  
To be accountable for any damage caused by the erection, presence or removal of any radio, TV aerial or satellite dish which has been affixed to the Premises by you.
- Reporting Disrepair** 3.22  
To report to Reside Housing Association within a reasonable period of time any disrepair or defects in the structure of the Premises or exterior of the Premises or in any installation



thereon or in the common parts of which you are aware or ought reasonably to have been aware and for which Reside Housing Association is accountable.

- Access** 3.23  
To allow Reside Housing Association access by appointment to all reasonable hours of the daytime to inspect the conditions of the Premises or to carry out repairs or other works.
- Assignment** 3.24  
Not to assign the Tenancy except in furtherance of a Court Order made under Section 24 of the Matrimonial Causes Act 1973 or without the written consent of Reside Housing Association when exercising the right of exchange set out in Clause 4.8 or the right to assign as set out in Clause 4.9 of this Agreement.
- Overcrowding** 3.25  
Not to allow the Premises to be overcrowded as defined in Section 324 of the Housing Act 1985.
- Sub-Letting** 3.26
- a) Not to sub-let the whole of the Premises without the written consent of Reside Housing Association.
  - b) Not to sub-let any part of the Premises without the consent of Reside Housing Association and before sub-letting any part of the Premises having obtained the consent of Reside Housing Association to inform Reside Housing Association of the name, gender and age of the sub-tenant and give details of the accommodation they will occupy.
- Ending the Tenancy** 3.27  
To give Reside Housing Association at least four weeks' notice in writing when you wish to end the tenancy, and during the notice period to be accountable for the full rent. On receipt of notice Reside Housing Association will issue a statement of account and all arrears must be settled
- Property to be in Good Condition** 3.28
- a) To give Reside Housing Association vacant possession and return the keys of the Premises at the end of the Tenancy and remove all personal furniture, possessions and rubbish and leave the Premises and all fixtures and fittings therein contained in good let-able condition and repair.
  - b) Reside Housing Association does not accept responsibility for anything left at the Premises by you at the end of the Tenancy, and shall be entitled to dispose of any such items in any manner which it considers appropriate. Any monies raised by such disposal may be applied firstly in discharge of any sums due to Reside Housing Association from you and thereafter at the discretion of Reside Housing Association.
  - c) Where Reside Housing Association considers that you have not left the Premises and fixtures and fittings in good let-able condition and repair, Reside Housing Association shall be entitled to recover the cost of reinstating the same from you.

Such accountability to be at the discretion of Reside Housing Association and will not be applied in a vexatious manner.

3.29 Smoking of any kind is prohibited within the property, which include but are not limited to, all tobacco products including pipes, cigars and cigarettes, vaporisers and electronic cigarettes.

## RIGHTS OF THE TENANT

### 4 THE TENANT HAS THE FOLLOWING RIGHTS: -

#### Right to Occupy

##### 4.1

To occupy the Premises without interruption or interference from Reside Housing Association for the duration of this Tenancy (except for the obligation contained in this Agreement) so long as you comply with the terms of this Agreement and have proper respect for the rights of other Tenants and neighbours.

##### 4.2

To security of tenure as an Assured Shorthold Tenant so long as you continue to occupy the Premises as your only or principal home. Reside Housing Association Ltd can only end the Tenancy by obtaining a Court Order for possession of the Premises.

#### Ending the Tenancy

##### 4.3

We can seek to bring the Tenancy to an end at any time by giving you notice and seeking a Court Order for possession.

#### Serving Notice

##### 4.3.1

If we serve notice under paragraph 2 of schedule 2 of the Housing Act 1988 we will usually apply for possession on one of the following grounds:

- Ground 8: Rent arrears which have existed for at least 8 weeks. The Court must grant a possession order if this is proved against you.
- Ground 10: For all other arrears of Rent.
- Ground 12: Breach of any of the provisions of your tenancy agreement except rent.
- Ground 13: Where you have allowed the condition of the Property to deteriorate. This is referred to as waste.
- Ground 14: Where you or your visitors have caused a nuisance to neighbours or you have committed an illegal act at the Property or in the neighbourhood.
- Ground 14a: Where you are a joint tenant and your partner leaves because of domestic violence.
- Ground 17: Where you have given false information to the Association in order to obtain the tenancy.

#### Serving Notice

##### 4.4

If we need to serve any notice on you, whether or not that notice is being served under this Agreement, we will:

- a) deliver the notice to the Property, or;
- b) send the notice to you at the Property by recorded delivery, or;
- c) send the notice to you at the Property by first class post; or;
- d) leave the notice at the Property

Notices include any notices we need to serve on you under the Housing Act 1988 as amended by the Housing Act 1996, and any Notice to Quit.

**Sub-Letting**

4.5

- a) No consent shall be given to the letting part of the Premises on an Assured Tenancy other than an Assured Shorthold Tenancy as stated in Clause 4.5(b).
- b) Any Tenancy granted of part of the Premises shall be either an Assured Shorthold Tenancy within the meaning of Section 20A of the Housing Act 1988 or a Contractual Tenancy which is not an Assured Tenancy within the meaning of the Housing Act 1988.

**Lodgers**

4.6

Subject to Clause 3.24 to take in lodgers.

**Right to make Improvements**

4.7

- a) You may carry out any alterations or improvements to the Premises provided that they do not damage the main structure and services and the written consent of Reside Housing Association Ltd is obtained.
- b) The consent of Reside Housing Association Ltd may be subject to reasonable conditions. Failure to comply with those conditions may be treated as a breach of your obligations under this Tenancy. Consent shall not be unreasonably withheld. If consent is unreasonably withheld or is given subject to unreasonable conditions, it shall be treated as being given unconditionally. If consent is refused Reside Housing Association Ltd shall give you a written statement of reasons for refusal.

**Mutual Exchanges**

4.8

The exchange will only be permitted and lawful if the following are complied with:

- a) Where required under the other Tenant's Tenancy Agreement the other Tenant has the written consent of his or her Landlord to the exchange of his/her Tenancy with you.
- b) The prior written consent of Reside Housing Association Ltd is obtained.

Any reasonable conditions attached to such consent relating to the payment of outstanding Rent, the remedying of any breach or the performing of any obligation of the Tenancy have been complied with. The consent of Reside Housing Association Ltd shall not be unreasonably withheld and if withheld other than on one of the grounds contained in Schedule 3 to the Housing Act 1985 shall be treated as given in the same manner and determined as if the matter arose for determination between a Secure Tenant and Landlord. Reside Housing Association Ltd may not rely on any of the grounds contained in Schedule 3 of the Housing Act 1985 unless it has within forty-two days of your application for the consent, served you with a notice specifying the ground for withholding consent and giving particulars of it.

**Assignment and Succession**

4.9  
Assignment or succession of the tenancy is not allowed under any circumstances.

**Rights to Consultation and Information**

4.10  
To be given information and to be consulted in accordance with Clause 2.12 of this Agreement.

*Signatures*

**SIGNED ON BEHALF OF  
RESIDE HOUSING ASSOCIATION LTD:**

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**Witnessed by:**

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**Signed by the Tenant:**

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**Witnessed by:**

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**Date:**

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**Chief Executive  
Name and Address  
of Association**

CEO  
Reside Housing Association Ltd, Mason House, 18 Lower Teddington Road,  
Hampton Wick, Kingston Upon Thames, KT1 4EU

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Reside Housing Association Limited. Registered with the Homes and Communities Agency  
Registered Number 4745. A Registered society under the Co-operative and Community Benefit  
Societies Act 2014, Registered Number 29475R. Registered Office: Mason House, 18 Lower  
Teddington Road, Hampton Wick, Kingston Upon Thames, KT1 4EU

<b>SCHEDULE 1: UTILITY CHARGES</b>	
	<b>UTILITY SERVICES</b>
	1. Gas
	2. Electricity
	3. Water
	4. Oil
	5. Sewerage
	6. Communal TV Licence
	<b>SERVICES SUPPLIED TO TENANT'S OWN ROOM</b>
	1. Central Heating:
	2. Ancillary Heating:
	3. Hot Water:
	4. Cooking Facilities:
	5. Other:

<b>SCHEDULE 2: WORK PRIORITY GUIDELINES</b>	
	<b>These guidelines indicate the priority given to repairs. However, Reside Housing Association acknowledges that tenants with special needs will often require a speedier response to routine repairs than that provided by other landlords and reserves the right to amend the operation of the priority system below to take account of your needs. Reside Housing Association agrees to do its best to ensure that all maintenance and repairs operatives used have had appropriate training in working with tenants with special needs and who have current, satisfactory Criminal Record Bureau clearance .. It is accepted, however, that sometimes it may not be possible to find work operatives who have had this training.</b>
<b>PRIORITY 1</b>	<b>EMERGENCY REPAIRS</b>
	<ol style="list-style-type: none"> <li>1. Gas Leaks.</li> <li>2. Complete Failure of Electricity Supply.</li> <li>3. Complete Failure of Heating System in Cold Weather.</li> <li>4. Complete Failure of Hot Water Supply in Cold Weather.</li> <li>5. Complete Failure of Emergency Lighting System.</li> <li>6. Faults on Fire Alarm System and/or Fire Alarm Panel.</li> <li>7. Severe Damage to Roof Due to Storm.</li> <li>8. Severe Dangerous Structural Damage Due to Storm.</li> <li>9. Building Security is Compromised Due to Break-in, Broken Windows, Faulty Locks, etc.</li> <li>10. Faulty Door Locks (to rooms, which represent a high risk to health and safety).</li> <li>11. Blocked Main Drain.</li> <li>12. Blocked WC (only where other WCs are unavailable or inadequate).</li> <li>13. Burst Pipes or Tanks Causing Flooding and Affecting Electric's.</li> </ol>
<b>PRIORITY 2</b>	<b>URGENT REPAIRS</b>
	<ol style="list-style-type: none"> <li>1. Isolated Failure of Electricity Supply to Power, Lighting or Emergency Lighting.</li> <li>2. Complete Failure of Heating System (summer or mild weather).</li> <li>3. Complete Failure of Hot Water Supply (summer or mild weather or with back up supply).</li> <li>4. Minor Leaks to Radiators, Pipes, Tanks and WC (not drips).</li> <li>5. Defective Flooring or Paving in areas which cannot be isolated or in rooms/corridors etc. with heavy traffic (temporary repair only).</li> </ol>

	<ul style="list-style-type: none"> <li>6. Faulty Door Locks (to rooms with low to medium risk to health and safety).</li> <li>7. Removal of Offensive Graffiti.</li> <li>8. Pest Control.</li> </ul>
<b>PRIORITY 3</b>	<b>SUBJECT TO CONTRACT</b>
	Failure of Electricity/Gas Appliances (e.g. washing machines, cookers, microwaves, fridges, and freezers) only when there are no back-up appliances or suitable temporary alternatives.
<b>PRIORITY 4</b>	<b>RAPID RESPONSE REPAIRS</b>
	<ul style="list-style-type: none"> <li>1. Security Lighting Not Working in Isolated Areas.</li> <li>2. Electric Sockets Not Working in Areas which Cause Some Inconvenience.</li> <li>3. Electrical Appliances That Fail But Where a Second or Temporary Appliance Exists.</li> <li>4. Running Overflows.</li> <li>5. Faulty Door Locks (to rooms that represent low security or safety risk).</li> <li>6. Missing Roof Slates/Tiles (more than two).</li> <li>7. Missing Ridge/Hip Tiles.</li> <li>8. Missing or Dislodged Flashings.</li> <li>9. Trip Hazards Such as Floor Coverings or Paving Areas That Can Be Isolated.</li> <li>10. Hot Water Temperature Control Valves.</li> <li>11. Defective Seals to Bath/Shower.</li> </ul>
<b>PRIORITY 5</b>	<b>ROUTINE REPAIRS</b>
	<ul style="list-style-type: none"> <li>1. Electric Sockets Not Working.</li> <li>2. Extractor Fans Not Working.</li> <li>3. Leaking Rain Water Gutters/Downpipes etc.</li> <li>4. Adjusting Doors and Windows (if considered a security risk, see item 9, Priority 1)</li> <li>5. Dripping Taps.</li> <li>6. Loose Handrails.</li> <li>7. Defective Kitchen Units.</li> <li>8. Damaged Wall Tiles.</li> <li>9. Damaged Wall/Ceiling Plaster.</li> <li>10. Damaged/dirty Decorations (touch up).</li> <li>11. Defective Paving (very low risk).</li> </ul>
<b>PRIORITY 6</b>	<b>PLANNED AND PROGRAMMED WORKS</b>
	<ul style="list-style-type: none"> <li>1. Preventative Maintenance or Scheduled Maintenance.</li> <li>2. Planned Maintenance.</li> <li>3. Cyclical Decorations/Repairs/Refurbishments.</li> <li>4. Improvement Works.</li> <li>5. Adaptations.</li> <li>6. Major Repairs.</li> </ul>

	<b>SCHEDULE 3: TENANT LIAISON AND SUPPORT SERVICES CARE, SUPPORT, OR SUPERVISION</b>
	<ul style="list-style-type: none"> <li>1. Ensuring that the support provision is adequate and appropriate</li> <li>2. Advising on additional support needs or adaptations</li> <li>3. Responding to specific needs, advocating on tenant's behalf to social services departments, the Landlord, and to others</li> <li>4. Meeting with each tenant at reasonable intervals to identify problems and concerns and to give advice and support</li> <li>5. Ensuring tenant choice is acknowledged</li> <li>6. Monitoring and supervising the care provider</li> </ul>

	<ol style="list-style-type: none"> <li>7. Engaging with close relatives to discuss relevant issues</li> <li>8. Supervising implementation of additional care facilities</li> <li>9. Arranging for assessments of tenants housing related care and support needs</li> <li>10. Support tenants to:             <ol style="list-style-type: none"> <li>I. Understand their tenancy agreement</li> <li>II. Consider personal safety and security</li> <li>III. Maintain security of their home</li> <li>IV. Maintain a habitable, clean and tidy environment</li> <li>V. Apply for appropriate benefits</li> <li>VI. Support with their utility charge and Council Tax</li> <li>VII. Make complaints</li> <li>VIII. Liaise with tenants representative on the Board of the Association</li> <li>IX. Understand their rights and responsibilities</li> <li>X. Maintain “at risk” tenancies</li> </ol> </li> </ol>
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<b>SCHEDULE 4: SUPPORT (HOUSING RELATED)</b>	
	<p><b>Support functions that may be provided by and on behalf of Reside Housing Association Ltd. You will have been assessed by Reside and/or the Local Authority and/or other commissioning body and/or other care provider and will receive the Support Functions appropriate to you and your needs.</b></p> <p><i>Please note the definitions provided here do not form an exhaustive list of housing related support functions, but aim to assist in determining housing related support from Reside Housing Association Ltd. The actual support provided will be determined by continual assessment and review in association with the tenant specific Care Plan. This may alter on a daily basis. An initial record of the agreed support needed by you is at 4C.</i></p>
<b>A</b>	<b>Assistance in setting up the home:</b>
1.	Support in understanding the landlord/ tenancy relationship in terms of the rights and responsibilities of each party. 24 hours, 7 days a week availability of a Tenancy Support Manager.
2.	Support tenants to make initial claims for Housing Benefit entitlement.
3.	Support and advice in setting up utilities.
4.	Support in arranging for contents such as furnishings etc. to be obtained. Support in applying for community grants if eligible.
5.	Support and advice in reporting repairs who to contact etc. In addition, support on how to contact out of hours.
6.	Support and information regarding the area i.e. community facilities/ services that tenants can access
7.	Initial advice on personal safety
8.	The safety and security of the home. For example, carrying out initial ‘duty of care’ inspections of the premises. Reporting reportable events to tenants and involved agencies.
9.	Advice and guidance on assistance technology and how to use equipment where applicable.
10.	Carrying out initial risk assessments in relation to the tenancy as appropriate to the client group.

11.	Advice and support on how to make a complaint in relation to the landlord or property.
12.	Support in 'change of address' notification if possible i.e. informing agencies etc.
13.	Support in gaining access to other housing related support services.
14.	Support with moving possessions into the home
15.	Organising adaptations to property to meet specific needs. Applying for Disability Facility Grant if <b>eligible</b> . Liaise with Superior Landlords and Contractors. Obtain quotes and track job progress.
<b>B</b>	<b>Support in maintaining the tenancy/home:</b>
	Reside Housing Association agrees to make available the following housing related support to you as and when required and if so required on a repeated basis throughout the period of your tenancy:
1.	Ongoing liaison and advocacy in the development of the tenancy/home e.g. Tenant Liaison Service.
2.	Ongoing support and advice with anti-social behaviour and getting on with neighbours/ co-tenants.
3.	Ongoing support and advice with budgeting finances and easy payment schemes.
4.	Ongoing support and advice regarding maintaining the tenancy/home in terms of cleaning and gardening. In instances where the tenant is unable to keep an appropriate level of cleanliness organise "blitz cleans" monthly or quarterly to avoid eviction proceedings. Advice about cleaning the property and personal hygiene.
5.	Ongoing support in making complaints.
6.	Ongoing monitoring other service providers. Providing advocacy about any concerns you may have about your care provider, or care services or care assessments Liaison with health and care professionals on your behalf.
7.	Ongoing support in obtaining replacement home contents if required.
8.	Support in maintaining the property.
9.	Ongoing support with finances and benefit claims. Advice and assistance with claims for all benefits, including Tribunal representation. Making applications for Council Tax exemption, reductions and discounts. Management of rent, utility and other debts. Advice and assistance with debts.
10.	Ongoing support and advice in relation to 'move on' accommodation
11.	Ongoing risk assessments that relates to the tenancy/home
12.	Ongoing support and advice in relation to housing benefit claims. e.g. making new claims and providing advice when tenants fall into and out of eligibility.
13.	Arrange contractors for tenants and track their work and costs for jobs that are the responsibility of the tenant.
14.	Ongoing 24 hours a day emergency service callout for tenants. e.g. electrical and gas emergencies.
15.	Ongoing support with arranging servicing and repairs of tenants appliances, e.g. obtaining quotes, arranging for contractors and tracking jobs.
16.	Ongoing support with advising tenants on use of their domestic appliances. Provide visual and written aids to assist tenants.



17.	Ongoing support with maintaining safety of premises by carrying out regular 'duty of care' inspections and reporting reportable events to tenants and other agencies. Organising rectification of problems identified.
18.	Ongoing support with monitoring security of premises through regular inspections.
19.	Ongoing monitoring of any change in needs and where required arrange for adaptations.
20.	To assess the Tenant's Support needs (Housing Related) through the Housing Application and <b>Assessment</b> process and to contract with the Commissioning Agency to provide appropriate Housing Related Support directly to the Tenant and to sub-contract (where appropriate) the Housing Related Support to an accredited provider or, where suitable, an alternative provider chosen by the Tenant and acceptable to Reside, e.g. a personal assistant, relative or carer employed by an organisation that is not on the list of accredited providers.
21.	Availability to attend case conferences and meetings about your care needs and vulnerable adults/ <b>safeguarding</b> meetings.
22.	A 24 hour, seven day week emergency service with phone numbers of staff available for you to share any concerns you may have about the property, neighbours or other issues.
23.	Carrying out adaptations to the property which may be required because of your disability or <b>special</b> needs.
24.	Assistance on a repeated and continual basis with how to use and look after alarms, appliances, <b>heating</b> , hot water, fixtures and fittings.
25.	Liaising with <b>neighbours</b> and others in order to improve relations and minimise disputes.
26.	Assistance to <b>find</b> alternative accommodation should the present arrangement be failing or if greater independence beckons (e.g. moving from shared to sole occupancy).
<b>C</b>	<b>Housing Related Support as detailed in Housing Application Assessment</b>
	<b>Support Needed:</b>
1	Claim benefits entitlements e.g. housing benefit
2	Understand rights and responsibilities as a tenant
3	Report maintenance faults within your home
4	Arrange servicing & repairs to appliances
5	Keep your home safe & secure
6	Set up & pay for your utilities e.g. gas & electricity
7	Get on with neighbours
8	Get on with co-tenants
9	Arrange for home contents & furnishings to be obtained
10	Use specific equipment, e.g. heating system, alarm system
11	Make complaints in relation to the property or landlord
12	Find other accommodation if moving on to independent living
13	Arrange risk assessments relating to your home
14	Arrange adaptations to your home
15	Carry out your weekly shopping
16	Manage your budget & finances
17	Maintaining your garden
18	Arranging your window cleaners

19	Moving in
20	Claim Council Tax rebates and pay Council Tax
21	Choose decorations
22	Pay for TV licence
23	Make decisions about whom you live with
24	Support with cooking daily meals
	Total Charge for Housing Related Support: £.....(support fee)per week

SAMPLE