

The things you need to know about your home and the law that lets you live in it



Agreeing how we will work with you in your home

When you live in one of our properties, we call you a tenant. When you move into the property, you will be given a tenancy agreement.

This guide helps explain things you need to know about your home and the law that lets you live in it.

It is an agreement which gives you the right to live in your house or flat and decide who to let in or keep out:

- As long as you pay the rent
- And look after the house or flat
- And keep to other rules in the tenancy agreement

The agreement is between

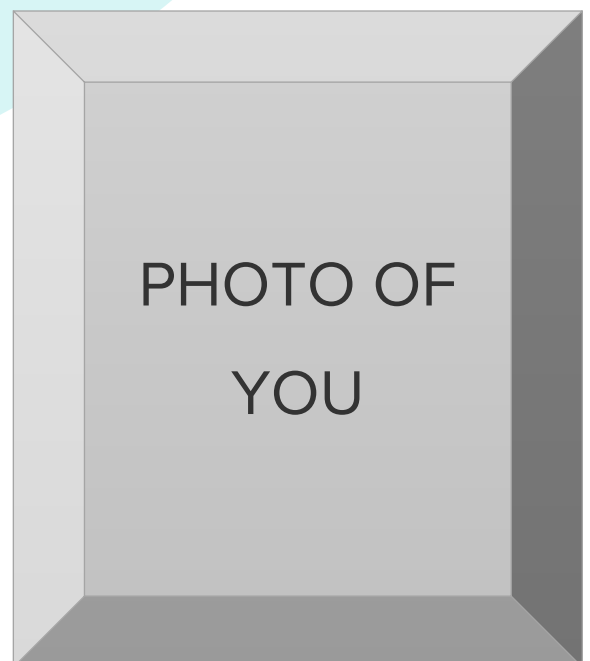
Reside Housing Association

And you the tenant

.....

(put your name here)

.....



Your home and description of your home

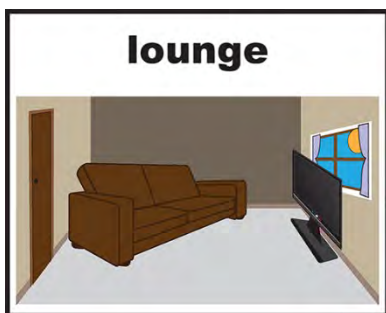
What you are renting

Put the address here:

.....
.....
.....



shared



Description of your home, or a room in a house or flat with a kitchen, living room and bathroom you share with others.

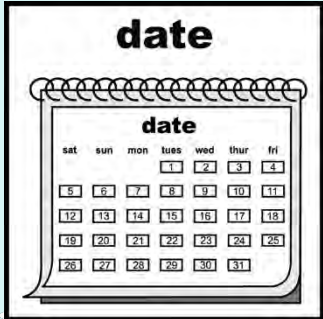
House Shared / not shared

Flat Shared / not shared

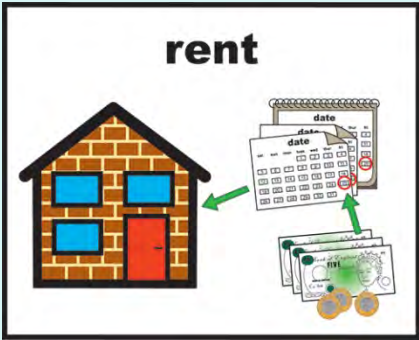
Bungalow Shared / not

(draw a circle around the description that matches where you live)

The date you can move in

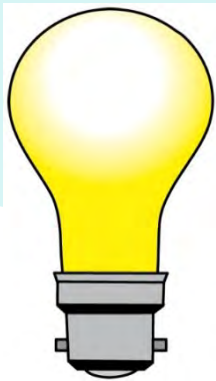


(Put the date in here)



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

Your rent is £.....every week



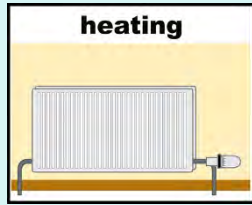
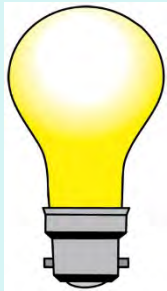
Utilities - things like heating, lighting and water

Your utilities are every week

You must not get behind on your rent and/or utility payments

Services

We will be providing services, such as:



Lighting and heating



Water



Alarm system



Furniture



Cleaning



Gardening



Insurance

(for the building, equipment and furniture)



Decorating



White goods

- washing machine
- tumble dryer
- dishwasher

- fridge
- freezer

What we must do



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

What you must do as a tenant



rent

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



cleaning

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



could be you or a support worker.

Tell us if you need a repair (the number is 020 8255 5220). This



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

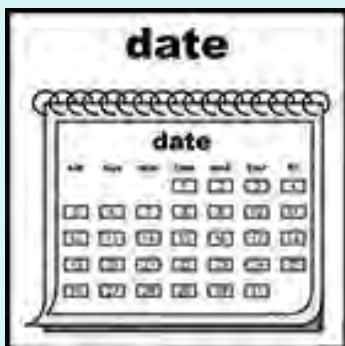


You must not do anything that breaks the law in your house or community



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

Moving out



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



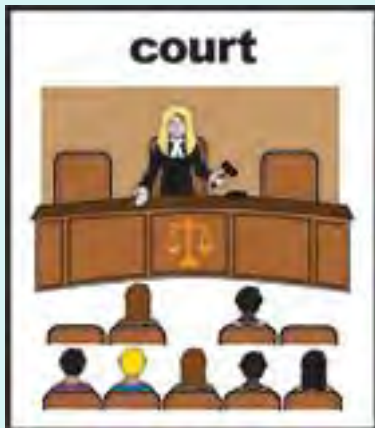
What happens if you break the rules



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.

Your rights



You have the right to privacy and personal space



You have the right to make choices about your services



You have the right to have Information about you being kept private - we will only share information with others if you agree



You have the right to choose someone else to speak for you - an advocate, friend, or family member.



You have the right to be consulted or involved in how the service is run.



You have the right to information about other services which can help you.



You have the right to raise concerns and make a complaint.



You have the right to know how to give a compliment.

About Reside



is

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



You will be told who the key people are and about who will be working with you.



We will tell you about any residents' meetings

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

You can call this phone number to get help

0208 255 5220

You may need someone you can talk to. If so, you can contact:

Your support worker
.....



Or your Tenant Support Officer,
.....

Or an advocate, friend or family member



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.

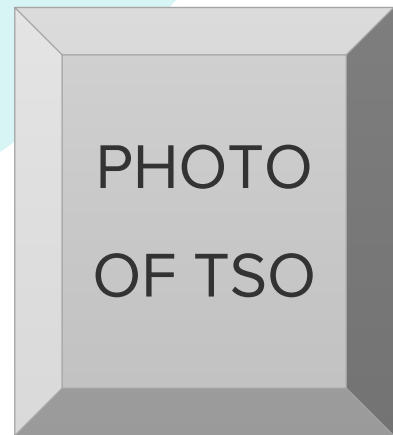


If you have any questions about tenancy, please contact your Tenant Support Officer

Write your Tenant Support Officer details here:

Tenant Support Officer Name:

.....



Office Telephone:.....

Mobile & text:.....



Email:.....

