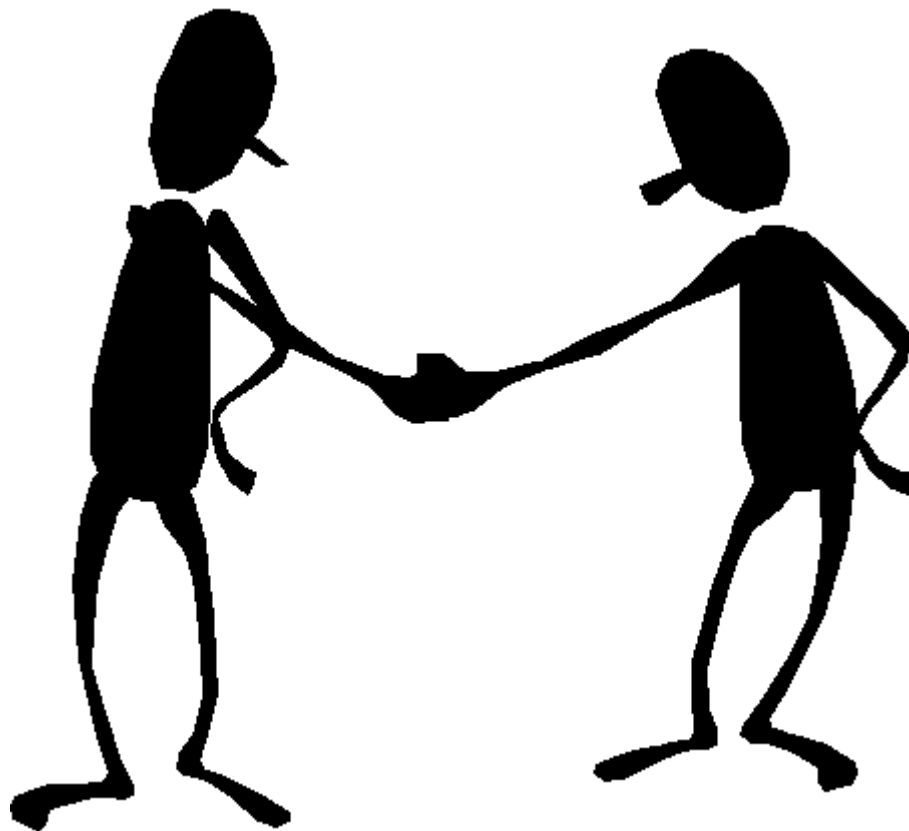


**Your tenancy agreement;  
An easy read guide.**



## What is in this guide?

**1 Your tenancy agreement** **Page 3**  
About your housing, what you pay, looking after your home and other rules.

**2 Standards for services** **Page 11**  
Those providing housing or support should say

- what you can expect from them
- how they do things
- how they are going to help you.

**3 Questions and complaints** **Page 13**  
What to do when you have questions about your housing and your tenancy, or if you are unhappy about something.

**4 Repairs, decoration and equipment** **Page 14**  
The tenancy agreement says how your home is looked after – repairs, decoration, equipment and furnishings.

The support agreement should say what help you will have to do this.

**5 Further notes** **Page 16**  
There are notes that need to go with the agreements for the people who are working alongside tenants.

## Key Words

Get to know some of the main words used in the Tenancy Agreement:



**We/us:** The landlord



**You:** The Tenant



**Tenancy:** When you live in a house/flat and pay rent



**Property:** The house/flat you are renting

## 1 Your tenancy agreement

This Guide is designed to help you get the most from your tenancy.



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**



**You look after the house/flat**



**You keep to other rules in the agreement**



**The agreement is between the landlord:**

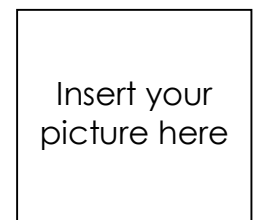
(put the name of the landlord on this line)

.....

**And you, the tenant:**

(put your name on this line)

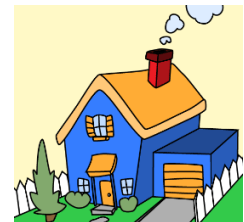
.....



**Where you are renting**

(put the address here)

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



**Description of the Property**



House



Flat



Room in shared house or flat

### Date the tenancy starts



(put the date in here)

...../...../.....

### The rent – what you pay to live in the house or flat



Your rent is £  per week

Your service charge is £  per week

**Total** amount you pay is £  per week














The total amount should be paid every .....  
(insert day of the week)

- ✘ You must not get behind on your rent payments after **one** year your rent may go up, your landlord will tell you about this before it happens.

## Paying for Services






The landlord may also provide services listed in the Tenancy Agreement such as (tick the boxes)

	<p><b>Lighting and heating your home</b></p>	<input type="checkbox"/>
	<p><b>Hot water/ Water rates</b></p>	<input type="checkbox"/>
	<p><b>Telephone</b></p>	<input type="checkbox"/>
	<p><b>Alarm system and fire safety equipment</b></p>	<input type="checkbox"/>
	<p><b>Furnishings (you will be given a list of furniture provided)</b></p>	<input type="checkbox"/>
	<p><b>Cleaning shared areas</b></p>	<input type="checkbox"/>
	<p><b>Gardening in shared areas</b></p>	<input type="checkbox"/>
	<p><b>Food or meals</b></p>	<input type="checkbox"/>



	<p><b>Insurance* for the building, landlord's equipment and furniture</b></p>	<input type="checkbox"/>
	<p><b>TV Licence</b></p>	<input type="checkbox"/>
	<p><b>Other things .....</b></p>	<input type="checkbox"/>

\*Insurance money is paid to put things right if big repairs need to be done.

What the landlord must do.....

	<input type="checkbox"/>	<p>Keep the house or flat in good repair – heating, plumbing and electrics</p>
	<input type="checkbox"/>	<p>Tell you what repair work they do and how to ask for repairs</p>
	<input type="checkbox"/>	<p>Tell you how to make a complaint</p>
	<input type="checkbox"/>	<p>Treat you with respect at all times</p>
	<input type="checkbox"/>	<p>Investigate if you tell us your neighbours have been bullying you</p>



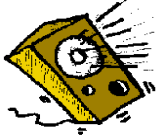
## What you must do as the tenant....

	<input type="checkbox"/>	<p>Live in your home and keep it clean and tidy</p>
	<input type="checkbox"/>	<p>Tell your landlord if repairs are needed</p>
	<input type="checkbox"/>	<p>Let the landlord in to do repairs or decorate</p>
	<input type="checkbox"/>	<p>Ask the landlord first if you want to keep any pets</p>
	<input type="checkbox"/>	<p>Keep any house rules that go with this Agreement especially about health, fire and safety</p>

## What you must not do....



ver. Aug 17

	<p><b>X</b></p>	<p>You must not damage your home, or fittings</p>
	<p><b>X</b></p>	<p>You must not do anything that breaks the law</p>
	<p><b>X</b></p>	<p>You must not be too noisy</p>

## Moving out....

You should say when you are away for more than 7 days.



The landlord needs a letter if you want to leave for good. This needs to be sent 28 days before.



If you are leaving the house or flat you should;



Return the keys



Remove all your belongings and rubbish



- Leave everything clean and tidy



- Make sure all your bills are paid

## What happens if you break our rules ...

If you have broken the rules in the Agreement badly the landlord might ask you to leave.

There should be a meeting about this before anything is done.



You can only be made to leave after your landlord has applied to a Court of Law.



The Court will make the final decision



**Other information** (optional)

- How new residents are chosen
- Any house rules not in the tenancy
- Benefits or help with paying your rent
- What help might be given if you want to move on



## 2 Standards

Your Housing Provider and your Support Provider should tell you about their aims and standards for their services.

They should set standards for:

- ✓  what they do
- ✓  what you can expect from them
- ✓  how they do things
- ✓  how they are going to help you
- ✓  how they deal with complaints
- ✓  how you will be talked to and involved in decisions

### The basic standards

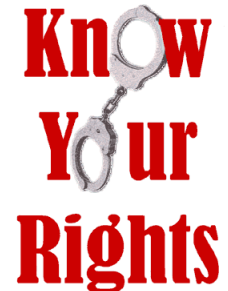
- ✓ **Your rights** – they should respect the rights of people with disabilities
- ✓ They should promote **your independence**
- ✓ **Choice** – you should have a choice of where and how you live
- ✓ **Being included** – in communities and in mainstream services



## Your rights ...

- ✓ Respect for your privacy and personal space
- ✓ Having choices about your service
- ✓ Confidentiality – when information about you is shared with others
- ✓ Being able to choose someone else to speak for you – an advocate, friend, family member
- ✓ Being asked about or involved in how the service is run
- ✓ Information about other services which can help you
- ✓ How to raise concerns and make a complaint

**Know  
Your  
Rights**

The text "Know Your Rights" is written in a bold, red, sans-serif font. The word "Know" is on the top line, "Your" is on the middle line, and "Rights" is on the bottom line. A pair of silver handcuffs is positioned between the words "Know" and "Your", with the cuffs appearing to hold the letters together.

## About the housing organisation or support organisation....

- ✓ You should be given information about the organisation, its aims and how it is run
- ✓ You should be told who the different people are and especially about who will be working with you
- ✓ You should know if you can be involved in choosing staff or new tenants
- ✓ You should know about any tenants' meetings
- ✓ You should be told how standards will be checked, and asked what you think in a meeting or survey
- ✓ You should be told about how complaints are received and dealt with

### 3 Questions or complaints

You need to know what to do when you have questions about your housing and your tenancy, or you are unhappy about something:

- X about the staff
- X or other people living with you, or nearby
- X if things in the house or flat are not working properly
- X if you don't feel safe



1 You can call this **special phone number** to get help  
.....

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

Your Keyworker .....

Or the Manager .....

An advocate, friend or family member .....

You should be told how you can contact them.

### 3 Complaint

If things aren't sorted out or if you want to make a complaint there is a **special postcard** to fill in. You only have to put your name and sign it. You can ask any member of staff for the card and a guide *Making a Complaint* which will tell you how the complaint will be dealt with.




## 4 Repairs, decoration and equipment

### What you must do (in your own house or flat)

Part of the rent you pay to your landlord is for looking after the property and keeping it in good condition.

	<p>Someone needs to tell the landlord when repairs are needed. This could be you or a support worker</p>	<input type="checkbox"/>
	<p>You must let people who work for the landlord into your home to look at the problem, and to carry out repairs. They should tell you when someone is coming</p>	<input type="checkbox"/>
	<p><i>(In your own flat)</i> It is your job to organise the painting and decoration of the inside of your home. Your support worker could help you do this</p>	<input type="checkbox"/>
	<p><i>(In shared housing)</i> The landlord or the support provider usually organises the decoration of the communal areas inside the building</p>	<input type="checkbox"/>
	<p><i>(In shared housing)</i> You usually have to organise the decoration of the inside of your room. Your Support Provider may help you do this</p>	<input type="checkbox"/>

## What your landlord must do

	<p>Repair the structure (walls, roof, windows, doors) and things outside the building (drains, gutters and pipes)</p>	<input type="checkbox"/>
	<p>Make sure the heating, water, electricity and gas are all working properly</p>	<input type="checkbox"/>
	<p>And sinks, basins, baths, showers, toilets too</p>	<input type="checkbox"/>
	<p>Test and maintain gas appliances (central heating boiler, gas fire, cooker) each year</p>	<input type="checkbox"/>
	<p>Test the plugs and leads on electrical appliances that they supply once a year</p>	<input type="checkbox"/>
	<p>Decorate the outside of your house or flat, and inside any communal areas or rooms</p>	<input type="checkbox"/>



