

If you have difficulty understanding this information or would prefer to receive an alternative format (i.e. translated, audio, Braille or large print) please contact us.

HomeZone Living
Tel 01543 420800
Minicom 01543 420878
Email customerservices@homezonehousing.org.uk

If you are a customer of Bromford Support, please speak to the Bromford colleague who is working with you for more information.

About your tenancy agreement

– sharing responsibility



CUSTOMER SERVICE EXCELLENCE

www.bromfordgroup.co.uk

Produced by Bromford Group Communications team 01902 393640
e: communicationsteam@bromford.co.uk
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This leaflet is for customers of HomeZone Living, including customers of Bromford Support and those in supported housing.

It explains the joint responsibilities set out in your tenancy agreement.

We will explain your agreement to you before you sign it, and answer any questions you may have.

Why do I need a tenancy agreement?

Your tenancy agreement is a legal contract that sets out the terms of your tenancy with us, making clear what we and you are responsible for. Your tenancy agreement helps us both to have the things we want from the tenancy.

- We want you to enjoy living peacefully and comfortably in your home, knowing that if it needs any repairs, we will complete them within a reasonable time.
- We want you to pay your rent on time, take care of your home, and live peacefully, letting your neighbours do the same.
- You want to know that if things go wrong, we will help you put them right.

What are your responsibilities as my landlord?

We must:

- allow you to live peacefully in your home without interfering, as long as you keep to your tenancy conditions
- do repairs to the structure of your home and to fixtures and fittings, within the timescales we promise
- allow you to improve and alter your home, as long as you have our written permission first and agree to any conditions we set
- keep all communal areas well maintained
- allow you to take over the tenancy if your partner dies (unless they had previously taken over the tenancy)

- allow you to take in lodgers, as long as you have our written permission first
- allow you to exchange homes with the tenant of another housing association or local council, as long as you have the permission of both landlords first
- consult you on any proposed changes to the tenancy
- give you general information on the housing management services we provide
- give you the right to complain if you are dissatisfied with any aspect of our service
- give you access to information we have about you
- consult you on any changes we plan to make to our service.

What are my responsibilities under my tenancy agreement?

You must:

- pay your rent in full and on time
- pay suppliers for services you use, such as gas, electricity and council tax
- live peacefully in your home and allow your neighbours to do the same. You mustn't use your home for any illegal or immoral purpose, or run a business from it
- ensure that you, those who live with you, and your visitors don't cause or threaten any violence, annoyance or harassment to anyone living on or visiting the neighbourhood. If you need any advice about this, or know of such behaviour, please contact us straight away
- ensure that everyone who lives with you or visits you, and any pets, behave in a way that doesn't cause a nuisance
- take care of your home.

Taking care of your home includes:

- keeping your home clean and the internal decoration in good order
- not causing any damage to your home
- keeping your garden tidy and free of rubbish
- keeping your home in good repair. This means letting us know quickly if we need to do any repairs, or doing the repairs you are responsible for
- allowing us reasonable access to carry out any repairs to your home or any communal area and, once a year, letting us in to service your gas supply and appliances
- repairing any damage that you, those who live with you, or your visitors have caused
- not leaving caravans, boats or other large vehicles on your drive or in any communal area
- letting us know if you are going away and leaving your home unoccupied for more than six weeks
- giving us four weeks' notice in writing if you want to move. But please talk to us about why you want to move. We would like you to stay a HomeZone tenant and we may be able to help you get the home you need.

Other important legal rights – Right to Buy and Right to Acquire

You may have the legal right to buy your HomeZone home through the

Right to Buy scheme or the more recent Right to Acquire scheme. If you would like more information about this, please contact us; we will be able to tell you if these rights apply to you.