

Accommodation



YES | YOUR EMPOWERING SERVICE



A Guide to Your Tenancy Agreement

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Your tenancy agreement



This guide goes with **Your Tenancy Agreement** to help explain it.

Words with a * are explained in brackets.

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 your landlord, Accommodation-YES



Your landlord is:

Lorna O'Shea
123 Boxley Road
Maidstone
Kent ME14 2TJ
Tel: 07850 769 493

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Your landlord is an accredited landlord (No: 110061621) and a member of the London Landlord Accreditation Scheme (LLAS). They are also a registered provider of Social Housing (No. 4810)

And you the Tenant

(Put your name here)

(Put a picture of yourself here)

What you are renting



Where you are renting
(Put the address here)



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



House	Shared/not shared
Flat	Shared/not shared
Room	Shared/not shared

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



We will give you a list of any furniture we provide and the facilities and equipment you will be able to use.

Date your tenancy starts



Date your tenancy starts

(Put the date in here)

Your deposit – is money taken from you as a Tenant to cover damage and saved in a Deposit Protection Scheme (DPS). When you move you will be able to have your deposit returned if the accommodation is in the same order as when it was first rented to you.

Your deposit is: **£100**

Your rent – what the government pays for you to live in the house or flat.

Your rent starts on:

There is also a charge for utilities (gas, electric, water)

The TOTAL to pay is:

You should pay this every

_____ weeks

(Put the number of weeks here)

The rent and charges will be changed once a year and we will tell you about any changes.



Household bills and services

Household Bills



Household bills will be charged for by the utility company supplying your gas, electric and water. The amounts they charge you may change and when this happens we will tell you as soon as possible.

Services

Within the tenancy we may also be providing services listed in your tenancy agreement such as:



Lighting and heating

☐

Water

☐

Payphone

☐

White goods

☐



Alarm system and fire safety



Furnishings (we will give you a list of furniture provided)



Curtains



Carpets



Cleaning



Services



Decorating

(*There is a charge for decorating your personal areas, which will be agreed at the time of your request. The cost of your choice of paint is NOT included)

☐


Refurbishment

(*Any works over £100 would result in a £50 contribution from you.)

☐


Gardening

☐


Window Cleaning

☐

Insurance * for the building, our equipment and our furniture

☐

(*Insurance money is paid to put things right if anything goes wrong in the house, but not things that belong to you.)



Other things

☐

What Accommodation-Y.E.S must do

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What Accommodation-Y.E.S must do



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



Explain to you how and when we do repair work.



Explain to you how to make a complaint.



Explain to you about other rules we follow



What Accommodation-Y.E.S must do



- ✓ Maintain and repair the structure (walls, roof, windows, doors) and things outside the building (drains, gutters and pipes) as needed.



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



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



- ✓ Test and maintain gas appliances (central heating, boiler, gas fire, cooker) each year.

Energy
Performance
Certificates



- ✓ Carry out checks and obtain an Energy Performance Certificate (EPC) every 10 years to calculate the efficiency of the property.

What Accommodation-Y.E.S must do



✓ Test the plugs and leads once a year on any electrical appliances that we supply.



✓ Decorate the outside of your house or flat inside any communal areas or rooms.

What you must do as a Tenant



What you must do as a tenant



☒ Pay your rent and household bills.



☒ Live in your home and keep it clean and tidy.



☒ Tell us if you need a repair (DIY site on OurSITE*, use the payphone to ring your Landlord for free, or call into the office).

(*The use of OurSITE will be fully explained to you)

What you must do as a Tenant



- ✓ Let us in to do repairs or decorate



- ✓ Let us in to do gas, electric and fire safety checks



- ✓ Ask us if you want to keep any pets.
(This will need to be in writing to the landlord). Only small breeds of dogs will be allowed (such as a Yorkshire Terrier, Jack Russell or Chihuahua).



- ✓ Keep any other rules that go with your agreement, especially about health, fire and safety.

What you must do as a Tenant

Repairs, decoration and equipment

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

Part of the rent that is paid is for looking after the property and keeping it in good condition.



- ✓ Someone needs to tell us when you need a repair. This could be you or your support team.



- ✓ You must let people who work for us into your home to look at the problem, and carry out repairs.



- ✓ We will tell you when someone is coming to your house or flat.

What you must do as a Tenant



✓ *(In your own flat)* It is your job to organise the painting and decoration of the inside of your home. Your support worker could help you organise this.



✓ *(In shared housing)* Accommodation-YES organises the decoration of the communal areas inside the building. You will be issued a yearly schedule of any planned decorating.



✓ *(In shared housing)* You usually have to organise the decoration of the inside of your room. Your Support Provider may help you to organise this.

What you must not do

What you must not do



You must not damage your home, or fittings.



You must not be a nuisance to other people.



You must not be too noisy.

Moving out



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 so in writing. You need to send us a letter 28 days ahead of when you move out.

You should ask the landlord to visit your house or flat BEFORE the day you leave. This is to check the accommodation is left in good condition, to check the items on the itinerary and to discuss your deposit.



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.



Not keeping to your tenancy agreement



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 will 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.

2. Standards

Our standards

We will tell you about the aims and standards for our services.

We have agreed standards for

- Your tenancy
- Repairing and maintaining your home
- Cleaning and gardening services
- Collecting rent and missed payments
- How we deal with complaints
- Dealing with anti-social behavior
- Compensation payments
- Collecting utilities money



The basic standards

- We respect the rights of people
- We will promote your independence
- We will do our best to give you the choice of where and how you live.
- We will listen to your ideas about making services better
- We will offer you membership to a tenancy council



Your rights

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 confidentiality – we will only share information with others if you agree.



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

Your rights



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



- You have the right to get 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 Accommodation-Y.E.S

Accommodation



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- Accommodation-Y.E.S are certified in their profession as Social Housing Landlords.
- We will give you information about Accommodation-YES, its aims and how it is run.
- You will be informed of all contractors, maintenance engineers servicing your accommodation.
*(*All contractors are fully qualified)*
- You will be told who the key people are.
- You can be involved in choosing new tenants, if you want to.
- We will tell you about any Tenants meetings.
- We will listen to your comments and feedback at Tenants meetings.

About Accommodation-Y.E.S



- We will tell you how standards will be checked and we will ask what you think in a meeting, or in a survey and/or questionnaire.



- We will tell you about how complaints and compliments are received and dealt with.

Please note: we will make sure our standards will be as good as those required by the London Landlord Accreditation Scheme (LLAS) and the Tenant Services Authority (TSA), which is the government body that checks how well housing organisations are doing.

3. Who can help with my tenancy?



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

The supporting team.



- Other people living with you, or nearby.



- Things in the house of flat that are not working properly.



- If you don't feel safe.

Who can help with my **tenancy**?



1. If you have any questions about your tenancy please contact your Tenant Finance Officer.

Write your Tenant Finance Office details here:

Name:

Office telephone:

Mobile and text:

Email:



Who can help with my **tenancy**?



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

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



- a) Your Support Worker

- b) or an advocate, friend or family member

- c) Or the council



4. If things are not sorted out or if you want to make a complaint, you can ask any member of staff for our guide, *How to Complain*, which will tell you how we will deal with complaints.