



Information about your Tenancy Agreement



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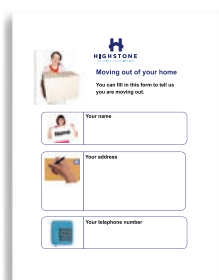
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About this booklet



This booklet tells you about your Tenancy Agreement and other useful information.



When you move in to your new home, you will get a Housing Officer.



Your Housing Officer or Social Worker can help you to understand this booklet and answer your questions.

Your Tenancy Agreement



A **Tenancy Agreement** tells you the rules you have to follow if you want to live in your home.



The law says you have the right to live in your home if you follow the rules.



The rules also say what your **landlord** has to do to look after your home.



Highstone Housing Association are your **landlord**. This means we own your house and you pay us money to live there.

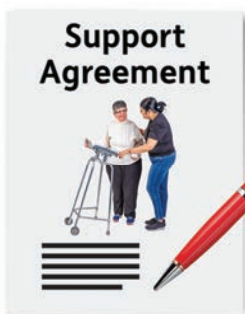


We must talk to you first if we want to change any of these rules.

How your support affects your Tenancy Agreement



When you live in 1 of our homes, you can get support from another organisation. This support helps you live at home and do the things you want to.



You will have an agreement with the organisation about the support you get.



You must not break the rules of the agreement.



Breaking the rules for your support agreement means you will break your Tenancy Agreement too.



If you stop getting support, we might end your Tenancy Agreement.

You might not be able to keep living in your home.



If your support agreement ends, we might end your Tenancy Agreement.

We will have a meeting with you first.



We will talk about what is going to happen next.

Paying your rent



Rent is the money you pay us to live in your home.



If you live in flats or share a house you might pay us a service charge as well.



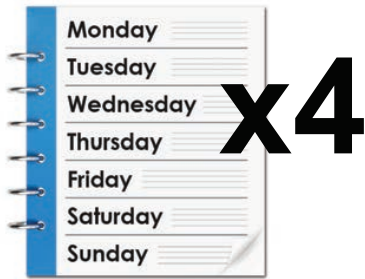
The service charge pays for us to look after parts of the building you share with other people.



Things like tidying the gardens and cleaning the corridors.



You must make sure you pay your rent and service charge on time.



If we want to change how much you pay us in rent, we must write to you **4 weeks** before we change it.

If you get Housing Benefit or Universal Credit



Universal Credit

You can use your Housing Benefit or Universal Credit to pay your rent.



If you agree, we will apply for the right benefit for you.



HIGHSTONE
HOUSING ASSOCIATION

The money you get to pay your rent will go straight to Highstone Housing Association. It does not go in your bank account.



If the amount you get changes, you must tell us straightaway. It might affect your rent payment.



If you get paid too much money for your rent, the law says you must pay it back.



We might pay this for you.

Then we will charge you for the extra money. We will add the amount to your rent.

What to do if you cannot pay your rent



If you cannot pay your rent you must tell us. We can give you help and advice about what to do.



If you do not talk to us and do not pay your rent, we can ask the court to make you leave.



Moving into your home

We will make sure your home is safe and clean for you to move into.



You can decorate your home, but you must write to us and ask us first.



Repairs and maintenance

Repairs and maintenance is when we look after or fix things in your home.

We will repair and look after:



Outside of your house

- things like the roof, drains, windows and doors
- paths, sheds or garage

Inside your home



- bathroom fittings like your toilet, sink, bath and shower
- heating
- electrics



Gas

You might have some things in your home that use gas. The law says we must check these things once a year.

This is to make sure they are safe to use.



Fire

We will fit a smoke alarm in your home. We will test your smoke alarm every 6 months.



Tell us about a repair

You need to tell us straightaway if something needs fixing.



If it is an emergency, we will come within **24 hours**. Things like if you have no water or electricity.



Other things we will fix as quickly as we can. We try to fix most things within **28 days**.



If you or your visitors break something, we might ask you to pay for the repair.



Tell us about a repair

Emergency repairs

For emergency repairs on a weekday between:



- **9am to 5pm** Monday to Thursday
- and
- **9am to 4pm** on a Friday



Phone

01484 609189

For emergency repairs on an evening or weekend between:



- **5pm to 9am** Monday to Thursday
- and**
- **4pm** on a Friday to **9am** on a Monday



Phone:
0330 058 4090



For other repairs contact us:
By phone between 9am to 5pm:
01484 609189



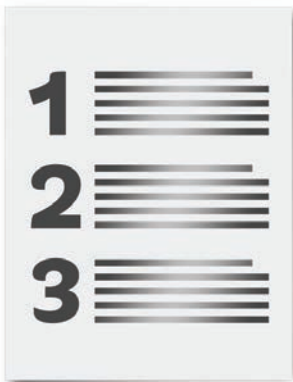
By email:
repairs@highstoneha.co.uk



Online:

www.highstoneha.co.uk/contact/report-a-repair

When you report a repair you need to tell us:



- your name, address and telephone number
- and**
- what happened and what needs to be fixed

What you must look after and repair



It is up to you to look after and sort out repairs for your own things.



Tell us if you lose your key and we will get you a new one. You will have to pay for it.

Insurance



Insurance is when you pay a company to help you look after your home and your things.



If you break something or it is stolen, the insurance company will give you money to fix it or buy a new one.



We pay insurance for inside and outside of your home.



You can pay for insurance for your own things in your home. This is called **home contents insurance**. We think it is a good idea if you get it.

More rules in your Tenancy Agreement

Visitors



You cannot have the same person stay in your home more than 3 nights in a week.

You must ask us first if you want someone else to live in your home with you.



Renting your house

You cannot let someone live in your home and ask them to pay you rent.

Pets



You must ask us first if you want to have any kind of pet in your home.

We will send you an email or a letter to say if we agree.



Smoking

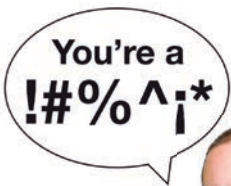
You are not allowed to smoke in your home.

We have areas outside where you can smoke.

Being a good neighbour

It is important to be a good neighbour. You or your visitors **must not**:

- be very noisy. Things like shouting, banging or playing loud music a lot
- threaten to hit or hurt other people
- shout and swear at other people
- break other people's things





Respect everyone

You must treat the people you live with and your neighbours with respect.



Do not break the law

You must not use your home to break the law. This means things like:



- using, selling or growing drugs



- keeping or looking after things that are stolen



- having illegal guns or weapons



Shared areas

Shared areas are places you share with other people who live there. This can be inside or outside the building.



You must use shared areas safely and with respect. This means you must:

- keep shared areas clean and tidy



- keep the corridors and doorways clear

- keep shared doors closed



- not let anyone into shared areas if you don't know who they are



- not break or damage any safety equipment. Things like smoke or fire alarms



- not use or damage any plugs or wires in shared areas

Breaking the rules of your Tenancy Agreement



If you break any of the rules, your landlord will talk to you about it. This is called a **warning**.



If you keep on breaking the rules, we will write to you. This is called a **written warning**.



If you still break the rules, we will ask you to come to a meeting with us.



Together, we will make a plan. The plan will say what things you can do to get things right.



A Housing Officer will visit you within 4 weeks after the meeting. They will check you are following the plan.



If you still break the rules after the meeting, we will write to you with 1 more warning. This is called a **final warning**.



If you keep on breaking the rules, we might have to ask you to leave.



You can only be made to leave after your landlord has **served you with a notice**.

Served with a notice means you get a letter in the post.



The letter will say that your landlord wants you to leave your home.



You will only have to leave if a court agrees with your landlord.

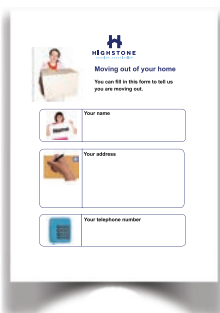
How to tell us you want to move out



If you want to move out of your home you must tell us **4 weeks** before you go.



You can write to us or email us.



At the back of this handbook on **page 31** there is a form you can fill in and send back to us.

Things you must do when you move out:



- take all your things with you



- leave your home clean and take any rubbish with you



- fix anything you or your visitors have broken



If you do not fix it before you move out, you will still have to pay for it to be fixed.



You will have to pay for cleaning if you leave the house dirty and messy.



We will check your home before you leave.



When you leave you must give your keys back. If you don't we might still charge you rent.



How to complain

If you are not happy about the service we give you then you can complain.



First thing to do is to talk to any of our staff working with you. They will do their best to sort out the problem.



If you are still not happy you can contact us.



You can:

Speak to your Housing Officer



Telephone us
01484 609189

You will hear a recorded message.



Press number **2** on your phone and you will hear another list.



Press number **2** to speak to someone.



Fill in the form on our website
**[www.highstoneha.co.uk/tenant-info/
how-to-make-a-complaint/](http://www.highstoneha.co.uk/tenant-info/how-to-make-a-complaint/)**



Email us

complaints@highstoneha.co.uk



Post it to us

Highstone Housing Association

329 Wakefield Road

Denby Dale

Huddersfield

HD8 8RX



We also have a paper form you can fill in to complain. Ask our staff if you want to complain this way.



You can ask someone you know to help you complain.



How to contact us

If you have any questions about us or your Tenancy Agreement, you can talk to your Housing Officer or contact us.



Telephone:

01484 609189

You will hear a recorded message.



Press number **2** on your phone and you will hear another list.



Press number **2** to speak to someone.



Email:

enquiries@highstoneha.co.uk



**Our address:
Head Office
Highstone Housing Association
329 Wakefield Road
Denby Dale
Huddersfield
HD8 8RX**



Moving out of your home

You can fill in this form to tell us you are moving out.



Your name:



Your address:



Your telephone number:



I am moving out of my home in 4 weeks.

The 4 weeks must start on a Monday.



The 4 weeks start on this date:



I will move out on this date:



Sign your name here:



Write today's date here: