

# An easy read guide to your Tenancy Agreement



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# Section 1. Your Tenancy

# 1. Your Tenancy



Welcome to your new home.



This agreement explains what you have to do as **our tenant**.



It also explains what we have to do as **your landlord**.

# 1. Your Tenancy



We only want you to sign if you understand the agreement.



This agreement is between **you**:



and **Housing Solutions**, where your contact is:

You can contact them on  
**0800 876 6060** (freephone from landlines) or **01628 543101**.



# 1. Your Tenancy



Your address is:



Your rent is:

Your service charge is:

Your **total** rent is:

Your tenancy starts on:





## Section 2.

# What we must do as a Landlord

## 2. What we must do as a Landlord



Keep your home in good repair.



Carry out regular gas safety checks.



Decorate the outside of your home and any communal areas.



## 2. What we must do as a Landlord



Insure the **building** of your home.



We do not insure the **contents** of your home. This is up to you as the tenant to do this.



## **Section 3.**

# **What you must do as a Tenant**

# 3. What you must do as a Tenant



Pay your rent and any other charges.



Pay your bills for other costs for your home.



If you need help with your tenancy you can have someone to speak for you.

# 3. What you must do as a Tenant



Look after your home.



Tell us about any repairs so that we can fix them.



If you **damage** your home, we will do repairs but you may have to pay for them.



# 3. What you must do as a Tenant



If you are allowed to keep a pet in your home, look after them and do not keep pets which cause a nuisance or danger to your neighbours.



Only use your home as your home, do not run a business or illegal activities from it.



Use the communal areas safely and responsibly.





## Section 4. Be a Good Neighbour

## 4. Be a Good Neighbour



Most people like peace and quiet in the evenings and at night. Make sure you and your guests cannot be heard outside your home.



If you have a pet, you have to clear up any mess they leave in the communal areas. We will charge you money if you do not.



All of our tenants should be able to live in their home without fear of bullying or harm.

## 4. Be a Good Neighbour



You must not do anything illegal in your home.



All of our tenants should look after their community and not damage any property.



All of our tenants and members of staff should be treated with respect.

## 4. Be a Good Neighbour



If you are upset with a neighbour, you should try talking to them about it first. You could take a friend or another neighbour along for support.



If the problem is not solved, please let our Anti-social Behaviour team know so that they can help you. You can call them on **0800 876 6060** (freephone from landlines) or **01628 543101**.



The Anti-social Behaviour team will offer support and talk to you about what they can do to help solve the problem.





## Section 5. Paying Your Rent



# 5. Paying Your Rent



To live in one of our homes you have to pay rent.



You must pay your rent in **advance** either monthly or weekly.



You can sign up to pay your rent straight from your bank by **direct debit**. As a new sign-up we will put **£50** in your rent account.

# 5. Paying Your Rent



You can pay your rent at our offices or at a post office.



Rents are changed every year, and we will write to you to tell you about these changes at least **1 month** in advance.



If you have problems paying your rent we can help you manage your money. Call **0800 876 6060** (freephone from landlines) or **01628 543101**.



## Section 6. Your Rights

# 6. Your Rights



You have the right to check who you let in to your home. You should not let strangers in.



Housing Solutions team members may come to your home to check you are ok or to do repair work. They carry **ID cards** so you know they are safe to let into your home.



We will tell you in advance when someone from Housing Solutions is coming to your home.



# 6. Your Rights



We will inform you of any changes that may affect your tenancy. You have the right to speak up about the changes we make.



You have the right to be **involved** in the decisions made by us. There are groups you can join to help us become better.



You have the right to tell us when we get things right or wrong. You can tell your Housing Solutions contact or call **0800 876 6060** (freephone from landlines) or **01628 543101**.





## Section 7. Moving Out

# 7. Moving Out



Let us know if you will be away from your home for **6 weeks or more**.



If you would like to leave permanently, you will need to tell us **4 weeks** before.



We will visit before you move out to tell you what you need to do to make sure your home is left tidy and neat.

# 7. Moving Out



You must take everything you own with you, including any fixtures and furniture that you added. Anything left behind will be thrown away and we will charge you money for it.



You must organise your own vehicle to carry your belongings.



Make sure you return the keys to us before you go and if you have left your home tidy, you will get **£100** as an end of tenancy bonus.



## Section 8. If the Agreement is Broken



# 8. If the Agreement is Broken



If you break any of the rules in this agreement, we may have to ask you to leave your home.



This could involve you being taken to court.



You could end up with nowhere to live.



## Section 9. For More Information

# 9. For More Information



If you have any more **questions**, please ask your Housing Solutions contact when they visit or phone them on **0800 876 6060** (freephone from landlines) or **01628 543101**.



You can call to tell us about a repair on **0800 876 6060** (freephone from landlines) or **01628 543101**.



You can make a complaint or tell us what we have done well on **0800 876 6060** (freephone from landlines) or **01628 543101**.

# 9. For More Information



You can visit us or write to us at our offices at **Crown House, Crown Square, Waldeck Road, Maidenhead, SL6 8BY.**



You can visit our website at **[www.housingsolutions.co.uk](http://www.housingsolutions.co.uk)**



You can join our Facebook page: **[www.facebook.com/Housing.Solutions.UK](http://www.facebook.com/Housing.Solutions.UK)**

If you would like this document **translated** please call our offices on **0800 876 6060**.

## Urdu

خدمات کے لیے وعدہ اور خدمات کے معیار سے متعلق ہمارے اس کتابچہ کا ترجمہ اگر آپ کو درکار ہو تو برائے مہربانی ہم سے فون نمبر 0800 876 6060 پر رابطہ کریں۔

## Hindi

यदि आप हमारे सेवा के आश्वासन और सेवा मानकों के बारे में इस लीफ़्लैट का अनुवाद चाहते हैं तो कृपया हमें 0800 876 6060 पर फ़ोन करें।

## Gujarati

અમારી સેવાનાં વાચદાઓ અને સેવા માપદંડો અંગેનાં અમારા લીફ્લેટનું તમે ભાષાંતર ઈચ્છતા હો તો 0800 876 6060 પર અમારો સંપર્ક કરો.

## Punjabi

ਜੇ ਸਾਡੇ ਸੇਵਾ ਦੇਣ ਦੇ ਵਾਅਦਿਆਂ ਅਤੇ ਸੇਵਾਵਾਂ ਦੇ ਮਿਆਰਾਂ ਬਾਰੇ ਇਸ ਪਰਚੇ ਦੀ ਤਰਜਮਾ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਬੋਲੀ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਇਸ ਫ਼ੋਨ ਨੰਬਰ 'ਤੇ ਗੱਲ ਕਰੋ - 0800 876 6060



Crown House, Crown Square, Waldeck Road,  
Maidenhead, Berkshire, SL6 8BY.

**Freephone** 0800 876 6060

**For mobile phone users** 01628 543101

**Websites** [www.housingsolutions.co.uk](http://www.housingsolutions.co.uk)

[www.neighboursandneighbourhoods.co.uk](http://www.neighboursandneighbourhoods.co.uk)

[www.facebook.com/Housing.Solutions.UK](https://www.facebook.com/Housing.Solutions.UK)

**Email** [contact@housingsolutions.co.uk](mailto:contact@housingsolutions.co.uk)

Open 8am - 7pm on weekdays,  
and from 10am on a Wednesday.



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Action Group