

TENANCY AGREEMENT

Easy-to-Read



Introduction and General Terms

This agreement is a legal contract between you (the tenant) and us (the landlord). It explains:

- Your responsibilities as a tenant.
- Our responsibilities as your landlord.

Please read this document carefully before signing. If you do not understand something, ask us or get advice from a Citizens Advice in your area.

Here is a link to full Tenancy details on our website - [Your tenancy](#)

Here is a link to the Tenant Charter if you would like further information - [Tenant charter](#)

Payments for Your Home

You must:

- Pay your rent every Monday, in advance.
- Pay on time, including charges for any services provided [Please see the service charge section on Page 3. Or the **Full Service Charge Breakdown** on Pages 5 & 6.
- Tell us if your situation changes, like losing housing benefits.

If you are struggling to pay your rent, you must talk to us quickly to work out a plan to catch up.

Our Responsibilities

We promise to:

Provide a Safe Home:

- Make sure your home is safe when you move in, and throughout your tenancy.
- Repair the roof, walls, and heating if they break.

Keep Shared Areas in Good Shape:

- Clean and maintain hallways, stairs, and outside spaces that are used by everyone.

Decorate Outside & Internal Communal Areas:

- Paint and keep the outside of your home looking nice as part of our maintenance plan.

Your Responsibilities

You must:

Pay Rent: Always pay rent and other charges on time.

Look After Your Home:

- Keep your home and garden clean and tidy.
- Do small repairs like changing light bulbs.
- Tell us about any big repairs needed.

Be a Good Neighbour:

- Don't make too much noise or disturb others.
- Don't let visitors cause trouble.

Don't Use Your Home for Illegal Activities:

- This includes things like storing stolen goods or using drugs.

Allow Access:

- Let us in to check or fix things when needed (we will give you notice unless it's an emergency).

Rights You Have as a Tenant

Right to Live in Your Home:

- You can live in your home without being disturbed, as long as you follow the rules in your tenancy agreement.

Right to Repairs:

- We will fix things we are responsible for, like heating, water, and the roof.

Right to Be Informed:

- We will tell you about changes to your tenancy or any plans that might affect you.

Right to Complain:

- If you think we are not keeping to this agreement, you can complain to us.
- If you're not happy with how we handle it, you can go to the Housing Ombudsman.

Ending Your Tenancy

If you want to move out:

Give Notice: Write to us at least four weeks before you plan to leave.

Leave Your Home in Good Condition:

- Clean the house and tidy the garden.
- Remove all your belongings.
- There may be arrears and recharges that you still need to pay.

If we believe you've abandoned your home, or you are not following the rules of your Tenancy Agreement, we can take steps to regain possession.

Other Important Rules

Lodgers and Subletting:

- You must let us know who is staying in your property.

Pets:

- Get our permission to keep a pet.
- Clean up after your pet and make sure it doesn't cause trouble.

Garden Care:

- Keep your garden tidy by mowing the grass and trimming hedges.

Vehicles:

- Don't park any vehicle on grass or block any roads.
- Only do minor vehicle repairs at home.

Service Charges

Service charges are money you pay to cover the cost of extra services that are not included in your rent. You will only be charged this if your home uses these services.

The services might include:

- Cleaning shared areas
- Looking after the building and shared spaces
- Lighting in shared areas
- Fixing shared door systems
- Checking shared fire safety equipment

- Looking after shared lifts
- Caring for shared gardens and outdoor spaces

(Other services may also be included. Please see the Full Service Charge Breakdown)

Signatures

By signing the Tenancy Agreement, you agree to follow the rules above.

Full Service Charge Breakdown

Personal Service Charges – Private Heating & Water

These cover services for your individual property, not covered by Housing Benefit, or Universal Credit. It includes heating and water supply to your home from a shared system.

Property-related Service Charges including;

Communal Electric / External Lighting / Emergency Lighting

This pays for electricity in shared spaces like lights, lifts, CCTV, entry systems and streetlights not maintained by the council. Emergency lights help you see during a fire or power cut. They use backup batteries and are checked monthly and serviced yearly.

Communal Heating / Communal Water

Covers heating in shared spaces like stairwells or lounges, and water in shared areas like kitchens or bathrooms.

Communal Caretaking / Communal Cleaning / Communal Window Cleaning

Caretakers visit to check for problems like graffiti or fly-tipping and test things like fire alarms. Some schemes have caretakers who also clean. Cleaners visit regularly to tidy shared spaces like stairs, corridors, entrances, and bin areas. This is for cleaning windows in shared areas.

Ground Maintenance / Third-Party (Estate) Fees

Covers upkeep of green spaces like grass cutting, weed removal, and shrub care. Or if a third-party manager looks after your estate, the Trust pays them directly for their services.

Entry, Gates, Security & Door Services

Covers maintenance of power-assisted doors and other entry systems, including Roller shutter doors, which are checked yearly to keep them safe. Electric gates and barriers are checked twice a year to ensure safety. CCTV is maintained on an ongoing basis in your area.

Servicing, Inspections & Testing (including PAT)

Lifts are checked monthly, with detailed inspections twice a year. Any other machinery and equipment in shared spaces are checked regularly to ensure they're safe. The building's fixed electrical wiring is checked to ensure safety. Checks of any portable appliances provided by the Trust in shared areas is carried out once a year. Lightning protection systems are inspected once a year.

Water Monitoring / Water Boosting / Wastewater / Legionella (LRA)

The Trust checks water systems to prevent bacteria like Legionella. This includes regular temperature checks, tank cleaning, and maintenance. For tall buildings, water pressure is boosted and checked twice a year. For homes not on mains drainage, the Trust maintains systems to handle wastewater safely. Every two years, an expert checks for risks of Legionella in water systems.

Communal White Goods / Repairs/Replacement Charge

Covers shared washing machines and tumble dryers in some buildings. To enable replacement of items in shared spaces like lounges. Management Charge covers support services in any Over-55 Schemes.

Fire Monitoring

This includes:

- **Fire alarms:** Checked twice a year.
- **Smoke ventilation systems:** Checked every six months.
- **Smoke detectors:** Checked yearly.
- **Automatic Opening Vents (AOVs):** Open to remove smoke during a fire. Serviced yearly.
- **Dry risers:** Pipes for firefighters to use in taller buildings. Checked every six months.
- **Sprinklers:** Stop fires from spreading. Serviced twice a year.
- **Fire monitoring systems:** Some alarms alert the fire service automatically. Includes keyholder services.

Bin Chute Service

Ensures refuse chutes work properly and meet fire safety standards.

Fire Risk Assessment (FRA)

All buildings with shared spaces are assessed for fire risks every 1-2 years, depending on the risk level.

Shared Ownership and Leasehold Only Section

Communal Repairs & Sinking Fund

For repairs to shared areas or the outside of your building, like roofs or drains. Sinking fund's money saved for big future repairs, like replacing a roof or repainting shared areas.

Buildings Insurance & Examination Fee

Covers insurance for your building. The fee pays for an accountant to check annual service charges.

Administration Fee

A 15% fee for managing service charges, covering staff and office costs.

If you have questions, check your service charge statement or contact the Trust.