



# An easy to read guide

to your tenancy agreement

[beyondhousing.co.uk](https://www.beyondhousing.co.uk)

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## Welcome to your new home.

This is a guide to go with your tenancy agreement to help explain it.



## Your tenancy agreement

This is a written agreement about where you live. It explains what you have to do as our tenant and what we have to do as your landlord.



You have the right to live in your home as long as you:



Pay the rent



Look after your house, flat or bungalow



Keep to the rules of your agreement

## Where you live

You could be living in a:



Flat



House



Bungalow

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## Details of your tenancy

The start date of your tenancy.

### **The type of tenancy agreement:**

- Assured Tenancy
- Assured Shorthold Tenancy.



# Paying your rent

## You are required to pay for:

- The cost of rent for your property
- Any charge for services.

You can pay your rent by direct debit or standing order. Alternatively, contact your Rent & Income Advisor on 0345 065 56 56 to discuss other payment options.



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## What we must do as your landlord

### We must make sure:

- Your home is in good repair
- We carry out repairs
- The heating, plumbing and lighting works at all times
- Carry out regular gas safety checks.

### We must tell you:

- What sort of repair work we are going to carry out
- When we will carry out the repair work
- How to submit a complaint if you are unhappy with the service provided.



## What you **must** do

- Live in your home
- Keep your home clean and tidy
- Put your rubbish in the bins and not leave it lying around
- Tell us if something is broken or needs repairing
- Ask if you want to keep any pets
- Keep to any other house rules that go with this agreement especially about health, fire and safety
- Let us in to do repairs or any other work on your home.



## What you **must not** do

- Damage your home, furniture or fittings
- Annoy others in the building in any way
- Be noisy
- Let people living in your home, or visiting you, break any of the rules.



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## What happens if you break the rules in your agreement?

**You might be asked to leave if you break the rules.**

There have to be meetings about this with you before you are asked to leave. We have to apply to a court of law.





# Be a good neighbour

- Be quiet
- If you have a pet, clean up any mess
- Do not bully or harm anyone
- Do not do anything illegal
- Do not damage your property
- Treat other residents and staff with respect.



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## Moving out

If you want to leave your home permanently, you must tell us at least one month before you leave. You will need to fill in a 'notice to terminate' form which you can get from one of our offices.

### **If you are leaving the house or flat you must:**

- Allow us to inspect your home before you leave
- Remove all your belongings and rubbish
- Leave everything clean and tidy
- Arrange for your keys to be returned to us.

If you are going to be away from your home for more than 28 days, let us know.



# Household insurance

We insure the building, we do not insure the contents.  
This is up to the tenant to do.

This can be paid alongside your rent if you take out insurance  
with us, please speak to your housing advisor for more details.





## Contact details

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### Follow us on social media

 [BeyondHousingUK](https://www.facebook.com/BeyondHousingUK)  
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