

An easy read guide to your **Tenancy Agreement**



Keniston

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1. What we must do as landlord



Keep your home in good repair.



Carry out regular gas safety checks.



Decorate the outside of your home and any communal areas.



Insure the building of your home.



We do not insure the contents of your home. As the tenant, you must do this.



2. What you must do as a tenant



Pay your rent and any other charges.
Pay your bills or other costs for your home.



Tell us about any changes to your household.

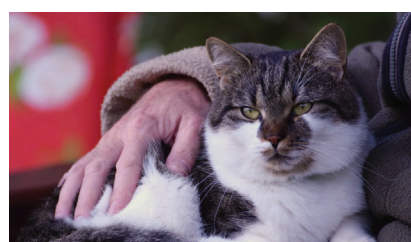


Look after your home and keep it clean and tidy. If you damage your home, we will do the repairs but you may have to pay for them.

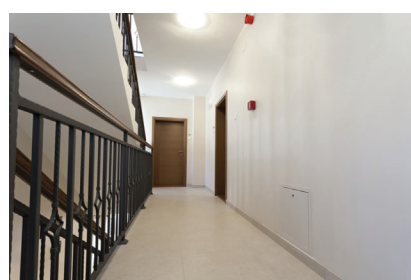


Tell us quickly about any repairs so that we can fix them.

Allow access to our contractors to do repairs. It is very important to allow access for the annual gas safety inspection, which is carried out by law.



Ask first if you want to keep any pets in your home. Look after them and do not keep pets that cause a nuisance or danger to your neighbours.



Only use your home as your home. Do not use it to run a business or illegal activities.

Use any communal areas safely and responsibly.



3. Being 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.



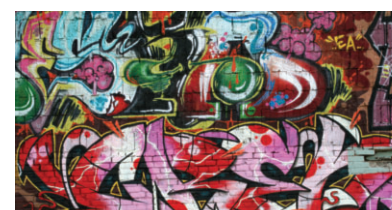
If you have a pet, you have to clear up any mess they leave in the communal areas. We will charge you money if you do not.



You are not allowed to smoke in enclosed areas.



Put your rubbish in the bins and do not leave it anywhere else.



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

You must not do anything illegal in your home.



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

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

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 call your Housing Officer on **01689 889700**.



4. Rent and benefits



To live in one of our homes, you have to pay rent. You need your rent card with you when you pay.

You must pay your rent a week or a month ahead, even if you get Universal Credit or Housing Benefit.

How you can pay your rent

- At any store showing the Paypoint sign.
- By direct debit from your bank account – contact the office for more information.
- At a Post Office.
- Online through Allpay. You can download the Allpay app to your smartphone or tablet.
- By phone or in person at the office (9am to 5pm).
- Send a cheque to the office. Don't forget to tell us your name, address and tenant number.

Universal Credit is a new benefit for working age people. It replaces six other benefits, including Housing Benefit.

- You need access to a computer to apply for Universal Credit. You have to create an online account.
- Your Universal Credit is paid straight to you. You have to pay your rent to us yourself.

We change your rent every year. We will write to tell you about these changes at least 1 month ahead.

You must tell Housing Benefit the new amount, or update your online Universal Credit journal.

If you have problems paying your rent, we can help you manage your money. Call your Rent Income Officer on **01689 889700**.



5. Your rights



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

Keniston staff and contractors may visit your home to check you are ok, or to do repair work. They carry ID cards so you know it is safe to let them in.

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

We will tell you if any changes may affect your tenancy. You have the right to say what you think.

You may only pass your tenancy to someone else if:

- The new tenant has the right to take over the tenancy.
- You are swapping your home with another tenant under the right to exchange.

Please ask your Housing Officer for more details.

You have the right to be involved in the decisions we make. There are groups you can join to help us do a better job.

We will keep your personal information private as far as we can.

You have the right to access your information. You must ask us in writing. We must provide the information within 1 calendar month.

You have the right to tell us when we get things right or wrong. You can speak to our Customer Services Team on **01689 889700**.



6. Moving out



Let us know if you will be away from your home for 4 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. You must leave your home neat and tidy.



You must take everything you own with you, including any items you added and furniture. We will throw away anything you leave behind. We will charge you money for doing this.



You must organise your own car or van to carry your belongings.



Make sure you return the keys to us before you go.



7. If rules get broken



If you seriously break any of the rules of your tenancy, we will contact you. We will talk to you about how you can put things right.



If things don't improve, we can apply to the court for an order to take back your home.

We will start this process by sending you a 'Notice of seeking possession'.

The court will only give us a possession order if they agree with our reasons.



You could end up with nowhere to live.



8. More information



If you have more questions, you can ask your Housing Officer when they visit.



You can phone our Customer Services Team on **01689 889700**.



You can email your query to **enquiries@kenistonha.co.uk**



You can visit us or write to us at our office:
13 Artington Close, Farnborough, Kent BR6 7UL



You can visit our website at **www.kenistonha.co.uk**



You can call to tell us about a repair on **01689 889700**, Monday to Friday 9am to 5pm.
For emergency repairs when the office is closed, contact BAS on **020 8854 8700**.



8. More information

nationalgrid



If you smell gas, contact The National Gas Emergency service immediately on **0800 111 999**.

For any emergencies with your mains water, contact Thames Water on **0845 920 0888**.

You can find us on social media: Facebook, Twitter and YouTube. Just search Keniston Housing.

If you would like this document translated, please call our office.



Keniston Housing Association

13 Artington Close

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Kent BR6 7UL

Phone 01689 889700

Email enquiries@kenistonha.co.uk

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Open Monday to Friday, 9am to 5pm



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