




**TENANCY AGREEMENT
RULES BETWEEN YOU (THE TENANT) AND
CARE HOUSING ASSOCIATION**

**THIS AGREEMENT IS ABOUT
YOUR **SELF-CONTAINED FLAT/ROOM WHICH
IS IN...****

**(self-contained means the flat has its own
bathroom, bedroom, kitchen and living area)**

<p>This tenancy agreement is the rules that you and Care Housing Association must follow.</p>	
<p>NAME - you are called the tenant. That means you are the person who lives in the flat.</p>	<div data-bbox="802 624 1302 934" style="border: 1px solid black; padding: 10px; text-align: center;"> <p>If you would like us to, we will put a photo of you here</p> </div>
<p>This is the home you are renting: ADDRESS</p> <p>To live in this flat/room, you must be getting some support from staff.</p>	<div data-bbox="762 1061 1339 1391" style="border: 1px solid black; padding: 10px; text-align: center;"> <p>If you would like us to, we will put a photo of your home here</p> </div>
<p><u>Your tenancy starts on:</u></p>	<p>Date:</p>
<p>The type of tenancy you have is called an Assured Shorthold Tenancy</p>	

Your Rent

To live in your home you need to pay rent money.

The amount of rent you pay each week is:

Rent £X

Service charges

£X

(see below for what's included)

Total you pay each week

£X

Your rent and service charge money might come from housing benefit.

Your support staff and Care will help you with benefit claims or paying rent and service charges from your bank.



Things that you pay for in your service charge:

Having your garden kept tidy.



Fire equipment and safety check



Your water tested and treated to make sure it's safe for you



Electricity safety checks



Gas safety checks

White goods repairs and replacement



Furniture replacement

Repairs

Care Housing Association will do repairs to your flat/room/house.

For a list of what is included in the repairs that Care will do, please see your full tenancy agreement.

Your support staff or your housing officer can help you report repairs.



Rules for you and Care Housing Association

What Care Housing Association Must Do

Make sure any repairs are done to keep your home in good condition

Tell you how they are going to do the repairs

Keep your garden tidy



Give you 48 hours notice if they need to come into your home for anything and tell you what time they're coming



Tell you how to make a complaint (see 'complaints' below).



Care Housing Association staff will always be respectful and will treat you how you fairly.



What You Must Do

Keep your home clean and tidy



Tell us if your home needs to be repaired. (see your full tenancy agreement for a list of what is covered)



Let us in if we need to do repairs or check that your flat is in good condition

Ask us if you want to have a pet

Keep to any house rules about health and safety

Let us know if you are going to be away from your home for 28 days or more



Sun	Mon	Tues	Wed	Thurs	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

What You Must Not Do

Don't smoke **in any shared areas e.g. corridors**



Don't be a nuisance or upset other people

Don't be too noisy



Don't damage your home or things in your home



If You Break the Rules

If you have problems keeping to the rules, discuss this with your staff or your housing officer.

If you break the rules in a big way, you may have to leave your home

RULES!

1. You SHALL!
2. You WILL!
3. You MUST!

If Care Housing Association Break the Rules

Please contact us. We will speak with you about it and we will try to put it right.

RULES!

1. You SHALL!
2. You WILL!
3. You MUST!

Complaints

If you want to make a formal complaint to us please see Care Housing Association's Complaints Policy and Procedure which will tell you how to complain.

Your support staff can help you do this



Moving Out

You must tell Care Housing Association that you want to leave your home 4 weeks before you move out.



If you would like more explanation on any points in this Tenancy Agreement please see the full agreement, ask your support staff for help or speak with your housing officer.

Everyone at Care Housing Association hopes you enjoy living in your home and that you feel safe, happy and settled there.