



Your shorthold tenancy agreement

Rules about living in your new home



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Information about your tenancy agreement



This booklet tells you about your **tenancy agreement**.

A **tenancy agreement** tells you the rules you have to follow if you want to live in your home.



The rules also say what your **landlord** has to do to look after your home.



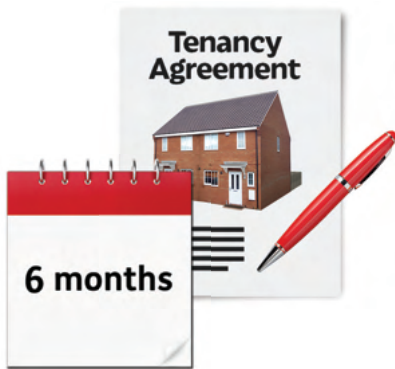
We are Auckland Home Solutions.
We are your **landlord**.

This means we own your home and you pay us money to live there.
We call this money **rent**.



Because you pay us rent, you are called a **tenant**.

About your tenancy agreement



Your tenancy agreement is called a **shorthold tenancy agreement**.

The agreement lasts for the first 6 months you live in your home.



This gives you time to get used to living in your home. It also helps you get used to following the rules.



If all goes well, you will get a **contractual periodic tenancy**.

This means you can carry on living in your home if you follow the rules.



If you do not follow the rules of this tenancy agreement, we could ask you to move out.



We must write to you if we want to change any of the rules in your tenancy agreement.

How your support affects your tenancy agreement



When you live in 1 of our homes, you can get support from another organisation.

This support helps you live at home and do the things you want to.



You will have an agreement with the organisation about the support you get.



You must have a support agreement to live in 1 of our homes.



If you do not have a support agreement, we might not give you a tenancy agreement.



You might not be able to live in your home.

Your agreement

This agreement is between:



- Auckland Home Solutions - your Landlord



- You - the Tenant

and



- Your **guarantor**. A **guarantor** is someone who agrees to pay your rent if you don't pay it.

This might be a family member or a friend.



Our main address is:

Auckland Home Solutions

First Floor

Severn House

Mandale Business Park

Durham

County Durham

DH1 1TH



Your address is:



Your guarantor's name is:



Their address:



Your tenancy will start on:



Your tenancy will finish on:

Paying your rent and other charges



Rent

Your rent is every week.



Service charge

Your service charge is every week.



The service charge pays for us to look after parts of the building you share with other people.



Things like tidying the garden and cleaning the landings.



Your service charge may also include extra bills in your home.



This might be things like your:

- Gas, electricity and water.



- Phone.



- TV licence. This is money you pay to be able to watch TV programmes.



- Council tax. This is money you pay the council. It pays for things like schools, bins and roads.



Altogether, you will pay us every week to live in your home.



You must pay your rent and service charge on time every week.



If we want to change how much you pay us, we must write to you 4 weeks before we change it.

Moving into your home

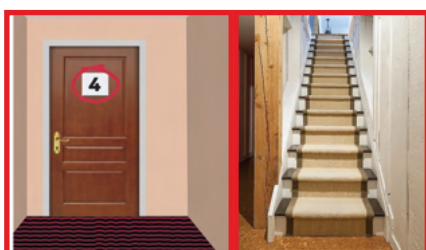


We will make sure your room is clean and ready for you to move into.



When you live in your home, you can also use shared areas.

These are parts of the building you share with other people.



Shared areas are places like:

- Hallways and stairs.



- Gardens and footpaths.



- Rooms that people share with other people.

Your home may have some furniture in it when you move in. Things like:



- An oven in the kitchen

and



- A sofa and a table and chairs in rooms that you share with other people.



We will give you a list of all of the furniture that is in your home.

Things we must do as a landlord



Do repairs and maintenance

Repairs and maintenance is when we look after or fix things in your home.

We will repair and look after:

Outside of your home:



- Things like the roof, drains, windows and doors.
- Paths, sheds and garage.

Inside your home:



- Bathroom fittings like your toilet, sink, bath and shower.
- Heating.
- Electrics.



The law says once a year we must check the things in your home that use gas. This is to make sure they are safe to use.



You need to tell us straightaway if something needs fixing.



We will try to fix things as quickly as we can.



You or any people who come to see you must not damage your home.



If you damage your home we can repair it. But you may have to pay for the repair.



It is up to you to sort out and pay for repairs for your own things.

Insurance

Insurance is money you pay to a company to help you look after your home and your things.



The company then helps you to pay for things if they are broken or stolen.



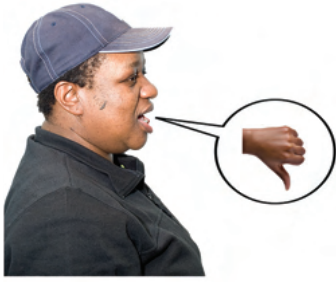
We pay insurance for inside and outside of your home.



You can pay insurance for your own things in your home. This is called **household insurance**.

We think it is a good idea if you get it.

Deal with complaints



A **complaint** is when you tell us you are unhappy about something we have done.



We will listen to and deal with any complaints.



If you are unhappy, we will tell you how you can make a complaint.

Treat people fairly



When people live in our homes, we will treat everyone fairly and with respect.

Rules of your tenancy agreement

Living in your home

You must not use your home as a business.



Looking after your home

You must keep your home clean and tidy.



You must put your rubbish in the bins.



You must not leave things blocking the shared doors, corridors or stairs. Things like boxes or bags.





Living with other people

You must not go into other people's rooms without asking them first.



You must not ask other tenants for money or cigarettes.

Leaving your home for a while

If you will be away from your home for 1 night, you must tell us first.



Renting your house

You cannot let someone live in your home and ask them to pay you rent.



Keeping your home safe



We want to make sure people are healthy and safe in our homes.

You must **not**:



- Keep any small heaters in your home.



- Light any candles in your home or shared areas.



- Drink any alcohol in shared areas.



It is up to you to keep people who come to see you safe.

More rules in your tenancy agreement

Letting us into your home

There are some times when we will come to your home.

This might be for things like:

- To give you support or other services.
- To check your flat, fix things or do other work on your home.
- To make sure you are following the rules of this agreement.
- If it is an emergency. This might be something serious like a fire or a flood.





We will only ask to come into your home if we need to.



We will always let you know 2 days before we come to your home.



You must let us in.



If it is an emergency, we will come straight in.



You must not stop us from coming into shared areas.

Being a good neighbour

It is really important to be a good neighbour.

You must not cause any problems for other people.

You and anyone who comes to see you must not:

- Shout, swear or threaten to hit or hurt other people.
- Break other people's things.
- Be very noisy. Things like shouting, banging or playing loud music a lot.



You must not make loud noises between 11pm and 7.30am at night.



Respect everyone

You must treat your neighbours, our staff and other people with respect.



Do not break the law

You must not break the law or have anybody at your home who breaks the law.

This means things like:



- Using or selling drugs.



- Keeping or looking after anything that could set on fire easily.



- Keeping or looking after things that have been stolen.



- Having illegal guns or weapons.

Smoking



You are not allowed to smoke in your home.

We have areas outside where you can smoke.

Cars



If you park your car outside your home, you must have **car tax**.



Car tax is money that car owners have to pay to the Government every year.



You must look after your car and be able to move it, if we ask you.



Pets

You must ask us first if you want to have any kind of pet in your home.



Visitors

Visitors are people who might come to see you in your home.



You must tell us if you have any visitors.



You must make sure your visitors are well behaved and follow these rules.



You must not leave any visitors alone in your room or shared areas.



We might have stopped some people coming into our homes.

This might be because they have caused problems for other people in the past.



You must not let these people into your home.

Your rights



You have **rights** when you live in your home.

Your **rights** are things you are allowed to do and how you should be treated.



Right to live in your home

The law says you have the right to live in your home if you follow the rules.



Right to be listened to

You have the right to have your say and be involved in decisions we make.



This might be about things like:

- Repairs and maintenance

and



- How well we are looking after people's homes.

Right to information

You have the right to be given information about our **policies**.

Policies are rules we follow about how we do things.



Rules your guarantor must follow



Your guarantor must make sure that you pay the rent and the service charge every week.



They must agree to keep being the guarantor even if the rent or tenancy agreement changes.

Telling us you want to move out



If you want to move out of your home, you must tell us 4 weeks before you go.

Things you must do when you move out:

- Take all your things with you.





- Leave your home clean and tidy and take any rubbish with you.



- Give the keys back to us.



We will throw away anything you leave behind.



You will have to pay for cleaning if you leave your home dirty and messy.



If you have broken anything, you will need to pay for it before you leave your home.



If you owe us some rent money, you will have to pay us before you leave.

Breaking the rules in your tenancy agreement



You must not break the rules in your tenancy agreement.



If you break the rules, we will write to you about it. This is called a **notice**.

A **notice** means you get a letter in the post.



The letter will say that your landlord wants you to leave your home.



We will write to you 2 months before we want you to leave.



If do not leave your home after 2 months, we can ask you to move out. This is called an **eviction**.

We will ask a judge in the court if we can evict you.



If the court agrees, we will tell you when to leave.