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Your responsibilities



Leeds & Yorkshire
HOUSING ASSOCIATION



Your responsibilities

Your responsibilities to us

- Please be polite when speaking to us.
- Do not use foul, abusive or racist language towards us or our contractors. If you do, we may refuse to deal with you.
- Please help us to help you. If we ask for information, please provide this as quickly as possible, as we will be able to deal with your enquiry more quickly.
- Please attend appointments on time, or be available if we have made an appointment with you. If you cannot make an appointment, please give us as much notice as possible.

Your tenancy agreement

When you collect the keys for your new home, you will sign a tenancy agreement. This is a legal contract between you and us. The tenancy agreement allows you certain rights. If either you or we do not meet any of the conditions of the agreement, either of us can take action through the county court.

We will make sure that we explain your tenancy agreement to you. You will also have been given a copy to keep. Please keep this in a safe place. If you cannot find your tenancy agreement, or if you would like to discuss any of the information in it, please call us on 0113 278 3335.

As a tenant, you agree to:

- pay your rent and any other charges (for example, a garage charge or service charge) by the first day of the month in which they are due;
- live in the property as your main home and only use it for residential purposes (not for business);
- make all the relevant payments, such as water and electricity charges;
- avoid causing a nuisance or harassing people living nearby;
- report any repairs to us as soon as possible;
- allow us to carry out repairs and servicing (such as gas servicing);
- give us one calendar month's notice if you want to end the tenancy;
- ask us permission if you want to keep a pet in your home;

- keep the inside of your property in a good and clean condition;
- repair any damage you, a member of your household or any visitors have caused to your home or its fixtures and fittings or any shared areas;
- tell us if you are going to be away from the property for more than 28 days;
- keep gardens clean and tidy;
- avoid blocking roads or parking illegal or un-roadworthy vehicles on our land; and
- tie rubbish bags securely and place them in bins as soon as possible.

Security of tenure

This means that we can only end your tenancy if we serve you with a 'notice of seeking possession' and take you to court. We will have to ask a court to take away your right to live in your home if you do not keep to the terms of your tenancy agreement and we cannot work with you to sort the problem out.

Making improvements to your home

We will not normally withhold permission for you to carry out improvements to your home.

You can make improvements as long as you have:

- made a request to us, in writing;
- been given written permission from us; and
- received all the necessary approval, such as planning permission, building regulations permission, and other permission you need from the local authority or government department.

If we give you permission to go ahead with your improvements, we will send you a letter to confirm this. The letter will also explain any conditions that you need to meet. These could include, for example:

- making sure the work is carried out by a qualified tradesperson;
- paying for all work in full yourself; and
- telling us when the work has been carried out.

If we refuse your application to make an improvement, the Director of Technical Services will give you our reasons in full, in writing.

Our reasons for refusing your application may include the following.

- The work would reduce the value of the property or its potential for being let in the future.
- The property is a listed building.
- The improvements make the property unsafe for you and the other people living there.

If you have any other questions about improvements, please contact our office.

Compensation for improvements

We have a duty to pay you compensation for certain improvements you make to your home. However, the following conditions will apply.

- You must have had our written approval to do the work.
- You must provide receipts to confirm that you paid for the work in full.
- Only improvements set out on our approved list qualify for compensation.
- Improvements must be carried out by a genuine contractor.
- You must have been given at least three quotes for the work.
- We will only pay compensation once you end the tenancy.
- We will only pay compensation to you, any one who succeeds to (takes over) your tenancy, or anyone who is eligible to take over the property as part of an exchange or transfer.
- The amount of compensation we pay will be decided by a set formula.
- If you owe us any other payments, we can take those amounts from any compensation we pay you.

If you are going to claim for compensation, please remember that you can only do so when you have given us notice to end your tenancy. We will not accept a claim once 28 days have passed from the date you ended your tenancy.

Other compensation claims

You might also be entitled to compensation if:

- you feel we have not provided a good service;
- you have had to pay money for something you think we should have done; or
- our work has caused you inconvenience.

If it is clearly our responsibility to repair any damage caused (for example, due to major repairs), you will not need to claim compensation. Otherwise, you will need to make a claim in writing or in person to your housing officer.

We will consider paying you compensation if:

- we have damaged your belongings or the decoration inside your home;
- you have lost services or facilities (for example, central heating);
- we have caused you inconvenience or distress;
- we have caused you any disruption or disturbed you;
- we have to carry out major repairs to your home with you living in it; or
- you have received a poor service from one of our contractors.

If you owe us money, we will pay any compensation due to you into your rent account with us.

We recommend that you take out home contents insurance to cover personal items and fixtures and fittings in your home, such as carpets and curtains.

Information we have in your house file

You can ask to see what information we hold about your tenancy. However, under data protection laws, you cannot look at another tenant's file.

If you want to see the information we hold about you on our files, please call our office on 0113 278 3335 and we will make an appointment with you. We need at least 24 hours' notice to do this.

We will refuse access to information if:

- someone has provided that information confidentially; or
- allowing you to see the information would identify the person who provided it.

If you would like this document in another language or format, or if you need the services of an interpreter, please contact us.

আপনি যদি এই দলিলটি অন্য আরেকটি ভাষায় বা আকারে পেতে চান অথবা একজন ইন্টারপ্রিটারের (দোভাষী) সাহায্য পেতে চান তাহলে দয়া করে 0113 278 3335 এই নম্বরে আমাদের সঙ্গে যোগাযোগ করুন।
Bengali

اگر شما مایل هستید که این مدرک را به زبان یا شکل دیگری داشته باشید، یا نیاز به کمک یک مترجم دارید، لطفاً با ما با شماره ۰۱۱۳ ۲۷۸ ۳۳۳۵ تماس بگیرید.

Farsi

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਹੋਰ ਜ਼ਬਾਨ ਜਾਂ ਫਾਰਮੈਟ (ਰੂਪ) ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਇੰਟਰਪਰੀਟਰ (ਦੁਬਾਸੀਏ) ਦੀਆਂ ਸੇਵਾਵਾਂ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਫ਼ਿਰਮਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ 0113 278 3335 ਤੇ ਸੰਪਰਕ ਕਰੋ।
Punjabi

اگر آپ یہ دستاویز کسی دوسری زبان یا شکل میں چاہتے ہیں، یا آپ کو ایک ترجمان کی خدمات درکار ہیں، تو براہ مہربانی ہم سے اس نمبر: 0113 278 3335 پر ضرور رابطہ کریں۔
Urdu

如果您需要这份文件的其他语言版本或版式，如果您需要一名口译翻译，请一定和我们联系。联系电话：0113 278 3335。
Mandarin



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