

Your Tenancy Explained





When you become an Erimus Housing tenant, you will sign up to a tenancy agreement, which sets out what you can expect from us, as well as the responsibilities you agree to as a tenant.

What are my rights as a tenant?

You have a range of rights, including the right to stay in your home for as long as you want, the right to buy your home and the right to be consulted. These are covered in more detail in your tenancy agreement and tenants handbook. If you are unsure, please contact us and we will be pleased to help.

What are my responsibilities as a tenant?

We make sure that your responsibilities are set out in the regulations in your tenancy agreement, or any updates we have sent you since. These conditions are there for your benefit and make it easier for action to be taken against any tenants that cause a nuisance to others. Please see your tenancy agreement or contact us if you are unsure.

What are Erimus Housing's responsibilities?

We have a range of responsibilities, including maintaining the property, telling you how we are performing and consulting with you before we make any changes to the tenancy agreement. Please contact us for more information.

What is a tenancy agreement?

This is the document we asked you to sign when you moved in. It sets out our responsibilities as your landlord as well as your rights and responsibilities.



What is a starter tenancy?

New tenants have a starter tenancy for a trial period of 12 months. During this period we will work with you to help you understand the conditions of your tenancy agreement.

At the end of the 12 months, it can become an assured tenancy. However, the initial 12-month trial period can be extended, in which case your tenancy will remain a probationary tenancy for as long as the extension lasts.

Please be aware though, that this will only happen if you have not conducted your tenancy in a satisfactory way.

How long can I stay in my home?

We want you to live in your home for as long as you wish. There are only a few reasons you may be asked to leave and if you break any of the terms of your tenancy agreement, legal action may be taken. However, please be aware legal action is our last resort and we will support your tenancy in any way we can.

Can the tenancy be in joint names?

Joint tenancies are usually created when two or more adults live together. Each joint tenant is responsible for the tenancy.

What happens when a tenant passes away?

When a tenant dies, the tenancy can pass to the surviving partner (including same sex couples), as long as they were living in the property at the time of the death. If there is no partner qualified to succeed to the tenancy, it passes to an adult member of the family, as long as they have lived in the property as their only or principal home for the 12 months before the death.

If there are two or more members of the family qualified to succeed to the tenancy, we can help you make an agreement as to who the tenancy should pass to.

What if I split up with my partner?

We would urge you to get advice before thinking about giving up your home. Only the courts can decide who should become the sole tenant so if you cannot agree between yourselves, please seek legal help.

We are often asked if we can provide another home for a partner who has to leave a shared tenancy. In this case, please contact us and we will do all we can to help.

What is an assignment of tenancy?

There are some circumstances where you can pass on your tenancy if you decide to move out of the property. Please contact us for more information.

Can I take in lodgers or sub-let my home?

You can take in lodgers at your home as long as it will not be overcrowded and you do not live in sheltered accommodation. Please contact us before sub-letting part of your home so we can give you our permission and advice. Please note you cannot sub-let the whole of your home.

If you receive housing benefit, please make sure you tell us about any changes to who is living in your home as your entitlement could be affected.

Please be aware that the lodger or sub-tenant will not have any rights with Erimus Housing and you will be responsible for their conduct.

Can I run a business from my home?

While we have no objections to you working from home, please contact us before you start. Certain types of business are not allowed, such as vehicle maintenance, running a taxi service or using your home as a bed and breakfast.

What details do you keep relating to my tenancy?

We keep details including your name, date of birth and correspondence relating to your tenancy. This information is protected by the Data Protection Act 1998. We will only collect information from you which is necessary for us to provide you with a service.

Please contact us if you wish to look at your tenancy file to check the details and make sure the information is correct but please be aware there will be a fee to cover the administration costs.

What if I need help with managing my tenancy?

We can offer a wide range of support so if at any time you are finding it difficult to manage your tenancy, your estate officer will be pleased to help.

What can I do about domestic violence?

If you are suffering from domestic violence, our housing advice officers can offer help and support and put you in touch with other organisations that can help and support you.

If you are violent towards a partner and they have to leave the property, your tenancy may be ended.



Can Erimus Housing end my tenancy?

We can only end your secure tenancy by asking a court to allow us possession of the property.

We will talk to you about any problems at the early stages and work with you to put things right. We only apply to the County Court for possession of the property as a last resort.

What shall I do if I want to end my tenancy?

Eventually you may want or need another home. However, before you consider ending your tenancy, please speak to a member of staff at your local housing office, where you can discuss your reasons for leaving your home.

If you are considering ending your tenancy because your home is no longer suitable, please tell us because we may be able to find you another home with Erimus Housing which will meet your current needs.

How much notice do I have to give?

We ask for four weeks written notice of your wish to end your tenancy but this does not apply if we have offered you a transfer or if you are undertaking a mutual exchange.

There may be certain exceptional circumstances where we will waive all or part of the four week notice period; for example, when there has been a death. Please contact your local housing office as soon as possible to discuss the arrangements.



What happens next?

When we receive a termination form, we will visit you to carry out an inspection of your property. We need to carry out an inspection to ensure the property has been maintained to an acceptable standard and, if necessary, to identify any repairs which are not due to fair wear and tear. An Erimus Housing representative will contact you to arrange a date and time that is convenient for you.

We may ask you to allow prospective tenants to view the property whilst you are still in it but the representative will accompany any prospective tenants during the viewing.

What if I have rent arrears when I end my tenancy?

When you end your tenancy, we ask you to ensure that all outstanding rent that you owe is paid in full. If you wish to make an agreement to repay the outstanding money, please contact our Income Management team.

If we do not receive payments, or reach a mutual agreement, please be aware we can pursue the debt via the County Court and can even refuse rehousing in the future if your account has not been paid up to date.

What else should I do before I leave?

- ✘ Please ensure you hand two sets of front and back door keys for the property to us by noon on the Monday your tenancy ends. If you are late in handing in your keys, we may charge you rent for that week
- ✘ Please also remove all personal effects, furniture, carpets and household rubbish from the inside and outside of the house. Any outbuildings must also be cleared. There may be a charge to clear the property if any of the above items are left
- ✘ Remove any free-standing sheds, greenhouses or other structures unless you have an agreement with us to leave them
- ✘ Gas and electricity companies should be contacted with a final meter reading and we must be told the name of the supplier(s)
- ✘ If you receive housing benefit or council tax benefit, contact the benefits office for further advice and assistance
- ✘ Before leaving the property, please ensure it is secure

Contacts

For more information, please contact your local area housing office on:

Area 1 — 01642 818306

Area 2 — 01642 224321

Area 3 — 01642 241601

Area 4 — 01642 591834

or log on to our website at www.irimushousing.co.uk



Colour coded information leaflets are available for the following services:

	CUSTOMER SERVICE
	HOUSING MANAGEMENT
	SUPPORT SERVICES
	REGENERATION
	MANAGING YOUR MONEY
	REPAIRS AND MAINTENANCE

We will make this information available in other languages, Braille, large print or other formats on request.

Arabic

سوف نقوم بتوفير هذه المعلومات بلغات أخرى أو بلغة برييل أو بخط كبير أو بتسبقات أخرى عند طلب ذلك.

Bengali

আমরা এই তথ্য অনুরোধ করলে অন্যান্য ভাষা, ব্রেইল, বড় হরফ বা অন্য ফর্মেতে পাওয়ার ব্যবস্থা করব।

French

Nous proposerons ces informations dans d'autres langues, en Braille, en gros caractères ou dans d'autres formats sur simple demande.

Hindi

आगरा मिलने पर हम यह जानकारी अन्य भाषाओं, ब्रेल, बड़े अक्षरों तथा अन्य रूपों में उपलब्ध कराएंगे।

Kurdish Sorani

ئەگەر داواکەرت، دەتوانین ئەم زانیاریانە بە زمانەکانی تر، بە بریل (شیوازی نووسینی نابینا)، بە چابی بیستی گەورە یان بە شیوازی تر، دابین بکەرت.

Polish

Na żądanie udostępniemy te informacje w innych językach, wydrukowane dużą czcionką, napisane pismem Braille'a lub w innym formacie.

Punjabi

ਬੇਨਤੀ ਮਿਲਣ 'ਤੇ ਅਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਦੂਜੀਆਂ ਭਾਸ਼ਾਵਾਂ, ਬ੍ਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਜਾਂ ਦੂਜੇ ਰੂਪਾਂ ਵਿਚ ਉਪਲਬਧ ਕਰਵਾਂਗੇ।

Russian

Мы сделаем эту информацию доступной на других языках, в виде шрифта Брайля, широкоформатной распечатки или, по требованию, в других форматах.

Simplified Chinese

本資訊能按需求以其他語言、盲文、大印刷體或者其他格式提供。

Traditional Chinese

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Urdu

درخواست کرنے پر ہم یہ معلومات دیگر زبانوں، بریل، بڑی چھپائی یا دیگر بناوٹوں میں فراہم کر دیں گے۔



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