



**Tees Valley  
Housing**



HOUSING MANAGEMENT

# Your Tenancy Explained

When you become a tenant, you will sign 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 purchase 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 a member of staff will talk you through your rights.

### What are the landlord'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, your tenancy will become an assured tenancy, which means it is for an indefinite period and eviction can only take place via the court. 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. 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; however if you break any of the terms of your tenancy agreement, legal action may be taken. 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 spouse or partner, as long as they were living in the property at the time of the death. If there is nobody qualified to succeed to the tenancy and you believe you may have the right to succeed, please contact your local office to discuss the circumstances.

## 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 if you cannot agree between yourselves, so please seek legal help.

We are often asked if we can provide another home for a partner who has to leave a shared tenancy. This isn't always possible but you should contact us and we will advise you on your individual case.

## What is an assignment of tenancy?

Assignment means you pass your tenancy on to someone else. There are some circumstances where you can pass on your tenancy if you decide to move out of the property.

## 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. Permission must be granted by your landlord before sub-letting part of your home. Please note you cannot sub-let the whole of your home and doing so will put your tenancy at risk.

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.

If you are granted permission to have a lodger or sub-tenant, be aware that they will not have any rights with us as a landlord; their rights will be with you 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, ethnicity and other monitoring information, as well as who lives in the property with you, together with any 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 if at any time you are finding it difficult to manage your tenancy. Contact your housing officer, who will help you find the support you need.

## 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 support you.

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

## Can you 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 which will meet your current needs.

To end your tenancy you need to give four weeks notice in writing. This can be done at any of our offices.

While we ask for four weeks written notice of your wish to end your tenancy, 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. A 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, an appointment will be made with our rent and income team.

If we do not receive payments or reach a mutual agreement, we can pursue the debt via the County Court and can even refuse rehousing in the future.

### What else should I do before I leave?

- Please ensure you hand all sets of 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 benefit office for further advice and assistance.
- Before leaving the property, please ensure it is secure.

### Tenant rewards

If you leave your home in good order, you may qualify for a 'golden goodbye'. Please see our Tenant Reward Scheme leaflet for more details.

### Contacts

For more information contact us free from a landline on **08000 461 600** or ring us on **01642 233 780** to be charged at local rate from a mobile phone.

Alternatively, for Erimus Housing log on to **[www.erimushousing.co.uk](http://www.erimushousing.co.uk)**

For Tees Valley Housing log on to **[www.teesvalley.org](http://www.teesvalley.org)**

Please tell us if you need help to read or understand this information. If you need it in large print, Braille or in another language, please contact us free of charge from a landline on 08000 461 600 or on 01642 233780, which is charged at local rates from a mobile phone.

## Arabic

الرجاء إخبارنا إذا ما كنت في حاجة إلى المساعدة في قراءة أو فهم هذه المعلومات. إذا أردت الحصول على هذه المعلومات بحروف كبيرة أو بطريقة برايل أو بلغة أخرى، الرجاء الاتصال بنا مجاناً من أي خط أرضي على الرقم 08000 461 600 أو على الرقم 01642 233780 حيث يتم خصم الرسوم بسعر للكلمة المحلية من أي هاتف محمول

## Bengali

আপনার এই তথ্য পড়তে বা বুঝতে সাহায্য প্রয়োজন হলে, অনুগ্রহ করে আমাদের জানান। আপনি যদি বড় ছাপার হরফে, ব্রেইলে বা অন্য কোনও ভাষায় এটা পেতে চান, তাহলে অনুগ্রহ করে ল্যান্ডলাইন থেকে বিনা মূল্যে 08000 461 600 এ আমাদের সাথে যোগাযোগ করুন। অথবা মোবাইল ফোন থেকে 01642 233780 এ আমাদের সাথে যোগাযোগ করতে পারেন, এই নম্বরে স্থানীয় হারে চার্জ করা হয়।

## Hindi

कृपया हमें बताएं कि क्या आपको यह सूचना पढ़ने या समझने के लिए मदद चाहिए। यदि आप इसे बड़े अक्षरों, ब्रेडल या दूसरी भाषा में चाहते हैं तो कृपया हमें 08000 461 600 पर निःशुल्क फोन करें या 01642 233780 पर फोन करें जिसके लिए किसी भी मोबाइल से स्थानीय दर से शुल्क लगेगा।

## Kurdish

تکایه ئاگاداران بکۆمه ئهنگەر بۆ تێگههستنی ئهم زانیاریاته پێویستیت به یارمەتی ههیه. ئهنگەر به پێتی گهوره، زمانێ برێل، یان ههر زمانێکی نیکهت دهوێ، تکایه پهیوهندیمان پێوه بکه له تلهفونی هێڵی زهوییهوه بهی بهرامهر بۆ ژماره 08000 461 600 یان بۆ 01642 233780. ئهنگەر له تلهفونی مۆبایلموه بکری ئهوه به به پاریمکی تێدهچن ههر ومک تلهفونکردنی ناوخۆ.

## Polish

Jeśli potrzebują Państwo pomocy w zapoznaniu się z tymi informacjami prosimy o kontakt. Jeśli potrzebują Państwo informacji wydrukowanych dużą czcionką, alfabetem Braille'a lub w innym języku, prosimy skontaktować się z nami dzwoniąc na numer 08000 461 600 (połączenie bezpłatne z telefonu stacjonarnego) lub na numer 01642 233780 (opłata jak za połączenie lokalne z telefonu komórkowego)

## Punjabi

ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਪੜ੍ਹਨ ਅਤੇ ਸਮਝਣ ਲਈ ਮਦਦ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ। ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਮੋਟੀ ਛਪਾਈ, ਬ੍ਰੇਲ ਜਾਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਲੈਂਡਲਾਈਨ ਫੋਨ ਤੋਂ 08000 461 600 ਉੱਤੇ ਮੁਫਤ ਵਿਚ ਜਾਂ 01642 233780 ਜਿਸ ਉੱਤੇ ਕਿ ਮੋਬਾਇਲ ਫੋਨ ਤੋਂ ਕਾਲ ਕਰਨ ਤੇ ਲੋਕਲ ਕਾਲ ਜਿੰਨਾ ਖਰਚ ਆਉਂਦਾ ਹੈ, ਉੱਤੇ ਸੰਪਰਕ ਕਰੋ।

## Urdu

اگر آپ کو یہ معلومات پڑھنے یا اسے سمجھنے کے لئے مدد کی ضرورت ہے تو براہ کرم ہمیں بتائیں۔ اگر آپ اسے بڑی پرنٹ، بریل یا دیگر زبان میں چاہتے ہیں تو براہ کرم 08000 461 600 پر یا 01642 233780 پر رینڈ لائن سے مفت رابطہ کریں، جس کے لئے موبائل فون سے مقامی شرحوں پر قیمت وصول کی جاتی ہے



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