

Tenancy and Neighbourhood Management

Service Standard

Introduction

When your tenancy with Chorus Homes begins you will be given a copy of your tenancy agreement and conditions, this is a legal contract between you and us. Your tenancy conditions set out your rights and obligations as the tenant and ours as the landlord.

Chorus Homes will provide a high quality service to help residents get the most from their tenancy and will consult with you about any changes which may affect you. We will make sure that everyone is able to access our services, regardless of their individual circumstances.

For more detailed information about your tenancy please contact:

- Our Neighbourhood Services Team on 0345 266 9760
- Look on our website www.chorushomesgroup.co.uk
- Send an email to info@chorushomesgroup.co.uk

We will give you a different type of tenancy, depending on whether you:

1. Were a tenant of Huntingdonshire District Council before 20 March 2000
2. Became a tenant of Chorus Homes on or after 20 March 2000

3. Are a new tenant of Chorus Homes. When you first become a tenant of Chorus Home we will give you a 12 month shorthold assured 'Starter Tenancy'. You will then sign up to a full assured tenancy after 12 months, provided we have not taken action against you for breaching the terms of your tenancy

What you can expect from Chorus Homes

- We will explain what your tenancy agreement means and answer any questions you may have about it
- Ask you to sign a 'Good Neighbour Agreement', which explains how we expect our tenants to behave as neighbours and members of the local community
- Talk to you about paying your rent and how to contact your Income & Recovery Officer to discuss any queries in relation to your rent
- Ask you to complete a Customer Preference form, which contains questions about any additional help you may need to help you get the most from your home and tenancy. We will take every reasonable step to help you access all our services
- Visit you within the first 4-6 months of you moving in to check on how you have settled in

Relationship difficulties

- Chorus Homes will give you advice about your housing rights in relation to your tenancy agreement
- Support tenants or member of their household who are a victim of , or fear they will suffer from domestic abuse
- Be supportive and will respect your confidentiality at all times
- Give you advise about other services and agencies which may be able to help you

Buying your home

- In some cases you will be able to buy your home. There are two different schemes available. These are:
 - The preserved right to buy (tenants who transferred from a 'secure' council tenancy, for example from HDC)
 - The right to acquire (people who began their tenancy after 20 March 2000)
- We will give you more information and advice on these schemes upon request

Passing your tenancy to someone else

In some cases you will be able to pass or assign your tenancy to someone else. We will consider each case carefully and will talk through your housing options, which may include continuing the tenancy or finding another suitable home.

You may be able to:

- Exchange your home with someone else
- Assign your tenancy to someone else who would be entitled to your tenancy if you die.



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Not following the rules of your tenancy

If you break the terms of your tenancy we will:

- Explain to you how you are breaking the terms of your tenancy
- Give you the chance to put this right
- Take action against you, either in the form of an injunction or a possession order, which may result in you being evicted

When will we take action against you for breaking the rules of your tenancy conditions;

- Non-payment or late payment of rent and service charges
- Anti-social behaviour/nuisance
- Failure to use your property as your main and principle home
- Not looking after your home
- Giving false information which has been used to decide if you would be given the tenancy

Please refer to your tenancy conditions or speak to a member of the Neighbourhood Services team for a more detailed explanation.

Taking in a lodger

- We will allow you to take in a lodger, as long as this does not lead to the property being overcrowded. (A lodger is someone who pays to live in your home but does not have the private use of any of it, except for a bedroom)
- We will give you advice on taking in a lodger, to include making sure you are not overcrowding your home

Running a business from your home

- You do not have the right to run a business from your home, but in some cases we may give you permission
- You must ask for permission and we will consider each request

Improving your home

- We will allow you to carry out alterations and improvements to your home, after you have received written permission from us and based on certain criteria

Gas/oil servicing

- Every year, by law, we have to service your gas/boiler and check the safety of the system, ventilation and any additional gas appliances you may have installed
- We will make an appointment to carry out this work
- You must provide us access to carry out the work and if you fail to do so, we can take legal action against you

Information and consultation

We will give information and consult with you if we are considering:

- Changing the way we manage your home
- Improving or carrying out major repairs to your home
- Levels of satisfaction
- Demolishing your home

Neighbourhood management

We will work in your local neighbourhood to help keep it a clean and safe environment.

Neighbourhood Wardens will carry out inspections and check:

- Litter, fly tipping, dog mess, graffiti, abandoned cars, dangerous/illegal parking
- Communal area of blocks of flats are clean and have no health and safety issues
- Complete health and safety checks
- Litter picking
- Carrying out minor gardening work to untidy communal area
- Contacting tenants who are causing nuisance to their neighbours through fly-tipping, untidy gardens and inconsiderate parking
- Visit elderly tenants in their home to make sure they feel safe and address any concerns they may have
- Visit vulnerable tenants as advised by our Neighbourhood Services Team

Your new home

Set out below is the standard that you should expect when you move in to your home:

- New locks will be fitted to your front and back door. (Minimum of 2 keys per door and where there is a secure communal area, a minimum of 2 entry door fobs will be issued).
- All gas installations will be checked and a landlord's certificate issued

Moving in

- All electrics will have been checked and will be working safely
- Your home will be secure and watertight
- All plumbing will be working and not leaking
- Your home will be clean
- Your home and garden (where available) will be clear of rubbish
- Grassed areas will be tidy
- All garages and sheds will be secure and lockable.
- New tenants are responsible for the re-decoration of their property with the exception of key worker, market rent and sheltered scheme properties, which are to be re-let in good decorative condition.

At the time your tenancy starts we will:

- Explain your Tenancy Agreement
- Your rights and responsibilities
- Tell you about the rent and other charges that you will have to pay
- Explain how you can make payments.
- Tell you about any non-urgent repairs that are due to be carried out
- (For gas heating) advise you how to make an appointment for us to call and get the heating system working within 48 hours.
- Provide a copy of the Electrical Safety Certificate
- Tell you any other information that you need to know about the property and the surrounding area.

How to contact us

In writing:

Customer Service Centre
Chorus Homes Group
Brook House
Ouse Walk
Huntingdon
PE29 3QW

Call us:

0345 2669 760

Email:

customerenquiry@chorushomesgroup.co.uk

Website:

www.chorushomesgroup.co.uk



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