

Your responsibilities as a Tenant

When you move into a Suffolk Housing property, you will need to take responsibility for things like paying your rent, being a good neighbour and keeping your home clean and tidy.

As your landlord, we also have responsibilities to you. These include carrying out certain repairs and servicing your heating system every year.

We have put this leaflet together to make it easy to understand what you will need to do as part of your tenancy, as well as the things we will take responsibility for.

When you become a tenant

Your responsibility

- Tell the Council and all utility suppliers (gas, electricity, water, telephone, etc.) that you have moved in
- Set up payment arrangements for all of your bills

Our responsibility

- Hand over all keys
- Make sure there is a live gas and electricity supply
- Make sure your new home is safe to move into and in a good state of repair

We will visit you around six weeks after you have moved in to check how you are settling in and answer any questions you may have. If you need to speak to us before this, please call us on **01284 767224** or talk to your housing officer.

Paying for your home

Your responsibility

- Pay your rent in advance on the first day of every month
- Make sure you apply for any benefits you are entitled to and tell the relevant authorities (Council, Job Centre, etc.) if your circumstances change
- Let us know if you are finding it difficult to pay your rent or your circumstances change

Our responsibility

- Give you the contact details for your Income Management Officer, who will be able to help with any queries you may have
- Make it as easy as possible for you to pay your rent by arranging lots of different ways you can pay (please see our 'How To Pay Your Rent' leaflet for more details)
- Let you know if there will be any changes to your rent and service charges

If you do not keep your rent payments up to date we will take action and you may lose your home.

Maintaining your home

Your responsibility

- Report all repairs promptly
- Allow our contractors and staff access to your home and keep annual appointments for your heating system to be serviced and periodic electric checks to be carried out
- Keep your home clean, tidy and in good decorative condition
- Carry out all of the repairs which you are responsible for (see the back of this leaflet)
- Pay for any damage or repairs caused by you, your family or visitors to your home
- To ensure the communal areas are kept clean and free of all personal belongings (i.e. bikes, scooters, pushchairs)

Our responsibility

- Carry out repairs we are responsible for (see the back of this leaflet)
- Where necessary, arrange annual appointments for your heating system to be serviced
- Give you contact details so you can report repairs, including an emergency out-of-hours number
- Maintain communal areas and keep them safe and tidy

Your Tenancy

Your responsibility

- Take responsibility for anyone living in or visiting your home and for their behaviour
- Ask us first if you would like to keep a pet, make changes to your home or run a business from home

Our responsibility

- Give you contact details for your Housing Officer who can help you maintain your tenancy and advise on any questions you may have

Anti-social Behaviour

Your responsibility

- Be a good neighbour and do not cause harassment, alarm or distress to others
- Report criminal damage, harassment, intimidation and threatening language/ behaviour to the Police
- Try your best to resolve more minor anti-social behaviour issues, such as parking disputes, by talking to your neighbours

Our responsibility

- Carry out an assessment following reports of anti-social behaviour to see whether you or your family are at risk
- Tackle any breaches of tenancy which you report to us, working in partnership with the Police and other authorities
- Offer advice and support

Leaving your home

Your responsibility

- Check your tenancy and give full notice that you wish to leave (this will be either a full calendar month or four weeks, depending on the type of tenancy you have)
- Work with us to arrange an inspection and complete any repairs or redecoration identified before you leave
- Remove all of your belongings and leave the whole property clean and tidy, including the loft and garden
- Return your keys in line with the instructions you were given during the inspection
- Make sure you have paid your rent in full, as well as any recharges
- Contact all of your utility suppliers (gas, electricity, water, etc.) to tell them you are moving and give them final meter readings. If you have a pre-payment meter, make sure you leave £5 credit
- Give us your new address so that we can get in touch with you if we need to

Our responsibility

- Arrange an inspection and let you know if you need to carry out any repairs or redecoration before you leave
- Give you a rent statement so that you can make sure your rent is up-to-date at the end of your tenancy

You will be charged if you fail to carry out any repairs or redecoration which has been highlighted during the inspection.

Any questions?

If you have any questions about your responsibilities, please call the Office on **01284 767224** to discuss further.

Repairs to your home

The chart below shows who is responsible for different types of repair to your home.

If we are responsible for a repair, you can report it by calling us on **01284 767224** or by filling out the form on our website at **www.suffolkhousing.org**

| Repairs | Our responsibility | Your responsibility |
|--|---------------------------|---------------------------------|
| Bathroom suites (toilets, basins and baths) | ✓ | |
| Internal communal areas and communal gardens | ✓ | |
| Damp and mould | ✓ | |
| Heating and hot water systems | ✓ | |
| Electric circuits, wiring, sockets, switches and light fittings (except light bulbs) | ✓ | |
| Garages, paths, steps and external painting | ✓ | |
| Kitchen and bathroom flooring | ✓ | |
| Windows, doors, hinges and handles | ✓ | |
| Drains and sewers | ✓ | |
| Kitchens (units, sink, worktop and wall tiles) | ✓ | |
| Roofs, insulation, gutters and downpipes | ✓ | |
| Structural repairs (ceilings, floors, walls, chimneys) | ✓ | |
| Any damage caused by you, your family or visitors to your home | | ✓ |
| Pest control | | ✓ |
| Sheds | | ✓ |
| Smoke detectors | Where they are hard-wired | Where they are battery operated |
| Bleeding radiators | | ✓ |
| Sink/ bath/ toilet blockages | | ✓ |
| Fixtures and fittings in your home such as toilets seats, shower heads and hoses, coat hooks, light bulbs, washing lines, plugs, curtain rails, telephone points and aerials | | ✓ |
| Upkeep of your home such as decoration, plastering, garden maintenance, chimney sweeping | | ✓ |
| Domestic appliances not owned by Suffolk Housing | | ✓ |
| Replacing locks if you have lost your keys or they have been stolen | | ✓ |
| Any improvements you have made or anything you have fitted or provided | | ✓ |
| Condensation | | ✓ |