**Directorate of Housing and Investment**



**An easy read guide to your tenancy agreement**

**This covering leaflet wording has been suggested to include with the tenancy agreement as a quick reference guide for tenants. The council’s communications team will review the leaflet following consultation feedback to include graphics and final leaflet presentation.**

**Your tenancy agreement**

This guide helps you understand your tenancy agreement.

These are rules that you must follow, and we must follow when you live in one of our homes.

These rules are called an agreement.

You will need to:

* Pay the rent
* Look after the house or flat and keep to other rules in the agreement.

The agreement is between City of Lincoln Council (the housing provider)

and you, the customer. The customer is a person who rents a home from us.

|  |  |
| --- | --- |
| Your address: |  |
| Details of the house or flat: |  |
| The date your tenancy agreement starts: |  |

**The Rent**

Rent is what you will pay to live in your house or flat.

You have to pay your rent every week.

This also known as core rent.

|  |  |
| --- | --- |
| Your core rent is: |  |

There may also be a charge for services please see pages 7 – 8.

|  |  |
| --- | --- |
| Your service charge is: |  |

Your rent and service charge are charged at the same time by adding together. This is known as gross rent.

|  |  |
| --- | --- |
| Your gross rent is: |  |

The rent and service charge will stay the same for at least a year. We will tell you first before we make any changes. This will be in writing.

**Service charges**

The boxes that are ticked are included in your agreement. Your service charge pays for things in and around your home. Things like:

|  |  |
| --- | --- |
| **Service charge** | **Included in agreement (ticked if applicable)** |
| Lighting and heating |  |
| Hot Water |  |
| Telephone / Lincare |  |
| Alarm system and fire safety equipment |  |
| Furniture / white goods. You will be given a list of furniture where applicable included. |  |
| Cleaning of Shared areas also known as communal areas |  |
| Gardening |  |
| Insurance for the building,  equipment and furniture. Insurance covers the cost of repairing damage to the building, equipment or furniture. |  |
| Other things: |  |

**What City of Lincoln Council must do**

* Keep your house or flat in good repair and fix things that are broken. This in­cludes the heating, plumbing and elec­trics.
* Tell you how to make a complaint if you are not happy with something.
* Follow all rules. This includes policies and procedures. Please ask your housing officer or independent living coordinator for more information.

**What you must do in your home**

* Live in your home and keep it clean and tidy.
* Tell us if repairs are needed.
* Let us in to do any repairs or decorate.
* Ask us first if you want to keep any pets.
* Follow all rules that go with this agreement. This includes health and safety and fire safety.

**What you must not do**

* You must not damage your home or the things in it.
* You must not cause a problem for other people.
* You must not be too noisy.

**Moving out**

If you want to move out, you must tell us at least 4 weeks before. You must write to us to tell us.

If you are moving out of the house or flat, you should:

* Give us the keys back
* Take all your things with you. You must also get rid of any rubbish
* Leave everything clean and tidy.

**Repairs, decoration and equipment**

**What you must do:**

If you need us to do a repair, call us on 01522 873333 or speak with you housing officer or independent living coordinator.

You must let people who work for us into your home to do the repairs. We will tell you when someone is coming.

It is your job to do the painting and decoration inside your home.

When you live in a shared building such as a block of flats or independent living scheme, we usually decorate the shared areas.

|  |  |
| --- | --- |
| The shared areas to your home are: |  |

**What City of Lincoln Council must do:**

Make repairs to the building when work is needed. This includes things like:

* Walls
* Roof
* Windows and doors
* Drains and gutters
* Pipes that are outside the building.
* Make sure the heating, water, electricity and gas are all working properly.
* Make sure the sinks, basins, baths,
* Showers and toilets are working.
* Do gas safety checks once a year and make sure gas appliances are working properly. This includes things like central heating boiler, gas fire and cooker.
* Decorate the outside of your house or flat. This will also include inside any shared areas if you live in a shared building.

**Emergency Repairs**

An emergency repair is any problem that could be a security risk or cause harm to you, another person or to your home.

Emergency repairs include:

* Gas leaks
* Water leaks you can’t control
* Full loss of heating and hot water
* Electrical or fire risk
* Security to your home.

**All emergency repairs need to be reported by phone. Please call us straight away on 01522 873333**

**Access to services and privacy**

The council will:

* Respect your privacy and your own space.
* Keep your information confiden­tial and only share information to people that need it to help you.
* Provide an accessible service, to help you communicate with us easily. This can include you contacting us yourself or having someone to speak up on your behalf.

**Questions or complaints**

If you have any questions about your tenancy agreement or our services, then you can contact us.

If you have a question or if you are unhappy about something like:

* Things in the house or flat are broken or not working properly
* The service or the team or other people living with you, or nearby
* If you don’t feel safe.

**Please talk to your Housing Officer or Independent living coordinator or call our Customer Contact Centre on 01522 881188.**

**If you can’t do this yourself, you can ask a friend or relative to help you.**