

CITY OF
Lincoln
COUNCIL

An easy to read/quick reference guide to

your tenancy agreement



Directorate of Housing and Investment



Your tenancy agreement



This easy read guide helps you to understand your tenancy agreement. Full details and contract terms are detailed within 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:

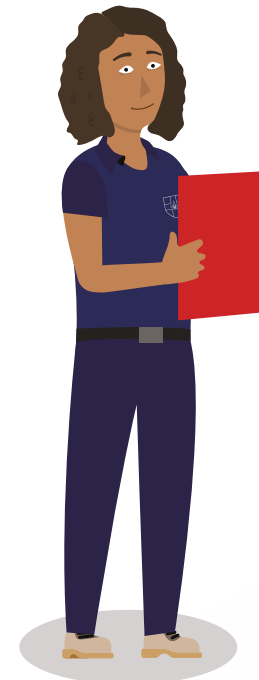
There may also be a charge for services please see pages 7 – 8.

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, your visitors and children must not commit Anti-Social Behaviour.
- ▶ You must not smoke in indoor communal areas.
- ▶ 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 your 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.



City of Lincoln Council is passionate about promoting equality and diversity. If you have difficulty in understanding anything in this document, please go to City Hall, Beaumont Fee, Lincoln or any other council office, where we can call an interpreter for you.

Bulgarian:

Общината на град Линкълн горещо насърчава равенството и разнообразието. Ако се затруднявате с разбирането на каквото и да било в този документ, моля, отидете до община Бомонт Фий, Линкълн или до друг неин офис, където можем да се обадим и да Ви подсигурим преводач чрез услугата „Биг Уърд“

Lithuanian:

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Bangla:

ইকোয়ালটি প্রিয়ান্ড ডাইভার্সিটি (সমতা ও বৈচিত্র্য) অগ্রগতি করিতে এই সীটি অফ লিনকলন কাউন্সিল প্রবল ভাবে উৎসাহী। এই নথিতে কোনো কিছু বুঝতে আপনার অসুবিধা হলে, দয়া করে 01522 881188, নম্বরে আমাদের কল করবনে অথবা customer.services@lincoln.gov.uk, ঠিকানায় আমাদের ইমেইল করবনে যে ক্ষেত্রে আপনার জন্ম আমরা একজন দোভাষীকে ডেকে আনতে পারব।

Polish:

Rada Miasta Lincoln (z ang. City of Lincoln Council) jest w pełni zaangażowana w promowanie równości i różnorodności. W razie jakichkolwiek trudności ze zrozumieniem niniejszego dokumentu, prosimy udać się do ratusza - City Hall, Beaumont Fee w Lincoln lub do innego urzędu rady miasta, gdzie będziemy mogli zorganizować dla Państwa tłumacza z.

Russian:

Городской совет Линкольна является убежденным сторонником в борьбе за равноправие и этнокультурное разнообразие. Если в данном документе вам что-нибудь неясно, пожалуйста, обратитесь в City Hall, Beaumont Fee в Линкольне или в любое другое бюро городского совета, где мы сможем вызвать для вас переводчика, пользуясь услугами агентства.

Chinese (Simplified, PRC):

林肯市议会 (the City of Lincoln Council) 热衷于促进平等与多样性。如果您难以理解本文档中的任何内容, 请致电01522 881188与我们联系, 或发送电子邮件 customer.services@lincoln.gov.uk, 我们可以为您提供翻译服务。

Romanian:

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Together, let's deliver
Lincoln's ambitious future

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If you would like this information in an alternative format (such as large print), please do not hesitate to contact us on **(01522) 881188** or email **communications@lincoln.gov.uk**

