

Your Tenant Handbook

This is an Easy Read guide to help you to understand your tenancy agreement.



☎ 0333 3440 911

✉ info@firstpriorityha.co.uk

🌐 www.firstpriorityha.co.uk



Your landlord is First Priority Housing Association.

Your landlord are who own your home and rent it to you.

What is a tenancy agreement?

Your tenancy agreement is a contract between you and your landlord. This is First Priority Housing Association.



Your rent

You pay rent for your tenancy.

Your rent can change. Your landlord will always tell you 4 weeks before any changes are made to your rent.



Rules

Your tenancy agreement has some rules in it.
It is important to follow these rules.

If you do not follow these rules, you could lose your home.

Visitors

- You must not let anyone else live with you or stay overnight - unless your Support Provider gives you permission. You must ask them.
- Any guests must show their ID to your Support Provider
- Sign the guestbook
- Your landlord can ask about your visitors at any time



Paying your rent

You must pay your rent on time.

If you ever cannot pay your rent or bills, you must tell us or tell your Support Provider.

We will help you with any benefit claims.



Utility bills

Utility bills are things like electricity, gas and water.

You are responsible for paying these. Your Support Provider and Housing Officer will help you to set up payments for these.

If you live in a shared house with other tenants, you will pay £20 per month to cover the cost. Your Housing Officer will help you to set up a standing order.



Repairs

If something breaks in your property or it is not working, you must tell us.

If you have broken it, then you may have to pay for it.



How do I report a repair?

You can ask your Support Provider to tell us when something is broken or not working.

You can also do this.

Contact our Helpdesk:
0333 3440 911



A member of our team will then help you and arrange an appointment to fix your repair.

Your belongings

You are responsible for your own belongings.

We recommend that you buy contents insurance.



Your Support Provider can help you with this.

Your home

You must treat your property as your home.

This means you cannot live anywhere else.

You also cannot run a business from your property.



Looking after your home

You must always look after your home and garden at all times.



Pets

You must not have pets without the permission of First Priority Housing Association.



Respecting others

You must respect your neighbours, other tenants and your support team.

You should not disturb them with noise.



Our visits

There will be times we need to visit you and your home.

This could be to carry out repairs or if there is an emergency.

We also need to visit to check everything is OK with you and your home. These are called property inspections.



More information

You should always ask for help in understanding your tenancy agreement if you need it.

Your Housing Officer or Support Worker can help you with this.



Need more help?

There are people and organisations you can speak to for help with your tenancy:

- Your Housing Officer
- Your Support Provider
- A family member or appointee
- Your Social Worker
- The Citizens Advice Bureau



Moving out

If you want to move out of your home you must tell us.

You must tell us at least 1 month before you are going to leave.



If you do not do this, you will have to carry on paying your rent and bills.

When you leave your home, you must leave the property the same as when you first moved in.

You must pay all your bills before leaving.

We will also need your next address so we can send you anything you may need to know about after you have left.

Contact us

You can contact us at any time.

Our Helpdesk is available 24 hours a day, 7 days a week.



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info@firstpriorityha.co.uk



First Priority Housing Association, Coal Road, Leeds, England, LS14 2AL

Making a complaint

If you are ever unhappy with the service from your landlord, you have the right to make a complaint.



Your Support Provider or appointees can help you with this.

You can complain by writing to us, telephoning us or completing our online form.

More information is available at www.firstpriorityha.co.uk/complaints-feedback

Tell us what you think

Your Housing Officer will speak to you at least once a year about something called a Tenant Satisfaction survey.



This asks you questions about how happy you are with your home.

It also asks how you happy you are with the services you get from First Priority Housing Association.

Please take part if you can. This helps us to make things better for tenants.