

Your Resident Agreement

This agreement sets out:

- The main responsibilities of the Trust.
- Your responsibilities as a tenant and what we expect of you.
- A summary of the standards of service you can expect.
- Ways that you can get more involved with the Trust.

You can find out more about the topics covered in this document in our Tenants' Handbook at

www.wrekinhousingtrust.org.uk/tenantshandbook or calling our Customer Contact Centre on **01952 217100**.

Your tenancy agreement

What we do

- The Trust now offers a 12 month introductory, followed by either a two or five year fixed term tenancy as standard. We also have tenants with previous tenancy types.
- We will comply with all requirements and responsibilities within the tenancy agreement.
- We will offer advice and support throughout your tenancy to help you sustain it.
- We will tell you if you are in breach of your tenancy agreement, and will give you the chance to put it right.
- If you breach the conditions of your tenancy and don't put it right when we ask you to, we may take you to court to ask a judge to make you comply with your tenancy conditions. You will be charged the cost of this.
- If you do not resolve the breach of your tenancy, you may lose your home.
- We will not change your tenancy agreement without your expressed consent.
- We will allow you to transfer your tenancy through mutual exchange or direct transfer to another Trust property.

What we expect from you

- Keep your tenancy agreement in a safe place. It is an important document.
- Read your tenancy agreement and make sure you understand what you have agreed to.
- Comply with all the conditions contained in it.
- Let us know if there is anything you don't understand, so that we can explain it to you.
- Keep us informed of anything that might affect your tenancy agreement, for example if someone moves in with you.
- Be a good neighbour.
- Live in the property as your main home.
- Not to totally sub-let the property.
- Give us four weeks' notice if you intend to end the tenancy. You can give us two weeks' notice if the tenant has passed away, and you would like to vacate the property earlier.
- Remove all your belongings from the property, clear any rent balances and return all keys to us before you leave.

Service standards

- We will provide you with a copy of your tenancy agreement when you start your tenancy and should you lose it, provide you with a copy on request.
- We will not change your tenancy agreement without your written consent.

Responsive repairs

What we do

- We will keep the exterior and interior structure of your property in good condition.
- We will also repair the interior fixtures and fittings and communal areas around your home that we are responsible for.
- We will keep any gas and electrical systems safe.
- We will make sure you have heating and hot water, even if your system breaks down.
- We will abide by our code of conduct for employees working in your home.

What we expect from you

- Look after your home.
- Tell us if something needs repairing.
- Tell us when something needs repairing on the day you will be at home.
- Be home when you've arranged for us to attend.
- Allow us access to carry out work.
- Make sure the area is clean and safe to work in.
- Keep children away from the work area.
- Be respectful and polite to our staff.
- Repair the things that are your responsibility. This is outlined further in the tenants' handbook.
- Pay for any work we have to carry out through damage you caused by accident, neglect or deliberate acts.
- Pay your rent in line with your payment plan as failure to do so could impact on this service.

Local standards

- We complete repairs on the same day they are reported or by any other agreed appointment.
- We aim to get repairs right first time and use your views on whether we achieve this to measure and report on our performance.
(If you are in a new build property still within the 12 month defects period these standards may not apply).

Additional ways you can get involved

- Become a member of the Tenant Repair Group.

To report a repair, please call **01952 217217** or visit our website www.wrekinhousingtrust.org.uk

Major works and other repairs

What we do

- If the major components of your property (such as kitchens, bathrooms, central heating, windows, doors, roofs and wiring) are no longer fit for purpose due to their age, or are no longer economical to repair, we will replace them.
- We will offer you some choice in what is replaced, where it is reasonable to do so.
- We will carry out maintenance to the exterior of buildings on a seven year cyclical basis.
- We will carry out major repairs and replacement work by appointment with you.
- Leave the work area clean and tidy when we have finished the work.
- Our workforce and contractors will respect you and your property when they are working in it.

What we expect from you

- Look after your home.
- Tell us if you think something needs repairing or replacing.
- Agree an appointment to visit your home to assess the work we will need to carry out.
- Continue to give us access to carry out the work for as long as it takes to complete.
- Empty cupboards or units ready for us to replace them.
- Make sure the area is clean and safe to work in.
- Keep children away from the work area.
- Be respectful and polite to our staff.
- To keep a clear rent account as failure to do so will impact on your ability to access these improvements.

Local standards

- Improve homes to a higher level than that set out in the government's Decent Homes Standard or an equivalent standard.
- Monitor satisfaction standards and involve customers if they fall below a tenant agreed standard.

Don't forget to report any repairs on our repairs line on **01952 217217** or by visiting our website: www.wrekinhousingtrust.org.uk

Wrekin Retirement Living

What we do

- Provide you with an intensive housing management service, in addition to our normal housing management service. This includes a home visiting service, an out of hours emergency service and a community alarm.
- Provide access to communal facilities.
- Support the organisation of social events.
- Provide further tenancy support if you need it.
- Provide adaptations to your home should you need them.
- Assess your needs on a regular basis.

What we expect from you

- Let us know what support you need.
- Let us know if your health or circumstances change.
- Be a good neighbour.
- Not to misuse the alarm system.
- Use the alarm system at night in an emergency.
- Let us know the contact details of your next of kin for emergency purposes.
- Make sure we have additional key holder details if we need access in an emergency.
- Not to store any items in communal corridors or landings.

Local standards

- Give you extra assistance to use our services if you are vulnerable in any way.

Additional ways you can get involved

- Attend social events either at your scheme or organised elsewhere by your scheme.
- Attend any tenant meetings at your scheme or other Trust offices.

For more information, please call our general enquiries number **01952 217100** or email **enquiries@wrekinhousingtrust.org.uk**

Customer service and complaints

What we do

We make it as easy as possible for you to access our services through providing the following:

- A range of easily accessible, local shops within our communities.
- Our Customer Contact Centre.
- An out of hours emergency service.
- An informative and interactive website
- Personal visits to your home.
- Newsletters.
- Make information available in a range of ways to suit your needs.
- Provide services that are available in person, by telephone and in some cases electronically.
- Do our best to give you a great customer service.

What we expect from you

- To treat our staff with respect.
- To let us know if something goes wrong.
- To give us the opportunity to put it right.
- Let us know if your circumstances change.
- Be in for arranged appointments.
- Comply with the conditions of your tenancy agreement.
- Do not be abusive or threatening to any member of staff or contractor working on our behalf.

Local standards

- Listen to what you tell us, and improve our services by learning from complaints and other feedback.
- Deal with complaints fairly and aim to give a full response within five working days, or keep you informed if we can't.
- Ask you if you are happy with the overall standard of service and publish satisfaction levels.
- Treat you with fairness and respect.

For general enquiries, please call **01952 217100**. If you'd like to report a repair, call us on **01952 217217**. You can make a complaint by emailing **complaints@wrekinhousingtrust.org.uk** or completing the complaints form on our website: **www.wrekinhousingtrust.org.uk**

Anti-social behaviour (ASB) and estate management

What we do

- Provide a variety of ways to report ASB.
- Initially respond to an ASB complaint within five days, or 24 hours if severe.
- Communicate effectively in all cases.
- Keep your complaint confidential if you would like it to be.
- Work with other partners to prevent and resolve ASB in our neighbourhoods.
- Offer mediation to resolve a dispute.
- Use relevant powers to resolve ASB, where appropriate.

What we expect from you

- Not to cause any nuisance or allow visitors to your home to cause nuisance.
- Not to use your home for any immoral or illegal purposes.
- Not to cause any ASB.
- To take your own steps to resolve any ASB you experience if it is safe to do so.
- Keep us informed and provide evidence to support your ASB case.

Local standards

- Work in partnership with other agencies to tackle ASB and to improve the local environment in our neighbourhoods.
- Ask you if you are happy with the overall standard of service in relation to ASB and publish satisfaction levels.
- Treat you with fairness and respect.

You can report ASB to the numbers below for your local area:

Telford ASB hotline: **01952 384 384**

Shropshire ASB reporting line: **0345 6789000**

Staffordshire ASB reporting line: **01785 619000**

You can also let us know by calling our general enquiries number: **01952 217100**.

Tenancy management

What we do

- Investigate any allegations of breaches of tenancy agreement quickly and fairly.
- Work with you to complete tasks agreed to resolve the breaches in tenancy conditions, or refer you to other agencies for extra support.
- Give you advice on how to maintain your tenancy through our tenants' handbook.
- Offer a Tenancy Sustainment Service to help you to manage your tenancy.
- If there are serious breaches of your Tenancy Agreement and you do not co-operate with resolving them, we will take enforcement action in the Courts. This may result in you losing your home.
- Take action against tenancy fraud.
- If we have reason to believe that you or the property is at immediate risk, we may gain entry to the property without your permission. This includes instances of flooding, gas leaks or a risk of fire.

What we expect from you

- Comply with the terms of your tenancy agreement.
- Allow us access to your property with notice.
- Keep your home clean and tidy, and in good decorative order.
- Keep your garden well-maintained.
- Work with us to resolve any breaches of tenancy.
- Keep us informed of any changes in your circumstances.
- Be a good neighbour.
- Dispose of your rubbish and unwanted items appropriately.
- Make sure there are no fire hazards in the home such as accumulations of items and have good access and exit routes.

Local standards

- Treat you with fairness and respect.
- Give you extra support to use our services if you are vulnerable.
- Identify those who are vulnerable and offer them on-going support either through Tenancy Support or other agencies.
- Make it as easy as possible for you to access our services through:
 - A range of local shops
 - A contact centre
 - Out of hours emergency service
 - Interactive website that you can use on your mobile phone
 - Home visits
 - Newsletters

For more information, please call our general enquiries number: **01952 217100**.

Rent setting and payment

What we do

- We will set rent and any service charges once a year, complying with government guidelines, usually in April. We will write to tell you at least one calendar month before your rent changes.
- We will make it as easy as possible for you to pay your rent.
- If you are on a low income or are struggling with your finances we can refer you to Shropshire Housing Alliance. SHA work in partnership with the Trust to provide advice and guidance to our customers. See Welfare Benefits section for more information.
- If you miss any payments we will let you know quickly, to prevent you getting into more debt.
- If you get into debt we will work with you to make an affordable payment plan. If you do not keep to the payment plan, we will apply to the Courts for the repossession of your home. This may result in you losing your home.
- We will provide rent statements on request and make them available in the Tenant Portal on our website.

What we expect from you

- Pay your rent and service charge and any debts when they are due (in advance) as per your tenancy agreement.
- Agree a payment method and payment frequency with your Housing Executive.
- Let us know straight away if you are having difficulties in paying your rent and charges.
- Contact your local Housing Benefits team with your change of circumstances and then let us know too.
- Be responsible for your own Housing Benefit or Universal Credit claim.

You can pay your rent by the following methods:

- Direct Debit on any day, weekly or monthly. Also Bank Standing Orders.
- Online via our website or through the Allpay mobile app.
- Over the phone by calling our payment line on 01952 217111.
- With an Easy Pay rent card.
- With a direct payment of your Housing Benefit to us, while available.

Local standards

- If you miss any payments we will let you know quickly, to prevent you getting into more debt. We will then work with you to make an affordable payment plan.
- Offer a free money matters advice service to help manage household bills or debts and access benefits in partnership with Shropshire Housing Alliance.
- We will repay any agreed credit within 20 working days of agreeing the credit.



THE SHROPSHIRE

Money Matters

in partnership with

HOUSING ALLIANCE

Striving to improve the wellbeing of our communities

What we do

- **Welfare Benefits advice**
Offer expert advice on the whole range of welfare benefits, and help to claim all that you are entitled to.
- **Budget and bill payment advice**
Our specialist teams can help you deal with money worries, budget advice or assistance to access debt advice.
- **Advice on affordable utilities**
We offer advice and guidance to help you manage your gas, electric and other utility payments.
- **Access to low cost loans and saving schemes**
Guide you on ethical affordable credit and secure saving options, in partnership with local Credit Unions.
- **Home Contents Insurance**
We offer an affordable and comprehensive Home Contents Insurance scheme, exclusively for Wrekin Housing Trust tenants.
- **Benefit notifications**
Contact tenants quickly regarding any problems or changes to Housing Benefit or direct payments of Universal Credit.

What we expect from you

- Pay your rent in advance and on time.
- If you are struggling to pay your rent, tell us as soon as you can. The sooner we know, the quicker we can help.
- Let your local authority Housing Benefit team, or the DWP know if your circumstances change.
- Be responsible for your own Housing Benefit or Universal Credit claim.
- Supply all supporting paperwork that is asked for as quickly as you can.

Local standards

- Offer a free money matters service to help manage household bills or debts and access benefits in partnership with Shropshire Housing Alliance
- Identify those who are vulnerable and offer them on-going support either through tenancy support or other agencies.
- Contact those who have fallen into arrears within a week of this happening. We will then agree with them how to pay the arrears.
- Refund any agreed overpayment within 20 working days of it being agreed.

For more information about benefits, please call our general enquiries number on **01952 217100**.

Safety in your home

What we do

- Install wired-in smoke alarms as part of our rewiring programme.
- Test your electrical systems every five years.
- Provide free battery smoke alarms and will provide free battery smoke alarms if there is no wired in smoke alarm.
- Carry out a gas servicing and safety check at least once within every 12 months and provide you with the safety certificate.
- Maintain all gas and electric systems within your property.
- Provide an out of hours service for emergency repairs.
- If heating and hot water systems fail and we can't repair them the same day, we will offer you temporary heating and hot water appliances.
- Provide you with an asbestos survey on request.
- Undertake health and safety checks in communal areas.
- Use enforcement action to gain access to carry out safety work if you do not give us

What we expect from you

- Allow us access to carry out the annual gas safety check or the electrical safety check.
- Contact Transco on 0800 111999, then inform the Trust if you suspect a gas leak or fumes.
- Test your smoke alarm on a weekly basis.
- Keep communal areas clear and free of rugs, pictures, plants or furniture.
- Keep your property clean and tidy.
- If the asbestos survey has identified materials containing asbestos they should not be broken, sanded, cut or drilled.
- Never cover an appliance or block the air vents.
- Never block or obstruct any fixed ventilation grills or air bricks.
- Never block or cover outside flues.
- To ask our permission before altering any gas or electric fittings in your home.
- Not to prop open communal access doors with door entry systems.

Local standards

- Provide an out of hours emergency service for any housing related emergency, in addition to our emergency repairs service.
- Aim to get repairs right first time and use your views on whether we achieve this to measure and report on performance.

Service standards

- We will attend a gas callout within two hours and aim to fix the problem on the first call.
- If the call is out of normal office hours we will attend the same day we are called.
- If you have a gas leak or gas fumes, we will respond within one hour.

To report a gas, electric or other health and safety fault phone **01952 217217** 24 hours a day.

Making your own improvements to your home

What we do

- We will let you improve your home if you wish to do so, but you must get our permission first. Some permission will be granted with conditions attached.
- Provide you with guidance on any conditions attached to making improvements.
- Permission may be asked for in writing or over the phone. In many cases we will give you verbal permission when you call.
- For more complicated work involving gas, electrics or interior/exterior structural alterations we will provide you with application form and the conditions you must meet.
- Wherever possible we will leave the improvement in the property for the next tenant.
- We will not unreasonably withhold permission.

What we expect from you

- Ask us for permission before you make any improvements to your home. You should do this when you are ready to make the improvement.
- To carry improvements out at your own cost except where we remain legally responsible for the maintenance i.e. gas fires
- Be responsible for all future repairs and maintenance to any improvements you make to your home.
- Make sure the improvements are carried out by a competent person.
- If you are making gas or electrical improvements you must provide us with safety certificate from your contractor, when the works have been completed. If you do not, we will carry out the safety check and recharge you for doing so.
- Make sure improvements comply with any building or planning regulations
- If you cause damage to the property, to put it right.
- If you leave, and we ask you to, remove the improvement and return the property to its original condition.

Service standards

- We will respond to your application for permission to carry out improvements within 10 working days of receiving it.

For more information about on applying to make your own improvements to your home visit www.wrekinhousingtrust.org.uk and go to Your Tenancy/Tenants Handbook/Home Improvements/Permission for home improvements or call our general enquiries number on **01952 217100**

Letting homes

What we do

- Allow you to transfer your tenancy to another Trust home when it becomes vacant, if you qualify.
- Let vacant homes according to our Allocations and Lettings Policy.
- Provide information on the qualification criteria and how to apply for a Trust home online, and other ways by request.
- Let our properties to an agreed minimum re-let standard, but agree any additional work required with each individual customer.
- Provide a Tenancy Sustainment Service which starts prior to the applicant being allocated a home, until at least 12 months after the start of the tenancy.
- Prosecute any tenant who obtains a tenancy through the provision of false information or other fraudulent means.

What we expect from you

Existing tenants

You will need to meet the transfer criteria, which means the following:

- Have a clear rent account and are paying your rent in advance.
- Pay for any overlap of rent when transferring to a different property.
- Keep your property clean and tidy, and well-decorated.
- Keep your garden maintained.
- Not to have current breaches of your tenancy.
- Allow the prospective new tenant to view your home before you leave.
- Be ready to move.

Prospective tenants

- Be ready to be a tenant.
- Be ready to move within the next three months.
- Have a bank account.
Be able to afford to pay the rent, service charges and other independent living costs.
- Provide honest, correct information about your circumstances, and keep us informed of any changes.
- Not have a poor rent payment or tenancy management history.

Local standards

- We will let our homes in a sustainable way, to applicants who are tenant ready and ready to move.
- We will agree a re-let standard and make it available on our website. We will provide an accompanied property viewing and agree all other repairs with the customer.

To apply for a transfer or apply to become a Trust tenant visit
www.wrekinhousingtrust.org.uk/homes/findahome

Mutual exchange, assignment and succession

What we do

- Allow you to swap your home and tenancy with another suitable social housing tenant, anywhere in the country if certain conditions apply.
- Provide the online Homeswapper exchange service to help you find another property.
- If the necessary conditions don't apply and we refuse your exchange, we will let you know within 20 working days.
- Allow you to transfer your tenancy to someone else living in the property in certain circumstances. This is called assignment.
- Should a tenant die, allow a qualifying resident to take over the tenancy. This is called succession. We will do this only once and rules will apply.

Succession applies to the tenancy, not the property itself. If you will be under occupying the property, it has adaptations that you do not need or is designated for older people and you are not an older person, you may have to move to another Trust property more suitable to your needs.

What we expect from you

- Ask our permission to mutually exchange before you do so.
- Tell us if you wish to assign your tenancy.
- Ensure your rent account is clear.
- Ensure the property and location is suitable for your needs and is in good condition.
- Leave your property clean and tidy.
- Take responsibility for the property you are moving to. You accept the property in the condition that you find it in.
- Maintain garden and fencing.
- Tell us if a tenant dies.

Service standards

- If you apply to do a mutual exchange we will inform you of our consent, or not, within 20 working days.

For more information, please call our general enquiries line **01952 217100**.

You can find Homeswapper at the following address <https://www.homeswapper.co.uk> or through the links on the **Trust website**.

Homecheck

What we do

- Make sure that someone from the Trust has visited your property at least once a year.
- We will make sure that both you and the property are OK when we visit you.
- If we have any concerns we will arrange a further more detailed visit from your Housing Executive.
- We will support you to resolve any problems or get any help you might need from other agencies.

What we expect from you

- Allow us access to your property, with notice, to carry out the Homecheck visit.
- Report any repairs that need doing that we are responsible for.
- Keep your home clean, tidy and in reasonable decorative condition.
- Maintain your garden in a reasonable condition.
- Tell us if you are struggling to cope with your tenancy, so that we can help you.
- Dispose of your rubbish and unwanted items appropriately.
- Make sure there are no fire hazards in the home such as accumulations of items and have good access and exit routes.

Local standards

- Treat you with fairness and respect.
- Give you extra support to use our services if you are vulnerable in any way.
- Identify those who are vulnerable and offer them on-going support either through tenancy support or other agencies.

For more information about Homecheck, please call our general enquiries number:
01952 217100.

Resident involvement

We have many ways you can get involved in influencing the services the Trust provides:



Tenants' Panel

Influence policies, strategies and service delivery; working with the Trust to improve services from the start.



Customer Assurance Panel (CAP)

Review our performance against the National and Local Standards, making sure we do what we say we will.



Tenant Auditors

Make recommendations on how our services could be improved, and gaining personal skills along the way.



Real Shoppers

You can tell us what your experience of our services was and earn rewards!

Local standards

- Listen to what you tell us and improve services as a result.
- Give you the appropriate level of support, mentoring and training you need if you wish to be involved in the work of the Trust.
- Keep our Residents' Agreement up to date and regularly inform you of how you can get involved.

For more information on any of these groups and opportunities please call **01952 217181** or email getinvolved@wrekinhousingtrust.org.uk

National Standards and Local Standards

You can find a full list of the local and national standards online on our website at www.wrekinhousingtrust.org.uk/tenantshandbook

如果你不明白這份文件的內容, 請致電 01952 217100 求助。

W razie problemów z przeczytaniem tego dokumentu prosimy zadzwonić pod numer 01952 217100.

اگر آپ کو اس خبر نامے کا ترجمہ اردو میں درکار ہو تو برائے مہربانی اپنے کسی ایسے دوست سے ہمیں 01952 217100 پر رابطہ کرنے کو کہئے جو انگریزی بولتا ہو۔ ہم آپ کیلئے ترجمے کا انتظام کریں گے۔

ਜੇ ਤੁਸੀਂ ਇਹ ਖ਼ਬਰਨਾਮਾ ਪੰਜਾਬੀ ਵਿਚ ਲਿਖਿਆ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ 01952 217100 'ਤੇ ਟੈਲੀਫੋਨ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸ ਦਿਓ ਜਾਂ ਆਪਣੇ ਕਿਸੇ ਮਿੱਤਰ/ਸਹੇਲੀ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ ਫੋਨ ਕਰਨ ਲਈ ਕਹੋ ਜੋ ਅੰਗ੍ਰੇਜ਼ੀ ਵਿਚ ਗੱਲ ਕਰ ਸਕੇ।