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A guide to your tenancy

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A summary of important rights and responsibilities

Reprinted Oct 2017



Rights and responsibilities

Renting a home from Kirklees Neighbourhood Housing brings with it rights and responsibilities for you as the tenant. As your landlord we have rights and responsibilities too. These are set out in your Tenancy Agreement.

As your landlord we have to make sure everyone meets these responsibilities. We want everyone to enjoy the benefits of their tenancy and to live in peace in their homes. We know that the majority of our current tenants want this too.

We are determined to do all we can to protect our tenants and the wider community from the distress and anxiety that anti-social behaviour and harassment can cause.

In order to do this, we give all new tenants a trial period of 12 months to show that they can keep to their tenancy agreement, look after their homes and garden areas, and do not cause a nuisance in their neighbourhoods.

This trial period is called an introductory tenancy. Please see your Tenancy Agreement for the full details. If you are not clear about anything in your Tenancy Agreement, please contact us.



Rights of introductory tenants



Introductory tenants are not secure tenants. You will not have the same statutory rights as existing secure tenants.

As an introductory tenant you will have the following restricted rights:

- right to be consulted
- right to have repairs carried out
- right to succession.

But you will not have the right to:

- buy your home
- assign or transfer your tenancy to someone else
- take in lodgers or sublet your home
- carry out improvements
- exchange your home with another tenant
- transfer to another property (unless a serious housing need exists).

What you must do - your tenancy



Our neighbourhood teams will closely monitor your introductory tenancy in its early stages. If minor nuisance or breaches of your tenancy come to our attention, we will offer you advice and give you the opportunity to change your behaviour.

Such minor nuisances or breaches might include:

- occasional noise
- failure to look after your gardens to a satisfactory standard
- minor damage to your property
- nuisance caused by pets.

However, if we come across serious breaches of your tenancy or if you won't work with us to find a solution, we will take legal action to re-possess your home.

Serious breaches that will cause us to take such action include:

- harassment that has a major impact on victims or members of their family
- violence or threats of violence
- using the property for illegal or immoral purposes, for example drug dealing
- increasing rent arrears with little or no intention of paying
- continued number of substantial minor incidents, despite warnings.

It is important to remember that you are not just responsible for your own behaviour, but those around you too.

We will take action against you if the person causing anti-social behaviour is someone living with you or is a visitor to your home. It doesn't matter where the nuisance happens - in your home, outside or anywhere in the neighbourhood.

Right of review

If notice is served on you for repossession of your home, you will be able to ask for a review of the decision. The review will be carried out by a manager or managers who have had no involvement in your case.

The role of the courts



Unless an introductory tenant has successfully appealed against the decision to repossess, the application will then proceed to Court.

Provided that the Court is satisfied that the notice and review procedures have been followed correctly, possession must be granted to the landlord. Eviction from your home will follow.

Getting a secure tenancy

Once you have completed your introductory tenancy without any serious breaches, your tenancy will automatically change to a secure one with full statutory rights.

Questions?



We want your tenancy to be a success. Help us to make sure you have a problem free introductory tenancy by getting in touch with your neighbourhood housing team if you have any concerns or questions.

Your rent and other bills

Rent is due every month for the month to come. The first payment is due at the start of the tenancy. *Please tell us what date the payment is due.*

However if there are reasons why you are unable to pay monthly then we will accept other payment frequencies which fall in line with your income cycle. Please contact us to agree this with you.

We recommend tenants pay their rent and housing service charges by direct debit monthly. If you have not yet arranged to pay by Direct Debit please call **01484 414886**.

You can also make a payment:



- At www.knh.org.uk using the number beneath the barcode on your letter detailing how you can pay your rent.
- By phone using your debit card. Call **01484 414818**
- Cash payments are done via Paypoint or at a Post Office using the barcode on the letter explaining how to pay your rent.



You must try not to get behind with your rent but if you do, then you must make arrangements with KNH to catch up.

If you qualify for support with housing costs then you must do everything you can to apply for Universal Credit (UC) or Housing Benefit (HB) and keep it up to date. If the support you receive doesn't cover all of your rent, you must pay the remainder.

Please remember that you need to apply at the earliest opportunity for UC or HB and provide all the necessary documentation to validate your claim as soon as you can, as *claims can only be backdated for up to a month*. Failure to claim in a timely manner or to provide all necessary information will result in rent arrears.

Support with housing costs will not be paid until you move into your home.

If you have problems paying your rent, we have a team of money advisors who can help. They can also help you deal with any other money troubles you might have.

If you're struggling to pay your gas and electricity bills, we also have a team of energy advisors who can help you save money and make sure you're getting the best deal.

Telephone numbers for the KNH Money Advice and Energy teams are on the inside of the back cover.

Looking after your home



You are responsible for decorating your home and for keeping your home clean and tidy.

If you or anyone who lives with you or visits you damages your home, then you will have to pay to put it right.



You must ask KNH's permission before making any big changes to your home or if you are thinking of running a business from it.



If you have a garden, you should cut the grass and keep it clear of any rubbish.

The Council's Environmental Waste Service offers bulky rubbish collections for a small fee. Kirklees passport holders can get a discount. (see inside of the back cover).



We can give advice and help on how to look after your home and you may qualify for vouchers to help with the cost of decorating. Please ask your housing officer for more information.

Getting on with your neighbours



Both you and your neighbours have the right to 'quiet enjoyment' of your homes. This means that:

You should not annoy other people by making a lot of noise, especially at night or early in the morning. Try not to have your TV too loud, avoid having noisy parties and banging and shouting.

You, your household and your visitors should show respect to your neighbours through the way you talk to them and the way you behave.



You must not behave in a violent or aggressive way to any neighbour or worker visiting your home.

You must not bully or harass anyone in the neighbourhood for any reason, but especially because you see them as being different from yourself.

You should expect your neighbours to treat you in the same way.

If your home has a garden, you should use it responsibly and not do things that could annoy your neighbours such as burning rubbish or letting pets foul in it.



If you have a problem with your neighbour, try to deal with it directly by talking to them. If that doesn't work, then we can give you help and advice to try to resolve the problem.

Other things you must do



You must tell KNH if there are any problems with your home and let them in to do essential repairs.

You should keep your home secure and keep your door keys safe.

You must let us visit your property at least once a year to carry out gas safety checks.



You must let us know if you are away from your home for a long period of time and how you intend to pay the rent in your absence.

You should not rent out all of your home to another person.

You must give KNH four weeks notice if you decide to leave your home and make sure that you return the keys to a KNH officer.

You must leave your home clean, tidy and in good repair when ending your tenancy or you may have to pay towards putting things right.

What KNH must do



Neighbour problems

If your neighbour is not respecting your quiet enjoyment and you cannot talk to them about the problem (see page 7), or if your neighbour is harassing or bullying you, then we must act to stop it. You should contact a customer service centre for help (see back cover).



Respecting your privacy

KNH staff will only ask to come into your home for a good reason or when you have asked us to do so. We will usually give you at least 24 hours notice if we need to visit you.



Keeping you safe

KNH must ensure that your gas supply and appliances, such as boiler or gas fire, are serviced once a year.

If you have fitted your own gas appliances, then you are responsible for getting them serviced.

We must act quickly in an emergency such as a gas leak and may have to gain immediate entry to protect you and your home.

Repairs to your home



KNH must repair the inside of your home such as plumbing, electrics, doors and walls. However, if you have caused the damage yourself then you may have to pay for the repair.

We must keep the outside of your home in good repair. This includes things like your roof, external walls, guttering and pipes.

We will carry out these repairs within a reasonable timescale as decided by law and KNH's published standards.

We must ensure that utilities such as water, heating, gas and electrics are working. However, you are responsible for paying utility bills or keeping your gas and electric meters topped up.

Enjoying your home

Although there are things that you have to do as a tenant, we hope that you enjoy your new home. We are here to offer you advice and help on how to get the most out of your home, and your community.



Getting involved in your community

There are lots of reasons why you might want to get involved in influencing what we do in your area:

- There may be particular issues which you think are not being addressed
- You might want to work with other people to improve the area
- You might want to stay up to date with what's going on locally
- You might want to get to know more people in your area

There are also lots of ways that you can get involved, including:

- Community events - KNH organises a range of events and to consult with residents and to celebrate successful projects.
- Tenants' and Residents' Associations (TRAs) - these are groups of people who get together to work to improve the area in which they live.
- Focus groups - KNH holds a range of discussion groups on particular issues with tenants and residents who have an interest in that area.
- Social media

To find out more about getting involved, contact your neighbourhood housing team, who will have much more information about groups in your area.

Questions?



We want your tenancy to be a success. Help us to achieve that by getting in touch with your neighbourhood housing team if you have any concerns or questions.

Useful contact numbers

• *Your money*

Benefits advice:

01484 414950

www.kirklees.gov.uk/benefits

Money advice: **01484 414975**

Job centre new claim:

0800 055 6688

Job centre benefit queries:

0345 604 3719

Local Welfare Provision

01484 414782

Tenants into work:

01484 225332 TIW@knh.org.uk

• *Your rent*

Rent payment, arrears and enquiries: **01484 414886**

• *Help with problems*

Antisocial behaviour / neighbour nuisance:

01484 414886

Benefit fraud hotline:

0800 854 440

Citizens Advice Bureau:

03444 111 444

Dog Warden Service:

01484 414739

Doctors in your area,

www.nhs.uk/service-search

NHS General Enquiries,

Ask for patient services:

0300 311 22 33

Emergency Services - Police,

Fire and Ambulance: **999**

Fusion housing advice:

01484 425522/ 01924 454770

Gateway to care - Adult Social

Care. Help with aids and

adaptation: **01484 414933**

Graffiti, flytipping, abandoned cars, street lights - Call

Streetscene: **01484 414700**

www.kirklees.gov.uk/beta/report-a-problem

Mediation Yorkshire

0113 242 4110

Noise problems: **01484 414828**

9:00pm to 5:30am on Friday

and Saturday nights

9:00pm to 3:00am Sundays on

Bank Holiday weekends only

Pest control: **01484 414901**

Street lights: **01484 414700**

Victim Support: **0300 303 1971**

• ***Your home***

Repairs and handyperson
service (M - F, 8am - 6pm):
01484 414800

Repairs (evenings, weekends
& bank holidays):
01484 414850

Energy advice: **01484 414886**

Home improvement
permissions: **01484 414886**

Right to buy your home:
01484 223288

Bulky waste and garden waste
removal: **01484 414700**

• ***Your community***

Community Engagement
(KNH): **01484 414886**

Crime Stoppers: **0800 555 111**

Kirklees Council Switchboard:
01484 221000

KNH: **01484 414886**

Kirklees School Admission
Service: **01484 225008**

Local police: **101**

Ward councillors:
01484 221000

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Kirklees Neighbourhood Housing is controlled
by Kirklees Council under Part V of the Local
Government and Housing Act 1989.

Contact KNH

Telephone: 01484 414886

www.knh.org.uk

email: housing@knh.org.uk



KNH Communities



@KNHKirklees



KNH Communities

Text relay service - *Deaf and hearing impaired customers only*
Telephone: **18001 + 01484 + 414886**

Dewsbury & Mirfield

Dewsbury Customer Service Centre,
The Walsh Building, Town Hall Way,
Dewsbury, WF12 8EE
Monday to Thursday 9am - 5pm
Friday 10am - 5pm

Huddersfield & surrounding areas

Huddersfield Customer Service,
Civic Centre 3, Market Street,
Huddersfield, HD1 2EY
Monday to Wednesday 9am - 5pm
Thursday 10am - 5pm
Friday 9am - 5pm