



Approved  
Accessible  
by our tenants



# My Tenancy Agreement guide

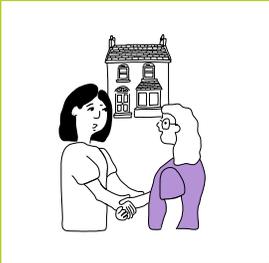


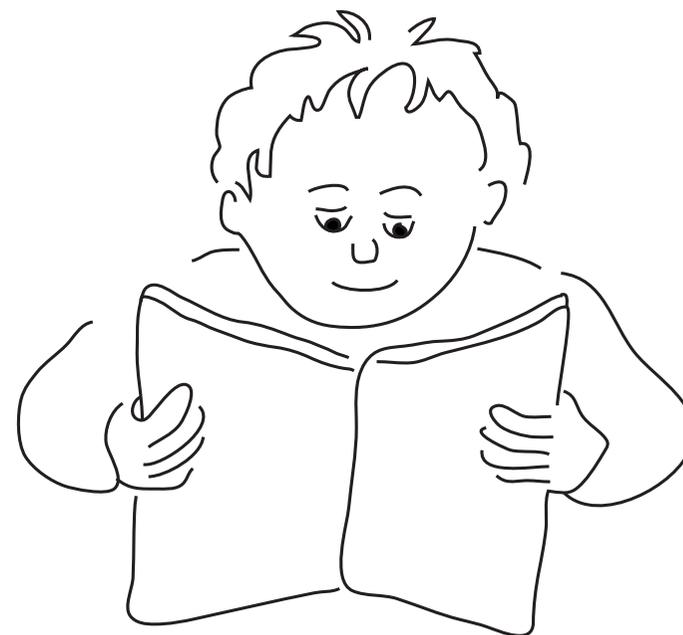
Golden Lane Housing  
working in partnership with **mencap**

# About this guide

This guide will help me and goes with my tenancy agreement.

It has been split into the following sections:

		Page
<b>1</b>		<b>My Tenancy Agreement 3-10</b>
<b>2</b>		<b>Other services 11-14</b>
<b>3</b>		<b>'I am unhappy' 15</b>



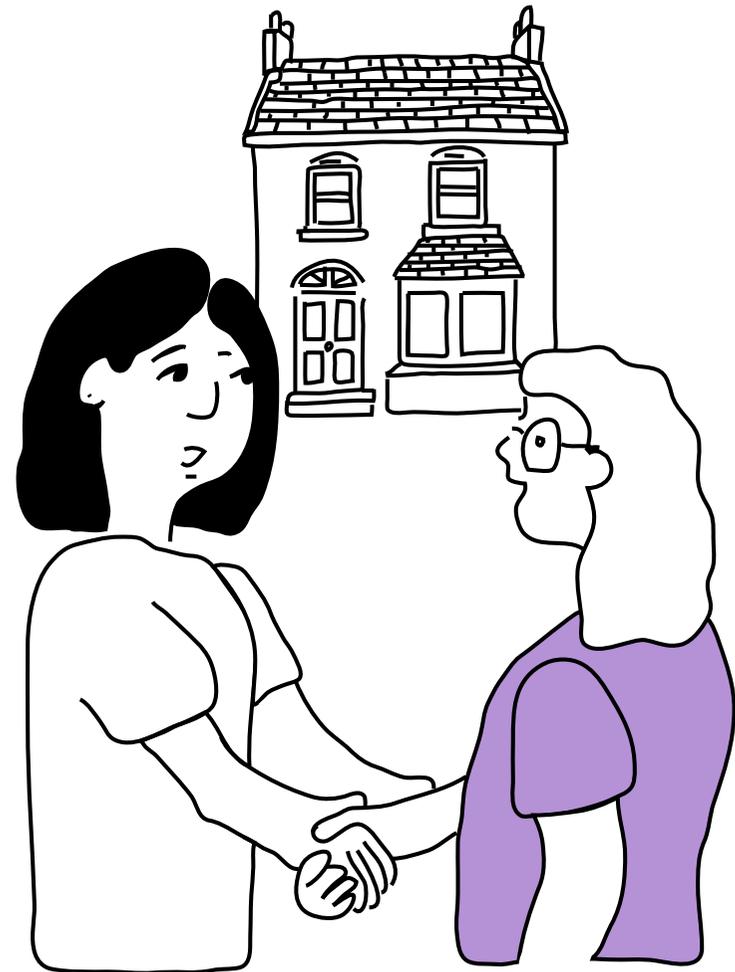
# 1 My Tenancy Agreement

My Tenancy Agreement is a **written agreement** between me and my supported landlord Golden Lane Housing.

My Tenancy Agreement includes support. I may not be able to carry on living in my home if I choose not to have support.

**My Tenancy Agreement is in two parts:**

- the Tenancy Agreement
- a schedule of services - this goes into more detail of what support Golden Lane Housing gives me



# My Tenancy Agreement

**Both parts of my Tenancy Agreement need to be signed by:**

- me
- Golden Lane Housing
- I can also ask a person who will help to explain what is in the tenancy

**What if I am unable to sign the Tenancy Agreement?**

If I am unable to sign the Tenancy Agreement a person can sign it for me.

This must be someone who wants the best for me and will involve me in understanding what my tenancy agreement is.

This person is called a 'Tenant Representative'.



# My Tenancy Agreement

My name is

I live at

My tenancy begins on



# My Tenancy Agreement

## What I must do.

- I must pay my weekly rent charge which includes household bills for water, gas and electricity if I share with other people. I may get help from housing benefit to cover the cost for communal areas. Page 21-22 of my tenancy agreement will provide details of my rent and service charges. My support provider can offer help and advice for paying household bills.

rent                      £ \_\_\_\_\_

service charges      £ \_\_\_\_\_

**total rent**            £ \_\_\_\_\_

● The charge maybe paid by someone else.

My rent is paid by:



Golden Lane Housing expects to increase this rent once a year in April.

# My Tenancy Agreement

## What I must do.

- I must accept support from Golden Lane Housing and my care provider if I need it to help me live independently.
- I must respect anyone I share with and my neighbours.
- I must keep my home clean and tidy.
- I must report any repairs as soon as possible and allow Golden Lane Housing into my home to carry out any repairs or inspections.
- I must pay for any damage I cause in my home - Golden Lane Housing will help me to arrange for someone to come round to fix the repair.
- I must live in my property as my main home.



# My Tenancy Agreement

## What I must do.

- I must ask for permission if I want a pet, satellite dish, an aerial or to make any improvements to my home.
- I must tell Golden Lane Housing if I am going on holiday or into hospital for more than 3 weeks.
- If I want to leave, I must tell Golden Lane Housing 4 weeks before I move.

## What I must not do.

- I must not have anyone else living in my home without permission from Golden Lane Housing.
- I must not break any rules in my tenancy.
- I must not annoy others who share my home or be noisy.
- I must not smoke in my home unless I ask for permission from my landlord.



# My Tenancy Agreement

What if I break the rules of my Tenancy Agreement?

If I break the rules in my tenancy agreement Golden Lane Housing might ask me to leave.

There should be a meeting to talk about the things I have done wrong.

If Golden Lane Housing does ask me to leave I will be sent a written notice.



# My Tenancy Agreement

**Golden Lane Housing will look after the property I live in.**

- Repair some things when they break down (but I must pay for things that I damage).
- Make sure the contractor does a good job when he fixes the repairs in my home.
- Make sure my home is kept in good condition.
- Tell me about changes that affect me or my home (for example building works).
- Allow me to live peacefully in my home.
- Paint the outside of my home. It is my responsibility to paint the inside of my home (unless it has already been agreed that my landlord will paint shared areas).
- Help me in lots of other ways.



If I would like to report a repair I need to ring:



**0300 003 7007**

## 2 Other services

**Golden Lane Housing will help me with things that are important to me.**

- Try to help me if I do not like things that are happening to me.
- Help me if I am unhappy with:
  - living in my home
  - the support I am getting
  - people in the area where I live
- Keep regular contact with me. This also means coming to visit me.
- Provide a help-line for me - I might want to talk to them about something.
- Listen to me and other tenants so we can tell you what we think about your services.



# Other services

**Golden Lane Housing will try to ensure my care provider makes sure I am safe and happy.**

- My care provider will give me help and advice on:
  - keeping safe
  - cleaning, cooking and shopping
  - getting to know the area I live in
  - my health
  - managing money
  - telling Golden Lane Housing if I am unhappy
- Having a person to contact if there is an emergency.



# Other services

## My care provider could also be responsible for:

- giving me help and advice on:
  - housing benefits
  - some housing matters
  - some repairs
  - maintenance
  - replacing items in my home



## Other services

**Golden Lane Housing will provide additional things that they charge for. This is called a service charge.**

I am getting any of the services that are  ticked below:

- window cleaning (outside only)
  - gardening
  - cleaning (shared areas only)
  - furniture and/or specialist equipment listed below:
- 

electrical equipment tested for safety (know as Portable Appliance Testing)

Council Tax. **If you share your home** with another person you will need to complete a discount form called SMI form, Golden Lane Housing will give you the form to complete. This will give you a discount on your council tax bill. Golden Lane Housing will pay this bill. **If you live alone** in your home, you will need to pay your council tax bill. You will get the bill in the post from the council. Your support staff of housing officer can help you understand how to pay this bill.

### 3 'I am unhappy'

If I am unhappy about something in my home or with the care I am getting, I can:



ring 0300 003 7007



post this freepost card



email enquiries@glh.org.uk

There is a 'I am unhappy' booklet that has more details in it.

If I would like to see it I should ask my care worker or ring Golden Lane Housing.



Dear **Golden Lane Housing**

My name is \_\_\_\_\_

I am unhappy with something in my home or the care I am getting.

Please contact me as soon as possible but no later than 5 working days of receiving this card.



Business Reply Plus  
Licence Number  
RTZE - YUBZ - UCYY



Golden Lane Housing  
Parkway Four  
Parkway Business Centre  
Princess Road  
MANCHESTER  
M14 7HR

## To contact Golden Lane Housing:



**0300 003 7007**



Parkway Four  
Parkway Business Centre  
Princess Road  
Manchester  
M14 7HR



Visit our website: [www.glh.org.uk](http://www.glh.org.uk)  
or email us: [enquiries@glh.org.uk](mailto:enquiries@glh.org.uk)

Company registered Number 3597323 (England and Wales)  
Registered Office 123 Golden Lane, London, EC1Y 0RT