

YOUR GUIDE TO

Tenancy Agreements

As a Community Gateway tenant, you will have signed a Tenancy Agreement before you moved into your home. This is an important, legally binding document which lays out what you need to do with your home (and what you must not do) to keep your tenancy and continue living in the property. Any failure to meet the terms laid out in the agreement may lead to you losing your home.

The Tenancy Agreement also sets out what our responsibilities are as your landlord.

What we expect of you

- We expect you to pay your rent on time every week.
- We expect you to be a kind and considerate neighbour in your community, taking full responsibility for your behaviour and that of your family, friends and any other visitors to the property – keeping noise and disturbances to a minimum.
- We expect you to keep your home in good condition, take care of it, redecorate when necessary, and complete minor repairs which we would reasonably expect you to tend to yourself.
- We expect you to maintain your garden properly: the grass must be cut regularly, hedges should be trimmed and kept neat, small trees must be pruned, and your front and back yards should not be used to store waste or discarded household items such as bulky waste, which can be collected by the council for a small fee.

- We expect you to follow your local council's waste guidance and bin collection timetable by putting your bins out for collection on the required days. If in doubt, you can find the collection schedule on the council's website. Overflowing bins are to be avoided as they produce nasty smells and increase the chance of vermin, so use a household waste recycling centre (the tip) if your bin is starting to overflow. You should also use the tip for bulkier items, recycling, garden waste, and TVs/fridges.
- We expect you to liaise appropriately with your local council on matters such as pest control (if you are having problems with rats, cockroaches or other vermin); voter registration; street cleaning issues (fly-tipping, graffiti, dog fouling, dead animals, fly-posting); and ordering new or replacement bins.

We would encourage you to...

- Keep your home in good condition.
- Repairing any minor damage and quick fixes yourself.
- Reporting any bigger, more complex repairs to CGA.
- Redecorate where necessary.
- Replace lightbulbs.
- Report emergency repairs or urgent repairs (such as floods, fires, power outages, and leaks) immediately to us.

- Purchase contents insurance to cover your personal belongings should they get damaged. We recommend Royal & Sun Alliance, with whom we've partnered to give you a great deal: www.communitygateway.co.uk/contents-insurance.

We will end your tenancy and ask you to leave if you are...

- Sub-letting any part of your CGA property.
- Taking part in illegal activities in your home or in the wider neighbourhood.
- Not using your CGA home as your permanent principal address for the entire duration of your tenancy.
- Not taking responsibility and accountability for the actions (and misdemeanours) of anyone living in your home, or visiting you.
- Causing nuisance, alarm or distress to anyone in the locality of your home or neighbourhood.

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What are my rights as a tenant?

- You have the right to live in your home without interruption or interference from Community Gateway if you comply with your tenancy agreement.
- You have the right to a home that is fit for human habitation.
- You have the right to receive notice of proposed visits to carry out repairs or maintenance, or to view the condition and state of repair of your home.
- Disabled tenants have the right to reasonable adjustments.
- You and your partner have certain limited succession rights, whereby if one of you passes away, the other can retain the tenancy and stay in the home.
- You are entitled to be consulted on important decisions we make regarding your home.
- You have the right to be able to access all the information you need regarding CGA's policies – including how we carry out repairs.
- You have the right to complain about any of our services.
- In some cases, you might be entitled to purchase the property you're renting.

What you can expect from CGA

- If we ever decide to increase your rent, we'll give you at least four weeks' notice so you can end your tenancy if you do not want to pay the new rate.
- We will provide you with a home that meets the government's Decent Homes Standard.
- When your home needs any sort of repair – whether it's routine, planned, urgent, or an emergency – we will repair it within the strict timescales we set ourselves.
- We will always comply with Health and Safety legislation to make sure you are safe in your home
- We will thoroughly investigate any complaints you submit to us with impartiality and professionalism, and we take all complaints seriously.
- We are responsible for building insurance (but not contents insurance, which you must obtain yourselves), the maintenance of communal areas, exterior decoration and improvements, and gas safety inspections.

How to contact us

If you have any questions about your Tenancy Agreement, please call us on **0800 953 0213 (option 2)** between 9am and 5pm, Monday to Friday.

You can also visit our offices in person between 10am and 4pm, Monday to Friday – we are based at **Harbour House, Port Way, Ashton-on-Ribble, Preston, PR2 2DW.**

You can read our standard CGA tenancy document on our website: www.communitygateway.co.uk/your-tenancy-documents

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