

Let's talk about...

Managing Your Tenancy

This leaflet gives a summary of your tenancy agreement to assist you in managing your tenancy and to help you be happy in your home and enjoy living in your neighbourhood



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What does my Tenancy Agreement mean?

All Trust tenants have a tenancy agreement. Once you sign your tenancy agreement you are bound by its terms and conditions. It is a legal and binding document

that sets down in detail the rights and responsibilities of both the Trust as a landlord and you as a tenant. As long as you occupy the property as your only or principal home and do not hold another tenancy, you cannot be evicted from your home unless you break a condition of your tenancy. In brief you are agreeing to:

- Pay your rent on time
- You, your family or your visitors not causing a nuisance

- Keeping your property clean and decorated
- If you have a garden, keeping it tidy and clear of rubbish

What are my obligations about rent?

Your rent is calculated on a weekly basis over 50 weeks of the financial year, due on the Monday of each week and should be paid weekly unless you have made a specific arrangement with us. There are 2 “rent free” weeks over Christmas but if you have arrears you must continue to pay over these weeks.



If you are unemployed or on a low income you may be entitled to claim housing benefit to help you. Claiming housing benefit and ensuring your rent is paid is your responsibility.

(See “Let’s talk about ... Collecting Rent & Recovering Arrears” leaflet for more details.)

What are my main responsibilities regarding my property?

- You must not do anything that interferes with the peace, comfort, enjoyment or convenience of anyone living in the locality
- You are responsible for keeping the interior of your property clean and in a good decorative state. Ensure any garden let with the property is kept in a neat and tidy condition by cutting grass, keeping weeds under control and trimming hedges.



- Communal areas should be kept free of rubbish, debris and any obstruction
- Providing us with access, with suitable notice, to carry out annual gas safety checks and tenancy audits once every three years. In emergency situations relating to health and safety, you must give us immediate access to your property

How can you be a good neighbour?

Your tenancy agreement includes some pointers to encourage people to be good neighbours. As a tenant you are also responsible for the actions of members of your household and visitors to your home. You must not:

- Harass or threaten anyone or use abusive or intimidating language to other people in the locality
- Damage or threaten to damage another person's home or possessions

- Cause any noise that may be a nuisance or annoyance to anyone living in the locality
- Allow your pets to cause a nuisance or annoyance to anyone living in the locality
- If you, your family or visitors are convicted of an arrestable offence committed in the property or locality, we are entitled to take legal action to evict you. This includes drugs convictions or other criminal behaviour

However, as a good neighbour you should also:

- Keep an eye on elderly or vulnerable neighbours
- Get involved with community groups or Residents' Associations in your neighbourhood

Domestic Violence

You must not harass or use mental, emotional, physical or

sexual abuse against anyone who lives in the property. If your partner has left because of violence or threats of violence made by you (or a family member living in the property) and the court is satisfied that they are unlikely to return, we will be entitled to take action to evict you.

(See "Let's talk about ... Being a Good Neighbour" and "Let's talk about ... Anti-social Behaviour" leaflets for more details.)



What are my rights as a tenant?

All Chester & District Housing Trust (CDHT) tenants have rights:

Consultation

We guarantee to consult you on any change that affects your tenancy.

Repair

The Right to Repair entitles you to compensation if a qualifying repair is not carried out within set timescales. A list of these repairs and how long it should take to carry them out can be found in the repairs part of your Resident Handbook.

Alterations & Improvements

You can make alterations or improvements to your property but only after you have requested and received permission from CDHT.



We will provide a decision for your request to carry out alterations to your home within 30 working days.

Information

You can see information held about you by CDHT, but we need 24 hours notice and there is a small charge. Information on your file provided by a third party cannot be viewed.

Succession

When a tenant dies, as long as they had not taken over from a previous tenant, the following people are entitled to succeed (take over) the tenancy:

- A joint tenant
- A husband, wife or partner (including same sex) who was living in the property as their only or main home when the tenant died
- A close member of the family if they have lived with

the tenant continuously for 12 months before the death and the property is their only or main home

- You may not be entitled to remain in the same property and, if the property is not the appropriate size for you, we may offer more suitable accommodation
- If you succeeded to your tenancy with Chester City Council before transfer (27th Nov 2000), we will disregard this and grant one more right of succession
- We will deal with all applications for succession within 15

working days of receiving all the documentation

Lodgers and sub-letting

Lodger - Unless you have a Starter Tenancy, you may take in lodgers if you wish, provided you obtain our written permission. If you are on housing benefit you should also inform Chester City Council as your entitlement may be reduced and it may affect your Council Tax bill.

A lodger has no formal legal status and usually lives in the property as part of the



family. You are responsible for their behaviour and if they refuse to go, we cannot get involved. You will need to seek advice from a solicitor or the Citizens' Advice Bureau.

Sub-letting - Unless you have a Starter Tenancy, you may sub-let part of your home but you must apply to us first for permission to do so and we strongly advise you to also seek legal advice. By doing this, you create a legally binding sub-tenancy and take on all the responsibilities of a landlord toward your sub-tenant.

Right to Exchange

Exchanging means swapping homes with another tenant. You can look for and arrange an exchange with:

- Other CDHT tenants
- Tenants of other Housing Associations
- Local Authority tenants

Please note that you must first get written permission from CDHT for any exchange and you cannot exchange without this permission.

We will deal with all applications within 21 days by visiting our tenants to ensure they meet the qualifying criteria and advise them of the process.

(See "Let's talk about ... Exchanging Your Home" leaflet for more details.)

Right to Buy / Right to Acquire

Unless you have an Introductory Tenancy, you will have either the Right to Buy or Right to Acquire.

(See "Let's talk about ... Home Purchase" leaflet for more details.)



What if I want to end my tenancy?

- You must give us at least four weeks notice in writing ending on a Monday
- All keys must be handed in by noon of the Monday on which your tenancy ends
- If you keep the keys after this time it will result in you being charged another week's rent
- Property should be left clean and in a decent standard of decoration
- You must remove all your belongings and rubbish from inside and outside the property. You will be recharged any costs incurred by us if we have to remove items
- We will not be responsible for any items you leave
- When you leave, no one must be left in occupation of the property

If you want to know more,
please contact us:

Online: 

Web: www.cdht.org
Email: info@cdht.org

By phone: 

Freephone: 0808 100 7701
Monday to Thursday
8.00am - 6.00pm
Friday 8.00am - 5.00pm
Fax: 01244 305690
Minicom: 01244 305500
Text: 07800 000 177



By visiting us at:

Registered Office
Centurion House
77 Northgate Street
Chester, CH1 2HQ
Monday to Friday
9.00am - 4.45pm

**Neighbourhood Office,
Lache**
89a Cliveden Road
Lache, CH4 8DT
Mon, Tues, Thurs & Fri
9.00am - 12.00pm

**Neighbourhood Office,
Blacon**
17-18 The Parade,
Blacon, CH1 5HW
Monday to Friday
1.30pm - 4.30pm

Resident Involvement

We know it makes sense to involve our residents to help improve housing services. Here at the Trust we take every opportunity to give residents **a say!** Interested?

Find out how your views can make a change to the way we do things by contacting the Resident Involvement Team on Freephone 0808 100 7701.

Also Available in:

الترجمة متاحة 可获得翻译版本。 dysponujemy tłumaczeniem dokumentu 備有譯本

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