

If you would like a copy of this information in another language, large print, braille or on CD, please telephone us on 0800 633 5500, write to us or ask at our receptions.

Albanian

Nëse doni një kopje të këtij informacioni në një gjuhë tjetër, dokument me format braille (dokument me shkronja të zmadhuara) ose në kasetë, j'u lutemi telefononi në 0800 633 5500, n'a shkruani ose pyesni në recepsionin tonë.

Arabic

إذا رغبت في الحصول على نسخة من هذه المعلومات بلغة أخرى أو طباعة كبيرة، برايل أو على اسطوانة مدمجة، تفضل بالاتصال بنا على رقم 0800 633 5500، أو مراسلتنا أو السؤال في مكاتب الاستقبال التابعة لنا.

Cantonese

倘若您需要本資訊翻譯成另外一種語言，或以大字體、盲文或CD格式提供，請致電給我們：0800 633 5500，也可以致函給我們或在我們的接待台索取。

French

Si vous désirez obtenir une copie de cette information dans une autre langue, en gros caractères, en braille ou en version CD, veuillez nous téléphoner au 0800 633 5500, nous écrire ou demander à la réception.

Hindi

इस सूचना की कॉपी अगर आपको किसी अन्य भाषा, बड़े अक्षरों, ब्रेल या सीडी पर चाहिये तो कृपया हमसे नंबर 0800 633 5500 पर संपर्क करें, पत्र भेजें या हमारे किसी भी रिसेप्शन से कहें।

Polish

Jeśli chcieliby Państwo otrzymać te informacje w innym języku, w wersji dużym drukiem, w alfabecie Braille'a lub na płycie CD, prosimy o skontaktowanie się z nami pod numerem 0800 633 5500, napisanie do nas lub zapytać na naszej recepcji.

Portuguese

Caso deseje uma cópia desta informação noutra língua, num formato ampliado, em Braille ou em CD, deverá telefonar para o número 0800 633 5500, enviar uma carta ou dirigir-se à nossa recepção.

Punjabi

ਜੇ ਇਸ ਜਾਣਕਾਰੀ ਦੀ ਕਾਪੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਬੋਲੀ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ, ਬ੍ਰੇਲ ਵਿਚ ਜਾਂ ਸੀ ਡੀ 'ਤੇ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਨੰਬਰ 0800 633 5500 'ਤੇ ਫੋਨ ਕਰੋ, ਖਤ ਲਿਖੋ ਜਾਂ ਸਾਡੀ ਰਿਸੈਪਸ਼ਨ ਨਾਲ ਗੱਲ ਕਰੋ।

Urdu

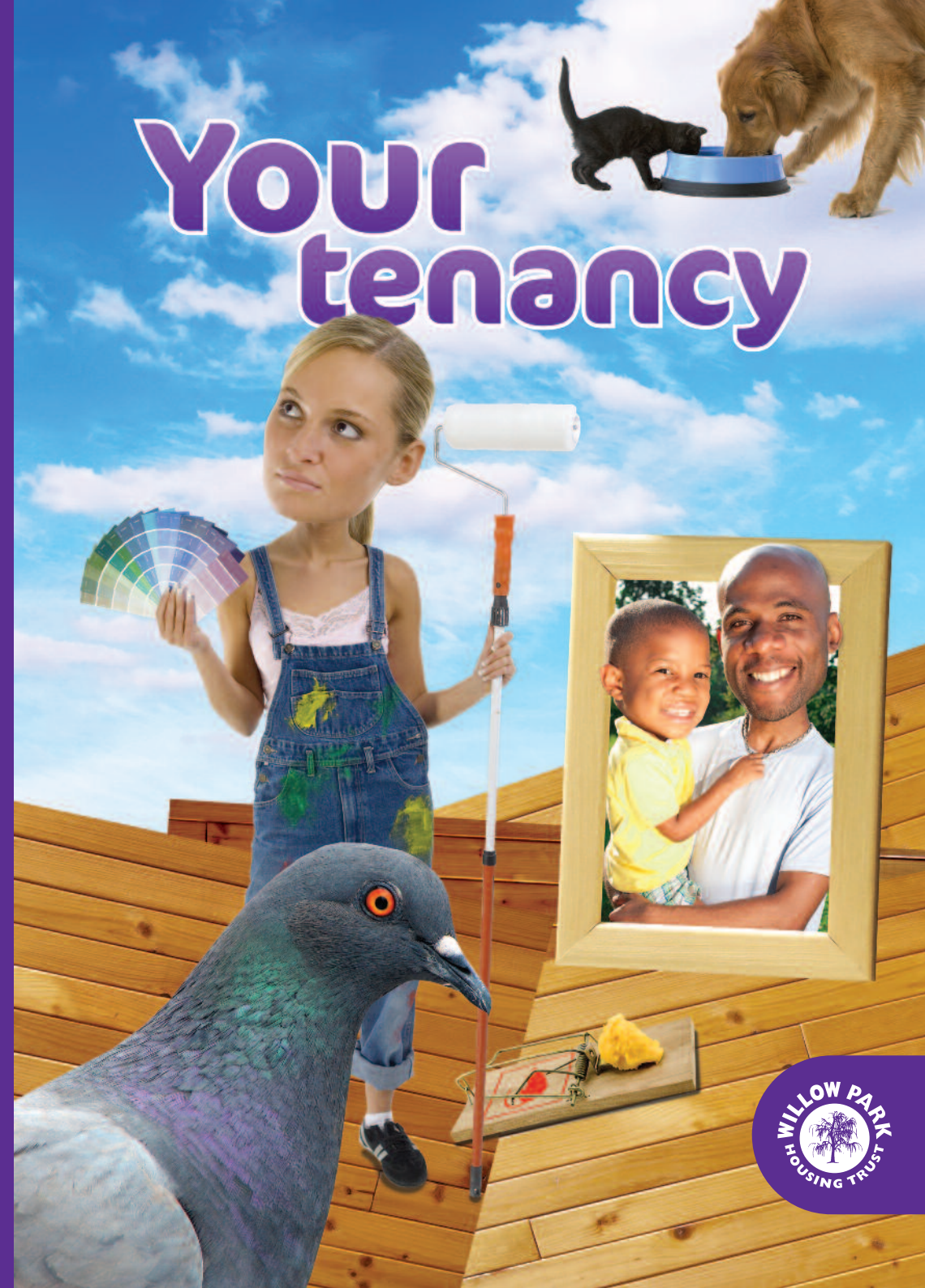
اس معلومات کی کاپی اگر آپ کو کسی دیگر زبان، بڑے حروف، بریل یا سی ڈی پر درکار ہو تو براہ مہربانی ہم سے فون نمبر 0800 633 5500 پر رابطہ کریں، ہمیں خط لکھیں یا ہمارے کسی بھی استقبالیہ (رسمیشن) سے کہیں۔

Willow Park Housing Trust
Freephone: 0800 633 5500 • Email: enquiries@willow-park.co.uk
www.willow-park.co.uk

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Your tenancy



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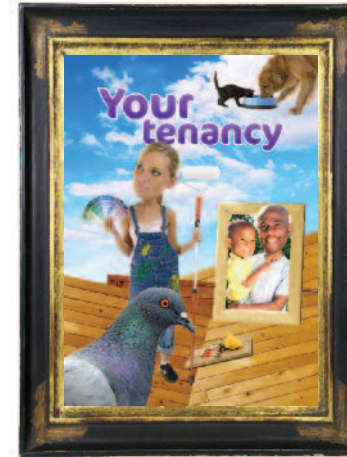
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When you rented your home from us you signed a legal document called a Tenancy Agreement. This document sets out all the terms and conditions of your tenancy, it tells you what you should expect from us and what we expect from you.

Tenancy Agreements will be a little different for each type of tenancy, so yours may not be exactly the same as your neighbours. Over the next few pages we'll explain the basic rules that apply to every tenancy.



North West Winner 2010



The basic rules of your tenancy

This is what we expect from you:

- You must live in the property as your main home
- You must pay your rent and service charges in advance either weekly or monthly. You are responsible for making sure that they are paid even if you get housing benefit
- You must not use your home to run a business
- You must stick to the rules about keeping pets
- You must look after your home, its gardens or communal areas and not let anyone damage it
- You must not use your home for anything illegal
- You, your family and visitors must not cause a nuisance to others
- You, your family and visitors must not harass anyone because of their race, colour, religion or any other reason
- You are responsible for some repairs (See Repairs & Improvements leaflet for further information)
- You must not alter the property without our permission. You do have the right to improve your home once you have our permission in writing
- You must make sure that your home does not become overcrowded

This is what you can expect from us:

- We will not interfere with your right to stay in your home unless you break the terms and conditions of your tenancy
- We will look after the structure and the outside of your home and make sure that your roof, drains, gutters and outside piping are working properly
- We will look after common areas and make sure that things like stairwells are safe and lifts, lighting and security systems are working
- We will insure the building only for risks that we think we need to. You will need to insure the contents of your home and personal items yourself

Terminating your tenancy

Remember, you have the right to stay in your home so long as you keep to the conditions of your Tenancy Agreement. Willow Park Housing Trust will only take action to evict you from your home when there is no reasonable alternative. We will only evict you if:

- **Rent** - you are not paying your rent and have got rent arrears
- **Harassment** - you, your family or visitors are harassing someone or causing trouble
- **Damage** - you, your family or visitors cause damage to your home
- **Not your main home** - you are living somewhere else most of the time
- **Illegal or immoral purposes** - you or anyone living in your home is convicted of using it for illegal or immoral purposes
- **Sub letting** - you sub let part of your home without our written permission, or if you move out of your home and sub let the whole of the property to someone else
- **Other breaches** - you, or someone living with you, have not stuck to the terms and conditions of your Tenancy Agreement.

If you break your Tenancy Agreement and are evicted from your home, your name will be entered onto the Rehousing Review List. This could stop you from renting a home from Willow Park Housing Trust and many other Registered Social Landlords in the Manchester area.

(See 'Allocations & lettings' leaflet for further information)

Changing your tenancy

Changing your name

If your name has changed for any reason, you need to tell us. Your tenancy will remain the same but we will put your new name on our records. Don't worry, you will not have to sign a new Tenancy Agreement.

Changing from a sole tenancy to a joint tenancy

If you are a sole tenant and want to set up a joint tenancy, we can do this so long as:

- *You are not a successor. (If your tenancy was passed on to you by a relative, you are a successor)*
- *You have got married*
- *Your partner has lived with you in your home for the last 6 months*
- *Your rent account is clear and there are no outstanding possession orders*
- *You are not the grandparent, parent, son or daughter of the person you want to set up the joint tenancy with*

Changing from a joint tenancy to a sole tenancy

If you have a joint tenancy and one of you wants to leave the home, or has already left, you can ask to change your tenancy from a joint to a sole tenancy. This normally happens when:

- *A marriage, civil partnership or other relationship ends.*
- *One person chooses to leave home, for example, when there is a joint tenancy between a parent and son or daughter*
- *A joint tenancy between friends comes to an end because one of them wants to leave.*

A joint tenancy can continue even if one tenant is no longer living in the home. However, both tenants will still be responsible for sticking to the rules of the tenancy, including paying any rent arrears.



If one of the joint tenants has left the home and agrees to stop being a joint tenant, the tenancy can be passed from the person who has left to the person who is staying. However, we can't do it if we can't talk to the tenant who has left or if there are any rent arrears.

When a relationship has come to an end, the original joint tenancy must be sorted out before either person is offered sole tenancy of a home. This is because it is illegal for one person to have two tenancies as they must only have one main home. Sometimes, if the two people cannot sort out the joint tenancy themselves, the courts will order one person to pass their tenancy to the other, for example as part of a divorce settlement.

A joint tenancy can only be given to the tenant who stays in the home, or the whole Tenancy Agreement will be ended. If there are rent arrears on the joint tenancy, the arrears will need to be cleared before the tenancy can be changed.

The death of a tenant

If a joint tenant dies, the tenancy goes to the other joint tenant and they automatically become the sole tenant of their home. But there are no further succession rights so they cannot pass the tenancy on to anyone else.

If a sole tenant dies and there is no spouse, someone who has lived in the home for at least the last 6 months may be able to take over the tenancy. If the property is too large for the successor they will be asked to move to a smaller property. If there is more than one person who has lived in the home for the last six months, the late tenants family can decide which one they want to take over the tenancy. If the family cannot agree Willow Park Housing Trust will decide. If there is no one who has lived in the home for the last 6 months the person dealing with late tenants affairs must return the property back to Willow Park Housing Trust and end the tenancy.

Willow Park's Tenancy Support Service

Our Tenancy Support Service provides expert assistance so it's easier for you to manage your tenancy.



You can use this service if you are:

- A new tenant who needs some help
- An existing tenant who has housing related support needs

Our Tenancy Support Service can help you to:

- Sort out Housing Benefit problems
- Use the local services
- Get to know the area if you are new to Wythenshawe
- Fill in forms like Housing Benefit applications
- Find some furniture for your new home
- Set up gas and electricity suppliers
- Get in touch with other specialist services for you, or refer you to them

If you need more help we can also:

- Sort out a support plan for you and keep checking to make sure it's helping
- Work with other organisations to give you long term support, and make sure they keep their promises
- Give you support that lasts just a couple of weeks or as long as you need it

The more you tell us about your needs, the more we can help you. And remember, anything you tell us will be kept private. You can come and talk to us in your local Willow Park office or we can come and see you in your own home. For more information about our Tenancy Support Service just phone our Customer Services Team and ask for the Tenancy Support Service.

You and your home



Getting a new home

We have a housing register and a transfer scheme for people who want to get a new home. New homes normally go to people who need them most or have been waiting longest.

(See 'Allocations & lettings' leaflet for further information)

Exchanging your home

You can swap your tenancy with another tenant of a council or housing association anywhere in the UK, but you must ask for our permission first. Willow Park Housing Trust is a member of Homeswapper. This is an internet site that matches up people who want to swap their tenancy. Our Housing Officers can give you more information or you can go to the Homeswapper website www.homeswapper.co.uk

Improving your home

If you want to make improvements to your home, such as fitting new wardrobes or putting up a satellite dish, you must get our formal written approval before doing anything. You need to give us full details in writing. We need to know exactly what you want to do, who you want to do the work and when you want to start. If your plans involve altering the structure of the building a Technical Officer will need to visit you. Some improvements will need planning permission and Building Regulations approval. For more information about making home improvements phone our Customer Services Team.

You must not start work until you have all the approvals you need. If you do, you may have to pay to put things back the way they were before you started.

When the work is finished you must tell us. We will visit you within 10 working days to check that the improvements have been done properly. If they have not been done properly you may have to pay to put them right.

You will have to pay for maintaining and repairing any improvements you make to your home.

If you move, most improvements must be left behind because they are an essential part of the building. You cannot take them with you. For example:

- *Bath or shower, wash basin and toilet*
- *Kitchen units, sink and work tops*
- *Central heating*



If you are ending a tenancy you may be eligible to make a compensation claim for the improvement work that you have done. This can be done 28 days before you leave your home and not more than 14 days after your tenancy has been ended.

To find out if you can claim and how much money you may be able to get, you must tell us:

- *What improvements you have made*
- *How much each improvement cost*
- *The dates the improvements were started and finished*

Overcrowding

You must make sure that your home is not overcrowded. If you think that you need a larger home because your circumstances have changed, please tell us. It is however very difficult for us to move families into larger homes and we may not be able to help you.

Pest Control Services

If you have mice, ants, beetles, cockroaches or fleas inside your home, or wasps and rats inside or outside you should phone Manchester City Council's Pest Control Services. They will give you advice, or come out to your home and deal with the problem. Willow Park Housing Trust pays for this service for tenants, leaseholders and residents of ex-social housing property, so you will not have to give the pest control people any money.

If you have a problem with pigeons or squirrels, for example within your loft, you should phone our Customer Services Team. We will arrange for Manchester City Council's Pest Control Services to remove the animals, treat the area and repair your home. We will pay for this service in tenanted and leaseholder homes. Residents of ex-social housing stock will need to arrange and pay for this service themselves.

Keeping pets

Your Tenancy Agreement tells you the rules about keeping pets in your home. If you are allowed to keep pets, there are limits to the type and number and you must stick to these. No more than two dogs or two cats, or one of each, can be kept unless you have written permission from us.

If you have pets you must keep them under control. You must make sure they do not cause a nuisance for other people.

You must never, ever, allow them to foul without clearing it up. In 2009 Manchester Magistrates Court ordered a dog owner to pay £750 for letting his dog foul and not clearing it up. To avoid paying a fine you can get free 'poop' bags from Manchester City Council by phoning **0161 954 9000**.

If you want more information about keeping pets, or want to ask for permission to keep a pet, please phone the Customer Services Team and ask for the Neighbourhood Team or visit our website.

Moving out of your home

If you decide to leave your home you need to:

- *Give us 28 days notice in writing. We will then arrange a visit to do a property inspection*
- *Remove all personal items and make sure that everyone has moved out*
- *Return all the keys to your home and leave it in good condition*
- *If you leave any personal possessions in the property we can remove them, but you will be charged for this*
- *If you have damaged the property or made any alterations that we have not approved, you will be charged for any repair work we have to do*

We have a 'Clean and Clear' incentive scheme for tenants leaving a Willow Park Housing Trust property. We will give you a cash payment if you leave your home in a clean, clear and tidy condition and give us a full 4 weeks notice.

If you have any further questions, please phone our Customer Services Team and ask for the Neighbourhood Team.