

Your tenancy agreement



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The tenancy agreement you have with Hastoe gives you a home for as long as you meet your responsibilities as the tenant. Equally, we too have responsibilities under the agreement.

A tenancy agreement is legally binding on both parties – you as tenant and us as landlord. On your part, when you signed your tenancy agreement you agreed to keep to the terms of the agreement. This means:

- Paying the rent due
- Looking after your home
- Behaving appropriately
- Being a responsible householder.

We have different types of agreement and, depending on which one you have, your rights and responsibilities will vary slightly. However, the main clauses are very similar and we have covered them in this leaflet.

It is a good idea to check your agreement to see which one you have and what applies to you. If you are unsure, contact us and we will help.

Anti-social behaviour, domestic violence and harassment

Wherever we live we are expected to behave appropriately and your tenancy agreement covers this. For example, taking part in anti-social behaviour, including domestic violence and harassment is not acceptable. There is more information about this in our leaflet '**Getting on with your neighbours**'.

Ending your tenancy

So that we can make best use of our properties, it is important that you give us at least one month's notice in writing when you wish to leave your home and end your tenancy. In certain circumstances, it may be possible for your tenancy to pass to another member of your family. Different tenancies have different rights so you need to check what your agreement says.

Please see our leaflet '**Ending your tenancy**' for more information.

Relationship break ups

When a couple decide they can no longer live together, a decision has to be made about their shared home. If you and your partner are joint tenants and you can agree who should keep the tenancy, you can just let someone from

your local office know. They will arrange for the tenancy to be transferred to one name as long as it doesn't breach the terms of your agreement.

If you cannot agree or the partner wanting to stay is not a tenant, you should contact us immediately and consult a solicitor or the Housing Advice Centre.

Transferring your tenancy (called assignment), lodgers and subletting

Because there are strict rules about who should be allocated a home, you are not allowed to assign your tenancy (transfer your tenancy rights to another person), without our written permission or the permission of a court.



Some tenancies don't allow lodgers so you will need to check what your agreement says. It is important that you tell us before taking in a lodger.

Your home is for you so you must not sublet (rent out) your home.

Rent

We rely on you paying your rent on time in order to cover the cost of the services we provide. It is therefore important for you to pay your rent monthly in advance.

If you have difficulty with this, please contact your local office as soon as possible. More information can be

found in our leaflets '**Paying your rent**' and '**Managing your money**'.

Using the premises

It is important that you live in the property as your only or main home otherwise we may decide that someone is in need of it more than you.

You must not allow any illegal activities to take place in or from your home as, in addition to being against the law, this will break the terms of your tenancy.

If you want to run a business from your home it is very important that you get our written permission.



Pets and animals

We do ask that you get our written permission to keep pets. If you keep a pet, it is important that you:

- always keep it under control
- not allow it to cause a nuisance or danger to any person
- not allow it to damage our property; and
- not allow it to foul any communal or public area.

We only allow cats and dogs on certain estates. We receive many complaints from tenants about dogs barking and fouling shared areas. It is your responsibility to keep your pet under control at all times

and to make sure that it does not foul any part of the estate. If the dog does foul the estate, you must clear it up.

If we receive reasonable repeated complaints about your pet we may ask you to find it a new home.

Work to your property

We are responsible for many repairs, maintenance and improvement issues in your home. However, you too have a responsibility to keep your home in a good condition including some minor repairs. More information can be found in our leaflet '**Looking after your home**'.

How to contact us

Write

Hastoe Hub, Hastoe Housing Association,
Marina House, 17 Marina Place, Hampton Wick,
Kingston Upon Thames, Surrey KT1 4BH



Alternative formats of this document

If you require this information in another language, large print or different format such as braille or audio CD please contact Hastoe Hub.

Telephone

0300 123 2250

Out of hours emergencies

0345 266 6527

Textphone

18001 0300 123 2250

Website

www.hastoe.com

Email

customerservices@hastoe.com

Accreditations

We value fairness and diversity. We strive to do the best we can and to improve to achieve excellence. External organisations check that we mean and do what we say, and have accredited us. These include:

business for neighbourhoods

iN business for neighbourhoods means we have made a set of promises – to customers, neighbourhoods and excellence – in line with other National Housing Federation members.



Positive about disabled people means we have agreed to take action to meet five commitments regarding the employment, retention, training and career development of disabled employees.



SHIFT provides an assessment of our sustainability performance.

INVESTORS IN PEOPLE | Gold

Investors in People is a standard which helps organisations transform their business performance through staff development. Gold means we have achieved the highest standard of the award.



Stonewall works with a whole range of agencies- diversity champions - to address the needs of lesbians, gay men and bisexuals in the wider community.