

guide to managing your tenancy

wulvern



Managing your tenancy

This leaflet gives a summary of your tenancy agreement to assist you in managing your tenancy and understanding your rights and responsibilities. It should serve as a guide and if you require more detail you should always refer to your full written tenancy agreement or contact us.

What does my Tenancy Agreement mean?

All Wulvern tenants have a tenancy agreement. Once you sign your tenancy agreement you are bound by its terms and conditions. It is a legal document that sets down in detail the rights and responsibilities of both Wulvern as a landlord and you as a tenant.

Are all Wolvern Tenancies the same?

No, they are not. There are three kinds of Tenancy Agreements:-

Starter Tenancy

Since 4th August 2008 Wolvern have been using Starter Tenancies for all new tenants. A Starter Tenancy is a periodic assured shorthold tenancy that runs initially for twelve months. Provided that the tenancy is conducted satisfactorily, it will automatically default after twelve months and become an assured tenancy.

Your rights are very similar to those of assured tenants with the exception that for the life of the starter tenancy you will not have the right to:

- Transfer, use a mobility scheme or mutually exchange your home
- Take in lodgers or sublet part of your home
- Assign the tenancy unless by a court order
- Make improvements, alterations or additions to the property
- Buy or acquire your home

The starter tenancy is covered in more detail in the leaflet 'Starter tenancies: An explanatory note to new tenants'

Stock Transfer Assured Tenancies

You will only be a stock transfer tenant if you were previously a tenant of Crewe and Nantwich Borough Council and became a tenant of Wolvern on the 10th March 2003.

New Tenancy

You will be a new tenant if you began your tenancy with us after the 10th March 2003 and if you are a Starter Tenant your tenancy will revert to a new tenancy when you successfully complete your starter tenancy.

What is the difference between stock transfer and new tenancies?

Both Stock Transfer and New Tenancies are Assured and provide security as outlined in the Housing Act 1996.

The only significant difference is that stock transfer tenants have a preserved right to buy.

What are the main obligations on tenants?

By becoming a Wulvern tenant you are agreeing to:

- Pay your rent on time.
- You, your family or visitors not causing anti social behaviour.
- Keeping your property clean and decorated.
- If you have a garden, to keep it tidy and clear of rubbish.

Remember you will have been provided with a full copy of your tenancy agreement when you became a tenant.

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 payments should be paid in advance.

There are 2 'catch up' weeks when we do not charge rent and these are at Christmas and the start of the financial year at the beginning of April each year. If you are in arrears then 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 pay towards your rent. Claiming housing benefit and ensuring your rent is paid is your responsibility. Remember the Income Management Team are here to help, so if you are having any financial difficulties or need help or advice on benefits and ways of maximising your income from benefits, the team can be contacted on 01270 503651 or 503653. You can also find information about housing benefit on our website www.wulvernhousing.org.uk alternatively leaflets are available at all of our offices or can be sent to you upon request.

What are my main responsibilities regarding my property?

- You must look after the property keeping it clean and tidy and in reasonable decorative condition.
- You must notify Wulvern if you wish to make any alterations to the property and seek our permission.
- You must report any defects damage or repairs to the property or in the locality of the property.
- You may be asked to replace or repair parts or fixtures at the property when damage has occurred deliberately or through neglect.
- You are responsible for broken window panes howsoever the damage occurred.
- You must allow us access with suitable notice to carry out repairs or servicing to the property and in emergency situations you must give us immediate access. For more information on repairs or to report a repair on-line please visit our website www.wulvernhousing.org.uk. Alternatively leaflets are available at all of our offices or can be sent to you upon request.

How can I be a good Neighbour?

Your tenancy agreement includes tips to encourage people to be a good neighbour. We ask all our customers to sign a good neighbour agreement which reinforces the tenancy conditions and encourages tenants to keep an eye out for elderly or vulnerable neighbours and get involved in community groups or resident groups.

Remember as a tenant you are responsible not only for your own behaviour but the behaviour of every person (including children) living at or visiting your home. This includes in your home, on surrounding land, in communal areas and in the neighbourhood around your home.

The most common problems we deal with are when tenants:-

- Cause noise that may be a nuisance or annoyance to anyone living in the locality.
- Harass or threaten anyone or use abusive or intimidating language to other people including our staff or contractors in the locality.
- Allow their pets to cause a nuisance or annoyance to anyone living in the locality.
- They, their family or their visitors are involved in illegal activity.
- Do not have regard for the community, for example do not look after the communal area or their garden.

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.

We have published our policy on antisocial behaviour which can be downloaded from our website at www.wulvernhousing.org.uk or alternatively leaflets are available at all of our offices or can be sent to you upon request.





What are the main rights I have as a tenant?

In becoming a Wulvern tenant you gain certain rights including: -

Consultation

- The right to consultation (with the exception to changes in rent and service charges) on changes that affect your tenancy agreement.

Information

- The right to request information concerning you held by us.
- We will require some notice and charge a small administration fee.
- You may not be allowed to see everything e.g. information about other tenants.

Repairs

- You have rights to have repairs carried out to the structure and services to your property.

Alterations and Improvements

- You have the right to make alterations or improvements to your property but only after you have requested and received permission from Wulvern.
- Normally any improvement that you make must be left behind if you leave.

Succession

When a tenant dies, as long as they had not taken over the tenancy 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 family member if they had lived with the tenant continuously for 12 months before the death and the property is their only or main home.
- If you succeeded to your tenancy with Crewe and Nantwich Borough Council before transfer (10th March 2003), we will disregard this and grant one more right of succession.
- You must put a claim for succession in writing and we will aim to investigate and deal with the claim when all documentation has been received.

Lodgers and Subletting

- Unless you have a starter tenancy you have the right to take in lodgers provided you obtain our written permission.
- You should not over crowd the property and if you are in receipt of housing benefit you should make Crewe and Nantwich Borough Council aware as your entitlement may be affected.
- A lodger has no legal status and usually lives in the property as part of the family and as such you are responsible for their behaviour.
- Unless you have a Starter Tenancy you may sub-let part of your home but you must apply to us first for permission.
- We strongly advise you seek legal advice before doing so as 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 your home with another tenant. You can look to exchange with other Wulvern tenants, tenants of other Housing Associations and Local Authority tenants.
- You must get written permission from Wulvern for any such exchange.
- Wulvern are members of *HomeSwapper* a national database of tenants seeking swaps. You can register by calling customer service on 01270 506200 or online at www.homeswapper.co.uk.

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.
- The property should be left clean and in a reasonable standard of decoration.
- You should 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.
- When you leave no one must be left in occupation of the property.



Contact details:

Wulvern House

Electra Way
Crewe
CW1 6GW
Call 01270 506200

Wulvern Choices Crewe

Edleston Road
Crewe
Call 01270 506200

Wulvern Choices Nantwich

Beam Street
Nantwich
Call 01270 506200

Opening hours for Wulvern Head Office

Monday – Friday 8.30am – 5pm

Opening hours for Wulvern Choices Crewe

Monday 9am – 5pm
Tuesday 9am – 5pm
Wednesday 9am – 5pm
Thursday 10am – 5pm
Friday 9am – 5pm

Opening hours for Wulvern Choices Nantwich

Monday and Thursday
9.30am – 12.30pm
1.30pm – 5pm





If you would like this document in your language, on tape, in large print or in Braille, please ring us on **01270 506200** or ask at one of our offices

Arabic

لتلقي معلومات في لغتك الرجاء أطلبها منا على الرقم
01270 506200

Chinese

如欲索取閣下語言的資料，請致電
01270 506200 向我們查詢

Gujarati

આપની ભાષામાં માહિતી મેળવવા માટે કૃપા કરી, 01270 506200
નંબર પર કોલ કરીને અમને પૂછો.

Italian

Per informazioni nella vostra lingua siete pregati
di contattare il seguente no.01270 506200

Kurdish

بۆ زانیاری به زمانه که ی خۆت تکایه په یوه ندیمان بئ بکه به
01270 506200

Polish

Po informacje w języku polskim prosimy
dzwonić pod numer 01270 506200

Portuguese

Para informação na sua linguagem, por favor
fale com nos, 01270 506200

Turkish

Kendi dilinizde bilgi almak için lütfen bize sorunuz,
01270 506200

Urdu

اچھی زبان میں مزید معلومات کیلئے براؤمر یا فنی 01270 506200 پر رابطہ کریں۔

wulvern your home team

approved by **crystal clear readers**

www.wulvern.org.uk

01270 506200