

# BROOK HOUSING

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**TO LET**

Your Easy Read Guide to Your Tenancy Agreement

# Introduction

**Brook Housing Limited is committed to making information easier to understand for people with learning disabilities.**

**We are pleased to provide this easy read guide to your tenancy agreement to help you understand your rights & responsibilities before you move into your new home.**



**This guide tells you what you can expect from Brook Housing as your landlord and what we expect from you as a tenant living in a Brook Housing home. Your support provider or advocate can help you understand the agreement before you sign it or it can be explained to someone else on your behalf.**

**We hope you find this guide helpful and that you are happy in your new home.**

# Your Tenancy Agreement

Your tenancy agreement is a contract you sign to live in your own home. It includes what you pay to live in your home, how to look after your home and about your rights and responsibilities.

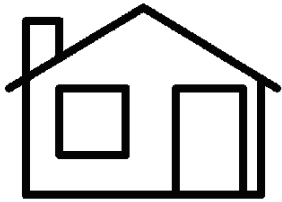
**BROOK  
HOUSING**  
is your  
**LANDLORD**



**YOU**  
are the  
**TENANT**

# About this guide

## Property



The **Property** is the home you live in, it may be a house, flat or bungalow.

## The Rent



You (the tenant) pay money every month to live in your home. This money is called the **Rent**.

## Service charges



This pays for **services** to shared parts of your home, like the garden & building maintenance.

## Support



Your tenancy does not include the support you need to live in your home, your support provider is \_\_\_\_\_

# What Your Tenancy Agreement Says

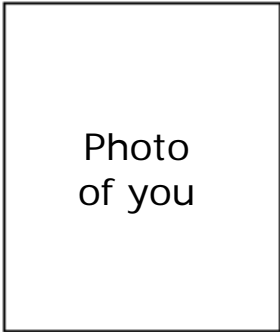
This agreement is made on



\_\_\_\_\_ between:

**The tenant** (Name\_\_\_\_\_)

Address of property:



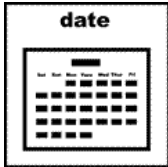
You are the  
**Tenant**

And the **Landlord**

BROOK HOUSING

We own the property you live in.

The landlord will let the home to you,  
the tenant, for the term of one year,  
starting on



\_\_\_\_\_

# Your Rent



**Rent** is the money you pay to the landlord to live in your home. You must pay the rent every month, one month in advance.

**Service charges** pay for services to any shared parts of your home, like the gardening or external maintenance. Exactly what is included will depend on your specific needs & is detailed further on in this book.


The rent is £\_\_\_\_\_. This is paid in advance on the 1st day of every month. Your housing benefit may cover your rent.







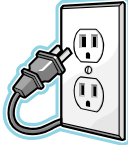
Service charges are included in your rent.










Your rent & service charges will stay the same for a year. We will write & tell you if these are going to change.


# Your Service Charges i








If the answer is   
 “No”, you need to pay  
 for it yourself.







			
Heating your home			
Lighting your home			
Hot water			
Water rates			
Electricity in your home			

			
Lighting shared areas			
Gardening in shared areas			
Cleaning shared areas			
Fire safety equipment			
Alarm system			

# Your Service Charges include:

If the answer is   
 "No", you need to pay  
 for it yourself.

		
Decorating your home 		
Furnishings 		
Building maintenance 		
Assistive technology 		
Pest control 		

		
Window cleaning 		
Yearly gas safety check 		
5 year electrical survey test 		
Maintain gas appliances 		
Anything that is a <b>fixture</b> in your home when you move in		

# Brook Housing - Our Responsibilities

As a responsible landlord, Brook Housing will work with your support provider to address any issues that could put your tenancy at risk. We will do this to help keep you safe and ensure your rights are protected.



# Brook Housing - Our Responsibilities

## Your Landlord promises to:

Ensure you can live peacefully in your home & treat you with respect at all times.

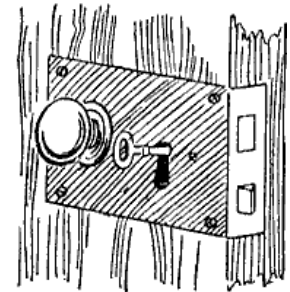


Decorate any shared areas & the outside of your home.



Do something if a neighbour bullies you or upsets your enjoyment of your home.

Help you keep your home secure.



Listen to your complaints & help resolve any problems.



Repair the inside of your home as quickly as we can (you must pay if you have **intentionally** damaged it) & repair the outside of the building, things like drainpipes.

# Brook Housing - Our Responsibilities

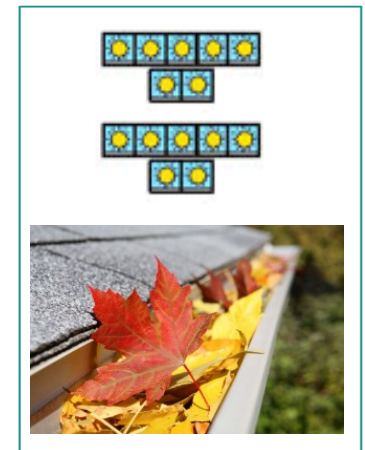
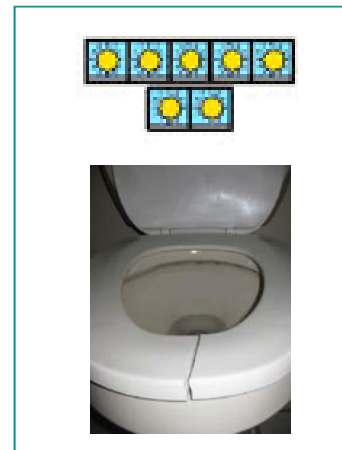
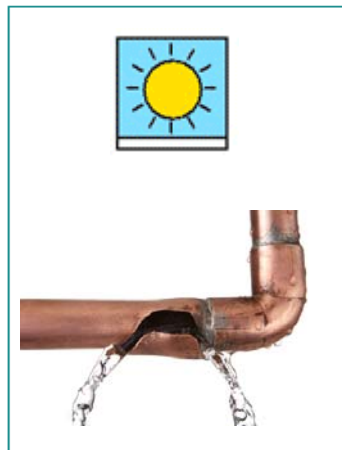
We will insure your home against fire & flood.  
We will return rent to you if you cannot live in your home whilst any damage from fire or flood is repaired (as long as this was not caused by you or your visitors).



We will make sure the heating, plumbing & lighting work & tell you when repairs will be carried out

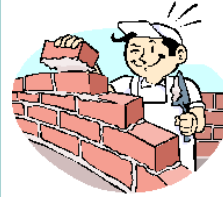
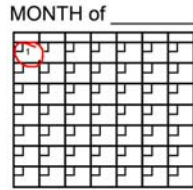
We will respond to:

- Emergency repairs within 24 hours
- Urgent repairs within one week
- General maintenance within 2 weeks.



# Tenant Responsibilities – What you need to do.

Pay the rent on time.



Ask us if you want to change any part of your home. (You can decorate without permission).



Pay all charges for services & bills not included in your tenancy.

Tell us straight away if any part of your home gets damaged. Tel: 01752 251476



Keep your home clean, tidy & safe



Do not use your home for business purposes.



Let us into your home to do inspections or repairs at a reasonable time of day. We will telephone you first.

Do not do anything that breaks the law in your home.



# Tenant Responsibilities – What you need to do.

Be a good neighbour, not making too much noise or allowing your visitors to upset your neighbours.

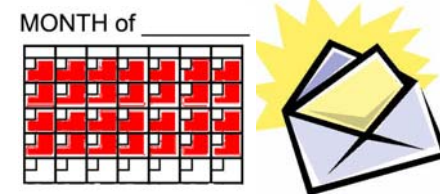


Keep stairways & shared passageways tidy & free from clutter.



Ask us before allowing other people to live in your home.

Give 28 days notice if you wish to move out of your home.



Ask us before keeping any pets in your home.



If you are leaving your home remove all your belongings and rubbish & leave everything in the condition it was when you first moved in.



Do not smoke or allow others to smoke in your home.

Return the keys to the landlord when you leave.



# Problems with your tenancy

If you have problems with your tenancy you should contact us as soon as possible & we will meet with you to see what we can do to help. Problems you may have could be :



## You cannot pay the rent.

If your rent is more than 8 weeks late we can charge you interest for late payments so it is best to contact us as soon as you know you have a problem.



## Breaking the rules (your responsibilities).

If you repeatedly or badly break the rules we can apply to the court to ask you to leave your home.



We advise you to get home **contents insurance** to protect your personal belongings in case you are burgled or there is a fire.



We promise to try hard to help you resolve any issues before asking you to leave your home.



# Information & Complaints

**We hope you are happy in your new home but if you need any information or wish to complain please contact us at:**



Brook Housing Limited  
Unit 17, Creykes Court,  
Millfields,  
Stonehouse,  
Plymouth PL1 3JB



01752 251476

**You can also get help from:**



Plymouth Citizens Advice Bureau  
2nd Floor,  
Cobourg House  
32 Mayflower Street  
PLYMOUTH  
Devon  
PL1 1QX



08448 269 717

# Do You Understand Your Tenancy Agreement?

**My tenancy agreement has been explained to me or someone else on my behalf.**

**Signed by YOU:** \_\_\_\_\_

**Full name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Signed by relative, advocate or appointee:** \_\_\_\_\_

**Relative, advocate or appointee name:** \_\_\_\_\_



**Signed by BROOK HOUSING:** \_\_\_\_\_

**Full name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Brook Housing welcome you to your new home & hope you are very happy.

