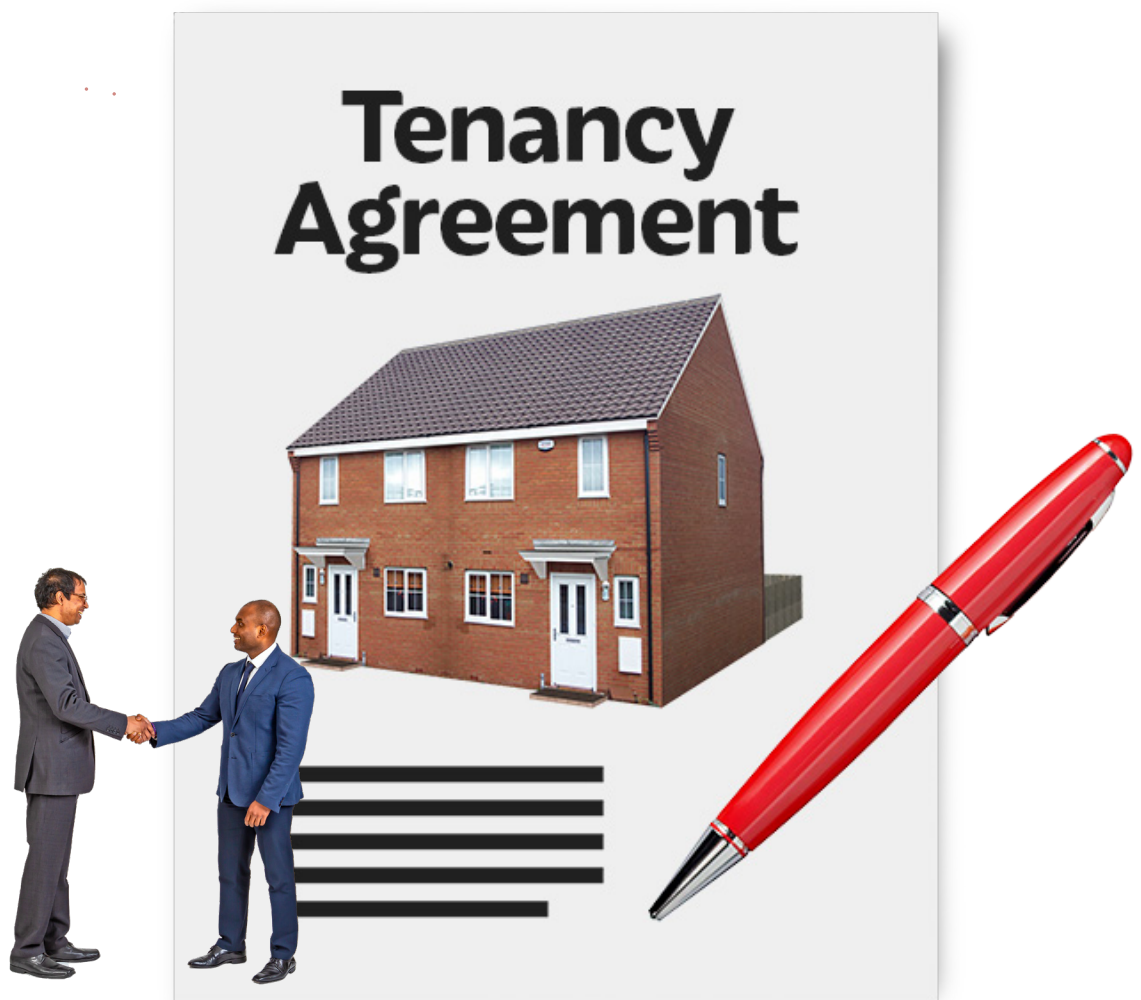


**We are a company that looks after places and people and our name is Places for People.**

# **An easy read guide to your tenancy agreement**




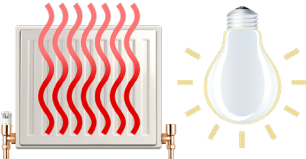



**This is an easy read version of our policy**




**Easy Read UK**  
Paper, Online and Digital

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# Your tenancy agreement



This guide helps you understand your tenancy agreement.

These are rules that you must follow and we must follow when you live in one of our homes.

These rules are called an agreement.

You will need to

- pay the rent
- look after the house or flat
- and keep to other rules in the agreement.



The agreement is between Places for People Living Plus (the housing provider)



and you, the customer. The customer is a person who rents a home from us.





Your address.



Details of the house or flat.



The date your tenancy agreement starts



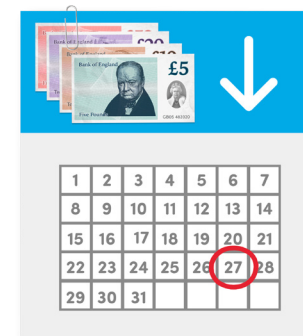
**The rent**

– what you pay to live your house or flat.

You have to pay your rent every week.  
Your rent is



There is also a charge for services.  
Please see page 8.



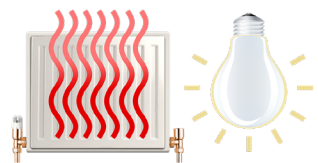
Your rent and service charge together  
will cost you



The rent and service charge will stay the  
same for at least a year. We will tell you  
first before we make any changes.

# Service Charges

The boxes that are ticked are included in your agreement. Your service charge pays for things in and around your home. Things like:



Lighting and heating.



Hot water.



Telephone.



Alarm system and fire safety equipment.



Furniture – you will be given a list of the furniture included.



Cleaning of shared areas.



Gardening.



Insurance for the building, equipment and furniture. Insurance covers the cost of repairing damage to the building, equipment or furniture.



Other things



## What Places for People must do



Keep your house or flat in good repair and fix things that are broken. This includes the heating, plumbing and electrics.



Tell you how to make a complaint if you are not happy with something.



Follow all rules. This includes policies and procedures. Please ask a colleague for more information.

## What you must do in your home



Live in your home and keep it clean and tidy.



Tell us if repairs are needed.



Let us in to do any repairs or decorate.



Ask us first if you want to keep any pets.



Follow all rules that go with this agreement. This includes health and safety and fire safety.

## What you must not do



You must not damage your home or the things in it.



You must not cause a problem for other people.



You must not be too noisy.

## Moving out



If you want to move out you must tell us at least 4 weeks before. You must write to us to tell us.

**If you are moving out of the house or flat, you should:**



- give us the keys back



- take all your things with you. You must also get rid of any rubbish



- leave everything clean and tidy.

# Repairs, decoration and equipment

## What you must do:



If you need us to do a repair, speak to your support worker or call us on **01772 667 003**.



You must let people who work for us into your home to do the repairs. We will tell you when someone is coming.



It is your job to do the painting and decoration inside your home. Your support worker could help you do this.



When you live in a shared building, we or the person who gives you support usually decorates any shared areas.

Shared areas are:





# Repairs, decoration and equipment

## What Places for People must do:



Make repairs to the building when work is needed. This includes things like:

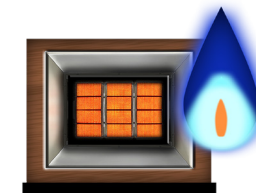
- walls
- roof
- windows and doors
- drains and gutters
- pipes that are outside the building.



Make sure the heating, water, electricity and gas are all working properly.



Make sure the sinks, basins, baths, showers and toilets are working.



Do gas safety checks once a year and make sure gas appliances are working properly. This includes things like central heating boiler, gas fire and cooker.



Test the plugs and leads on electrical items once a year.



Decorate the outside of your house or flat. This will also include inside any shared areas if you live in a shared building.

# Emergency repairs

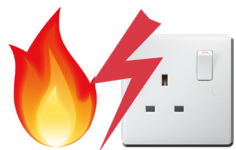


An emergency repair is any problem that could be a security risk or cause harm to you, another person or to your home.



Emergency repairs include:

- gas leaks
- water leaks you can't control
- full loss of heating and hot water
- electrical or fire risk
- security to your home.



All emergency repairs need to be reported by phone. **Please call us straight away on 01772 667 003.**



The line is open 24 hours a day, 365 days a year.



People must respect your privacy and your own space.



Being able to choose what service you want.



We will keep your information confidential and only share information to people that need it to help you.



Speak for yourself or have someone to speak up on your behalf.



Get involved in how the service is run and have your say.



Information about other services which can help you.



You can tell us you are worried about something or make a complaint

# Questions or complaints

If you have any questions about this policy or our services then you can contact us.



If you have a question or if you are unhappy about something like:



- things in the house or flat are broken or not working properly



- the service or the team



- or other people living with you, or nearby



- if you don't feel safe.



Please talk to your support worker or call our Customer Contact Centre on 01772 667 003.

If you can't do this yourself, you can ask a friend or relative to help you.

