

assured tenancy agreement



Assured Tenancy Agreement

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Section 1

Details of the tenancy

This tenancy agreement is between you and us.

You means:

1. Mr, Mrs, Miss

.....

2. Mr, Mrs, Miss

.....

Current address:

.....

.....

.....

.....

The terms “us” and “our” means:

Three Rivers Housing Association Limited
of Three Rivers House
Abbeywoods Business Park
Pity Me
Durham
DH1 5TG

(We are a charitable housing association registered with the Housing Corporation under Section 3 of the Housing Association Act 1996).

Note: If you need to contact us about this property, please use the above address.

Section 2

Standard terms and conditions

a Changing the rent

During the first year of the tenancy, we may change your rent and service charge. We can only do this once during the first year.

Once a year, before 28 February, we will review our charges, including your rent.

Following this review, we may increase or reduce your rent and/or service charge by giving you at least one month's written notice. The notice will tell you the amount of the change and the date the change will take place.

- b** The water charge you must pay will be the actual amount charged for the property. If we tell you that the water charge has changed, you must start paying the new amount straight away.
- c** At any time during the tenancy, we may carry out modernisation work or improvements to the property. We work out your rent using a points system. So, for example, if we install double glazing or a full central-heating system, or if we make other major improvements, your home will receive more points, and so the rent will increase.
- d** If we carry out any work or improvements to your home which we do not feel are essential improvements (optional improvements). We may increase your rent for the period from the date the work is completed up to the day before the next first rent day of April. Before we carry out any optional improvements, we will agree with you the amount of any rent increase which will apply when the improvements are completed.
- e** We review service charges every year, taking into account the actual costs of providing the services and any expected increases during the coming year.
- f** If, at any time, you fall behind with your rent payments and we owe you any money, we may pay that money into your rent account to pay your rent arrears. If we still owe you money after clearing your rent arrears, you can ask us to give it to you. If you do not ask us to do this, we will pay the full amount into your rent account.

g Housing Benefit

If you want to make a claim for Housing Benefit, we will give you advice and help you with this.

If you are entitled to receive Housing Benefit from the local authority (the council) and you have agreed, in writing, with the council that they should pay this direct to us, we will pay the Housing Benefit into your rent account. If your circumstances change and this affects your Housing Benefit, you must tell us and the council immediately. If the council pays us too much benefit as a result of the change, we will claim back the amount of the overpayment from you.

If you have not agreed with the council that they should pay your Housing Benefit direct to us. You will be responsible for paying the full rent.

h Transferring to a new tenancy

If you move out of the property to become our tenant in another property, and we owe you any money for this tenancy, we will pay this into your rent account for the new tenancy.

We will not normally allow you to transfer to a different property (whether it is a property we own or as part of a mutual exchange agreement) if you have rent arrears.

i Altering the agreement

- a) We may vary any term of this agreement after carrying out consultation with those tenants who may be affected by the variation, with the exception of clause 5b (security of tenure) and clause 5c (your right to terminate tenancy).

We would normally allow 28 days for the consultation process before we implement such variation.

- b) We may vary any terms of this agreement with your consent.
- c) Nothing in this clause affects our right to vary the rent and any charges due from you under this agreement.

Section 3

Our responsibilities

a Possession

We will allow you to move into the property at the start of the tenancy.

b Your right to live in the property

We will not interrupt or interfere with your right to live in the property except in the following circumstances.

When we need to inspect the condition of the property or to carry out repairs or other works to your home or your neighbour's home. We will give you reasonable notice and will only send authorised people at reasonable times of the day. We will try to agree a time which is convenient to you, but in an emergency, you must allow authorised people immediate access without notice.

In addition to this we will need access to your home at least once in every twelve months for the purposes of servicing the boiler. Whilst we will try to agree a time which is convenient for you, you will appreciate that this may be difficult to do and you must allow authorised people immediate access without notice.

Where a court has given us possession by ending your tenancy. If we plan to get a possession order to make you move out of the property, we will give you written notice. (See section 5).

c Repairs

We will keep the structure and outside of the property in good repair, including:

- drains, gutters and outside pipes;
- the roof;
- outside walls, outside doors, windowsills, window catches, sash cords and window frames, including painting these where necessary;
- chimneys, chimney stacks and flues (this does not include sweeping the chimney);
- plasterwork and garages and stores.

We will keep any installations we provide for heating, heating water, taking away wastewater, and supplying water, gas and electricity, in good repair and working order.

This includes:

- basins, sinks, baths, toilets, flushing systems and waste pipes;
- electric wiring including sockets and switches, gas pipes and water pipes;
- water heaters, fireplaces, fitted fires and central heating.

We will take reasonable care to keep the boundary fences and walls, shared entrances, halls, stairways, lifts, passageways and any other shared parts including their electric lighting in reasonable repair and fit for you, other tenants and visitors use.

d Charter for Housing Association Applicants and Residents

We will give you information on our housing-management policies in line with the guidance issued by The Housing Corporation (Charter for Housing Association Applicants and Residents) under Section 36 of the Housing Act 1996.

e Data protection

- i) We will comply with the provisions of the Data Protection Act 1998 as amended from time to time.
- ii) You have the right to inspect any personal information held by us and by you and correct any inaccurate information.
- iii) You agree that we may hold and use any information provided about you for all matters and purposes in connection with your tenancy and our business as your landlord, and that we may pass this information to other organisations where this is required for the effective and proper management of your tenancy and your home.
- iv) This means that we may use information about you for a variety of reasons connected with the management of your home and your tenancy, although you are not obliged to give consent to this, you have chosen to do so.

- v) Subject to you paying us a nominal fee (not exceeding the maximum fee set down by law from time to time) you may inspect your own tenancy files. We will provide you reasonable access to other personal information held by us (provided that this right shall not apply to any information passed to us in confidence by third parties) and you may correct any inaccuracies or record your disagreement with the information held by us.

f Access to personal information

We will allow you reasonable access to other personal information we hold about you and will allow you to correct any incorrect details or make a note of any information you disagree with. However, we cannot let you see any information a third party has given to us in confidence.

g Services

We will provide the services listed in Section 1. However, we may stop providing these services if we feel it is no longer practical to provide them. Or, we may provide extra services. We will always consult you about any changes to the services we provide.

- h** We will pay the water authority the water charges you pay under this tenancy.

Section 4

Your responsibilities

You must agree to do the following.

a Possession

You must move into the property at the start of the tenancy.

b Rent

You must pay your rent and any service charge on Monday every week of the year, except for any week or weeks we have set as rent-free weeks.

c Using the property

You must use the property for residential purposes only and as your only or main home.

You must not use the property for any illegal purposes, or allow anyone else to do this.

You must not run a business from the property or the surrounding areas or estate without our permission (which we will not refuse unreasonably). You should also get any other necessary permission (for example, planning permission).

You must not put up signs on the property or in the shared parts or areas without permission.

d Respect for others

You and anyone living with you (temporarily or permanently) or visiting you must not do anything in the property, shared areas or the surrounding area which could cause a nuisance to annoy or harass anyone else.

'Harassment' includes:

- violence or threats of violence towards any person;
- abusive or insulting words or behaviour;
- damaging or threatening to damage anyone else's property or home;
- writing threatening, abusive or insulting graffiti; or
- doing or not doing something to interfere with someone else's peace or comfort or to inconvenience them.

You and anyone living with you (temporarily or permanently) or visiting you must not damage any property we own, and must not write on or damage any wall, door, fence or other part of any property we own or manage.

You are responsible for the behaviour of anyone living with you (permanently or temporarily) or visiting you while they are in the property, entering or leaving the property or in any shared areas. This includes adult children, children under 18, lodgers, licensees and subtenants.

If anyone living with you or visiting you does anything which causes a nuisance, annoys, disturbs or harasses anyone else, or damages any property we own or manage, we will consider that you have broken the terms of this tenancy.

You must pay the cost of any loss or damage caused by anyone breaking the terms of this tenancy agreement.

e Noise

You and anyone living with you or visiting you must not make a noise that causes a nuisance to or annoys your neighbours. In particular, you must make sure that no noise can be heard outside the property between 11pm and 7.30am. You and those living with you and visiting you should have consideration towards your neighbours when playing music or musical instruments and when using DIY tools and other equipment.

f Keeping and looking after pets

You may keep a cat, dog, fish, caged bird or other small pet as long as you get our permission and meet the following conditions.

- The property is suitable for the pet. We will decide whether the property is suitable and our decision is final. We will consider the number and type of pets.
- The pet must not cause any damage to the property, the neighbourhood or any part of the estate the property is on.
- The pet must not cause a nuisance to or annoy or offend other people (this includes noise nuisance).
- You must not leave animal mess in the shared areas.
- You must keep the pet under control and make sure it does not attack or injure other people or animals.

g Improvements

You must get our permission and any other necessary permission (for example, planning permission) before carrying out any improvements or alterations to the property. This includes adding any fixtures and fittings, putting up a radio or television aerial or satellite dish, or decorating the outside of the property.

You must meet any reasonable conditions we set when we give you permission to make improvements or alterations, including conditions about the standard of the work.

If you make any alteration or improvement without our written permission, or if the work does not meet any reasonable conditions we have set, you must pay the reasonable cost of returning the property to its original condition if we ask you to.

h Decorating and repairing the inside of the property

You must keep the inside of the property in a reasonable state of decoration and repair.

i Gardens

You must keep the garden tidy unless we agree to take responsibility for this.

j Shared areas

You must not obstruct any shared areas, as this could cause an accident, prevent access in an emergency or cause a nuisance to others.

You must not interfere with or damage any fire doors, fire escapes or other fire precautions in the property or shared areas.

k Combustible and offensive goods

You must not keep (or allow anyone else to keep) any flammable or explosive materials or offensive goods (including liquid petroleum gas, paraffin and any similar flammable or explosive substance) in the property. This does not include items that are reasonably needed for ordinary household use.

l Drugs

Under the Misuse of Drugs Act 1971 and related legislation, you must not use, possess, supply or sell any controlled substances in the property or in the local area, or encourage or allow anyone living with you or visiting you to do this. If you are convicted of using, possessing, supplying or selling drugs, we may take court action against you and this could lead to you being evicted.

m Smoke alarms

You must test the smoke alarms we provide at least every four weeks or in line with the manufacturer's instructions. You must also replace the batteries when necessary, but at least once a year.

n Transferring the tenancy

You must not transfer the tenancy unless there has been a court order made under Section 24 of the Matrimonial Causes Act 1973 or you have our written permission to exchange under clause 6.f or to a person who would be able to take over under the tenancy clause 5.c if you had died immediately before transferring the tenancy.

o Parking

You must not park cars or motorbikes or any other vehicles, or allow anyone else to park any vehicle, where they could obstruct emergency access or exit points or where they could cause inconvenience, nuisance or possible danger. Your housing officer or other authorised person will tell you which area this covers.

You must not carry out any work on any vehicles which we feel may be a nuisance to or annoy anyone else.

You must not park any heavy trade or commercial vehicle, caravan or boat in the grounds of the property or in any common area without our permission.

You must not block local roads or other access, and you must keep them and car-parking spaces clear of unroadworthy vehicles and other obstructions.

p Reporting repairs

You must tell us about any repairs or faults which we are responsible for. We are not responsible for any loss or damage that is caused because you do not report any repair or fault quickly.

q Absence from the property

You must tell us, in writing if you are going to be away for a period longer than eight weeks. You must give us an address where we can contact you, and tell us about anyone looking after the property while you are away. You must also tell us when you expect to return.

r Maintenance

You must carry out any minor repairs that are necessary from time to time as part of your general responsibilities set out in clause 4.h and as set out in the Tenant's Guide, which we have already given you a copy of.

s Damage

You must quickly repair any items that you are responsible for. This also applies to any items in the property or in the shared areas which you, your family or your visitors have damaged, whether the items were damaged deliberately or through neglect or carelessness. If you do not repair these items, you must pay for any repairs we have to carry out.

As long as we give you 24 hours' written notice, you must allow our authorised officers into the property to inspect it, and to carry out any repairs, maintenance work or improvement we feel is necessary.

You must allow us, people living in adjoining properties and workmen to enter the property to inspect, repair, maintain or improve adjoining properties. If we (or any other person entering your property for this purpose) cause any damage, we (or they) will repair the damage to your reasonable satisfaction.

t Overcrowding

You must not allow the property to become overcrowded under Section 324 Housing Act 1985.

u Lodgers and Subletting

You must not move out of the property or sublet part of it except in line with clause 6.a on page 21.

v Outside areas

You must not damage trees or shrubs in the grounds of the property, or cut down or remove any tree or shrub forming a boundary of property without first getting our permission in writing.

w Shared areas

You must use any shared areas in a reasonable way.

You must not store any vehicle, goods or other item in any shared area.

x Ending the tenancy

You must give us at least four weeks' notice in writing (which must end on a Sunday) if you want to end the tenancy. If there are two or more joint tenants, notice from one of you will be enough to end the tenancy. If you ask us to end the tenancy without notice, we may agree (if it is a joint tenancy, all the tenants must ask for this). If you leave without telling us, you may continue to be responsible for the rent.

y At the end of the tenancy

At the end of the tenancy you must leave the property empty. You must remove all furniture, personal possessions and rubbish and leave the property and the fixtures and fittings in reasonable condition and repair. You must also make sure that everyone living there leaves the property. Within 24 hours of the tenancy ending, you should return all the keys to us.

At the end of the tenancy you must leave the property, any outbuildings and our fixtures and fittings in a reasonable condition so no work is needed before we let the property again.

If you do not leave the property in a reasonable condition, you must pay for any repairs or decorating we have to carry out. You must also pay for us to remove any rubbish or belongings you leave in the property. We will assume that you do not want anything you leave at the property and so we will get rid of it.

z Water and sewerage charge

You must pay the water authority any amounts due for water and sewerage. You must pay back any amounts we have to pay as a result of you not paying the water and sewerage charge.

Section 5

Your rights and security of tenure

You have the following rights under the Charter for Housing Association Applicants and Residents.

a The right to live in the property

You have the right to live in the property without interruption or interference from us for the length of this tenancy, as long as you meet the terms of this agreement and respect the rights of other tenants and your neighbours.

b Security of tenure

As an assured tenant, you have a secure tenancy as long as you live in the property and it is your only or main home. We can only end the tenancy by getting a court order for possession of the property for one of the reasons listed in Schedule 2 of the Housing Act 1988, as amended under the Housing Act 1996. The court will not make an order unless we have given you notice that we are applying for a court order (except in cases of nuisance). We will give you at least 14 days' written notice if we are applying for a court order to repossess your home for one of the reasons listed below.

We will only give you notice and apply for a court order to repossess your home for one or more of the reasons set out in paragraph d below.

If you are causing a nuisance from the property, we may not give you notice that we are applying for a court order, or we may not give you the full 14 days' notice.

c Your right to end the assured tenancy

You may end this tenancy by giving us four weeks notice in writing and in doing so you must comply with paragraph x of Section 4 of this agreement.

If the tenancy stops being an assured tenancy we can end this agreement by giving you four weeks notice in writing.

d Reasons for applying for a court order to repossess the property.

We can only apply to repossess your home if one (or more) of the grounds contained in Schedule 2 to the Housing Act 1988 (as amended by the Housing Act 1996 and as further amended from time to time) applies.

The grounds we may use include the following:-

- You have not paid the rent which is due (ground 10).
- You owe eight weeks' rent or more on the date we give you the notice and at the date of the hearing (ground 8).
- You are often late paying your rent, even if at the time of the court proceedings you do not owe any rent (ground 11).
- You, or anyone living in the property, have broken or failed to meet any of the conditions of this tenancy (ground 12).
- You, or anyone living in the property, have caused the condition of the property, stairs, gardens or any of the shared parts to deteriorate. Or, your lodger or subtenant is responsible for the problem either because of their actions or because they have neglected the property, and you have not taken reasonable steps to make them move out of the property (ground 13).
- You, or anyone living in or visiting the property, have done anything which does or could cause a nuisance to or annoy your neighbours, their visitors or other people visiting or working on the estate.
- You, or anyone living in or visiting the property, have been convicted of using the property for illegal purposes or convicted of an arrestable offence committed in the property or in the local area (ground 14).
- A married couple or a couple living together as husband and wife live in the property and one or both of the partners is a tenant, and one partner has left because of violence or threats of violence from the other partner or a member of the other partner's family who was living with them immediately before that partner left, and the court is satisfied that the partner who left is unlikely to return (ground 14A).
- If the tenancy has passed to someone under your will, or if you died without making a will (ground 7). This will not apply if the tenancy automatically passes to your husband or wife under Section 17(1) of the Housing Act 1988, or if there is a right of succession as set out below.

We may apply to the court to repossess the property under ground 7 within 12 months of your death or, if the court tells us to, within 12 months of the date on which the court believes we became aware of your death.

If the tenancy passes to someone else when you die, and we accept rent from that person, this will not create a new periodic tenancy unless we agree, in writing, to a change in the amount of the rent, the period of the tenancy, the property or any other term of the tenancy.

We will not take action to repossess the property under ground 7 as long as:

- you did not know there was a successor as defined on the next page;
 - at the time of your death a member of your family was living in the property as their only or main home;
 - they lived with you for 12 months before your death and they have continued to live in the property as their only or main home since your death;
 - we are satisfied that they are entitled to have the tenancy;
 - within six months of your death, or longer if we allow, they write to us explaining they have taken over the tenancy; and
 - within six months of your death, or longer if we allow, apply for the grant of probate or letters of administration, or ask us to pass the tenancy to them under your will or after your death.
- If, at any time, any one or more of the conditions set out above are not met, we may apply to the court to repossess the property under ground 7 of Schedule 2 to the Housing Act 1988.
- If there is more than one member of your family who meet the above conditions, they should agree between themselves which of them should take over the tenancy. If we receive more than one claim to the tenancy and any dispute between your relatives is not settled within a reasonable time, we may decide which claim to accept or, we may take action to repossess the property under ground 7 of Schedule 2 to the Housing Act 1988. We will then decide which member of your family to offer a new tenancy for the property.
- If no-one is entitled to succeed you (take over the tenancy) as described above, certain members of your family may still be entitled to succeed you under the special succession right set out in section 6.

A successor is defined as:

- a person who was a joint tenant and has become a sole tenant;
- a husband or wife who the tenancy passed to under the Housing Act 1988;
- a person who the tenancy passed to under your will or after you died;
- a person who falls within the definition of a 'successor' contained in Section 17(3) of the Housing Act 1988;
- a person who has been granted this tenancy under another tenancy agreement;
- a person who became the tenant after the tenancy passed to them under

Section 24 of the Matrimonial Causes Act 1973 (if the person who transferred the tenancy was already a successor, the person receiving the tenancy would also be a successor); or

- a person who became the tenant after the tenancy passed to them under the right to exchange as set out in Section 6 if that person was already a successor under their previous tenancy agreement.
- There is, or will be, other suitable accommodation for you when the Order for Possession takes effect (ground 9).

We will only apply to repossess the property on this ground if we can also show that the following apply.

- Within a reasonable time of repossessing the property, we plan to demolish, build or refurbish the property, the building the property is in or neighbouring or nearby building, and we cannot reasonably do this while you are living in the property.
- The property has features and fittings which are designed to make the property suitable for a physically disabled person to live in, and no-one living in the property needs these features and fittings, and we need the property for a physically disabled person to move into.
- You are a successor other than a husband or wife who the tenancy has passed to and the property is too big for your needs. We must apply to repossess the property between 6 and 12 months of the previous tenant's death.
- The property is one of a group of homes which we usually let to people with special needs, a social service or special facility is provided near to the group of homes to help these people, no-one with those special needs lives in the property, and we need the property for a person who has those special needs.

Passing the tenancy to your husband or wife

If the tenancy is in your name only, when you die, it will automatically pass to your husband or wife under Section 17 of the Housing Act 1988 as long as they were living in the property as their only or main home immediately before your death.

We will not try to use legal grounds 1, 2, 3, 4, and 5 of schedule 2 of the Housing Act 1988 to repossess the property. (This does not mean the numbered grounds in this tenancy agreement).

Section 6

Extra rights

We also agree that you have the following rights.

a The right to take in lodgers and sublet part of the property.

You may take in lodgers or, if you get our written permission, you may sublet or part with possession of part of the property as long as:

- you do not agree to let part of the property on an assured tenancy as defined in Section 1 of the Housing Act 1988; and

any tenancy you agree to for part of the property is either an assured shorthold tenancy as defined in Section 20 of the Housing Act 1988 or a contractual tenancy which is not an assured tenancy under Section 1 of the Housing Act 1988;

We will not unreasonably withhold our permission.

b The right to make improvements and receive compensation for them

You may make improvements or alterations to the property as long as you get our written permission and all other necessary approvals (for example, planning permissions or building regulations approval) first. This includes putting up a television aerial, decorating the outside of the property and adding to or altering our fixtures and fittings. We will not unreasonably withhold our permission, but we may make it a condition that the work is carried out to a certain standard. If you do not meet any condition we have set, we will consider you to have broken the terms of this agreement.

We will set up a scheme to pay you compensation for the cost of certain improvements. We will run the scheme in line with any housing-management guidance issued by the Housing Corporation. We will give you details of the scheme at the beginning of the tenancy and tell you about any changes to the scheme.

c The right to repair

We operate a scheme telling you what to do if we do not carry out our responsibilities to do repairs. We run the scheme in line with any housing-management guidance issued by the Housing Corporation. We will give you details of the scheme at the beginning of the tenancy and tell you about any changes to the scheme.

d The right to consultation

We will consult you before we make changes in matters of housing management or maintenance which are likely to have a major effect on you. We agree to give you the right to be consulted as if Section 105 of the Housing Act 1985 (as amended) applied to this tenancy.

e The right to information

You have the right to receive information from us about:

- the terms of this tenancy;
- our responsibilities for carrying out repairs;
- our policies and procedures on consulting tenants, offering tenancies, and transfers and equal opportunities; and
- our principles for fixing rents.

We agree to give you the right to information as if Sections 104 and 106 of the Housing Act 1985 (as amended) applied to this tenancy.

f The right to exchange

You have the right to exchange your tenancy with that of a secure tenant or another assured periodic tenant of a registered social landlord, or a housing trust, which is a charity, as long as the following conditions apply.

- If it is a condition of their tenancy agreement, every tenant must have their landlord's written permission to the exchange.
- If the tenant you want to transfer this tenancy to is not the person you want to receive a tenancy from by way of exchange, that tenant must transfer their tenancy to another tenant who meets the above condition.
- You get our written permission.
- You meet any reasonable conditions we set when giving our permission. These conditions may be that you pay any outstanding rent, or that you meet any term of this tenancy that you have not been meeting.
- The exchange must not result in either property being overcrowded or too big for the household's needs.

We will not unreasonably withhold our permission. If we do withhold our permission, it must be for one of the reasons listed in Schedule 3 to the Housing Act 1985.

We may not rely on any of the reasons in Schedule 3 to the Housing Act 1985 unless, within 42 days of your application for permission, we have given notice setting out these reasons and giving details.

g Special succession right

If you are not a successor as defined in Section 5, and when you die there is no person who has the right to succeed you under Section 5, we agree that someone can take over the tenancy as long as they:

- are a member of your family and;
- were living in the property as their only or main home at the time of your death and for 12 months before you died, and
- make a claim in writing to us within three months of your death or longer if we in our discretion allow. We will use ground 7 to end this tenancy and will enter into a new tenancy with the person either for this property or for another property we feel is more suitable. We will set any terms and conditions (under the Charter for Housing Association Applicants and Residents) that we feel are appropriate. If more than one person makes a claim to the tenancy, and these people cannot agree who should take over the tenancy, we will decide which claim to accept.

Section 7

Declaration and signatures

All tenants should sign below after reading this agreement.

The information I gave in the housing application form was and still is true.
I understand and agree to the conditions in this tenancy agreement.

Declaration

I/we have read and understood the terms and conditions set out in this tenancy agreement and I/we agree to be bound by them and I/we have been given a copy of the tenancy agreement. I/we have received keys for the property and I/we agree to return the same number of keys at the end of the tenancy.

Tenants' signatures

First tenant:

.....

Second tenant:

.....

Date:

.....

Our officer's signature:

.....

Please note: It is a term of this tenancy that you have not knowingly given us false information in order to get this tenancy.

We have a formal complaints procedure which is explained in the Tenant's Guide, which we have already given you a copy of. If you feel that we have broken this agreement or not carried out any of our responsibilities, you should follow our complaints procedure. If you are not satisfied with how we deal with the complaint, or if you still don't think we are meeting this agreement, you can get advice and information from a local citizens advice bureau, from a law centre, or from a solicitor (you may have to pay for this advice).

You can also complain to the Housing Corporation, the Housing Ombudsman Service, or both.

We must follow any guidance on managing housing issued by The Housing Corporation with the approval of the Secretary of State. The Charter for Housing Association Applicants and Residents applies to this tenancy.

Contact Customer Services Team
24 hours a day, 7 days a week and 365 days a year on:

0191 384 1122

Notice of intention to create a non-shorthold assured periodic tenancy

To:

1 You are proposing to take the tenancy of:

From:

Signing this notice does not commit you to the tenancy.

2 This notice is to tell you that your tenancy will be a non-shorthold assured periodic tenancy under Schedule 7 of the Housing Act 1996. As long as you keep to the terms of the tenancy, you can live in the property for as long as you like.

3 The rent for this tenancy is the rent we agreed.

4 **Date of this notice:** / /

5 If there is anything you do not understand you should get advice from a solicitor or a citizens advice bureau before you agree to the tenancy.

Your signature:

Our officer's signature:

Date: / /

Benefit entitlement agreement

Your name:

.....

Address:

.....

.....

.....

Date the tenancy started:

.....

Previous address:

.....

.....

.....

I want to claim Housing Benefit and
Council Tax Benefit at the above address from: / /

.....

I agree to the following conditions.

- 1 I agree that
Council can pay my Housing Benefit directly to you.
- 2 I agree you can take any recoverable amount of Housing Benefit from my
rent account.
- 3 I agree that you can receive information about my Housing Benefit claim.

Signatures of all tenants:

.....

.....

.....

Officer:

On behalf of Three Rivers Housing Group

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Date:

..... / /

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Contact Customer Services Team
24 hours a day, 7 days a week and 365 days a year on:

0191 384 1122

Gas heating system

Under gas-safety regulations, we must start your heating system and check that it is working safely before you use it.

We cannot check the system until the gas and electricity supplies are connected, so please arrange to have these supplies connected before you contact us to arrange for us to check your system.

What you need to do

- 1 Contact the gas supplier to arrange to get the supply changed into your name.
- 2 Contact the electricity supplier to arrange to get the supply changed into your name and get a time when the electricity will be turned on.
- 3 Phone Three Rivers Customers Services on 0191 384 1122. Explain that you are a new tenant and arrange a time for us to check your heating system.

Do not try to use your heating system before we have checked it.

I have read and understand the above information.

Your signature:

Our officer's signature:

Date: / /

We can produce this information leaflet in alternative formats and languages.

If you would like information in another language or format, or require the services of an interpreter, please contact us on: 0191 384 1122.

إذا أردت هذه المعلومات بلغة أخرى أو بصيغة أخرى، أو إذا كنت بحاجة إلى خدمات المترجم، نرجو الاتصال بنا.

আপনি যদি অন্য কোন ভাষায় অথবা ধরনে এই তথ্য চান, অথবা কোন দোভাষীর সার্ভিসেস-এর প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের কে যোগাযোগ করুন।

若您想要此資訊的另一語言版本或另一形式，或者需要傳譯員的協助，請聯絡我們。

ਜੇ ਤੁਹਾਨੂੰ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਜਾਂ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਣ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਫਿੰਟਰਪ੍ਰੈਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰੋ।

اگر آپ کو معلومات کسی دوسری زبان یا شکل میں درکار ہوں، یا آپ کو ایک انٹریپرٹر کی سروسز کی ضرورت ہو تو ہم سے رابطہ کریں۔

Contact Addresses

Head Office - Durham
Three Rivers House
Abbeywoods Business Park
Pity Me, Durham
DH1 5TG

Open: 9.00am - 5.00pm
Monday to Friday

Sherburn Road Office
62/63 Bede Avenue
Sherburn Road Estate
Durham
DH1 2EN

Open: 10.00am - 1.00pm
Monday to Friday

Hartlepool Area Office
Central Buildings
Church Street
Hartlepool
TS24 7EB

Open: 10.00am - 1.00pm
Monday to Friday

Contact Customer Services Team

24 hours a day, 7 days a week and 365 days a year

0191 384 1122

customer.services@threerivershousing.co.uk

Visit our website for more information on www.threerivershousing.co.uk



Awarded for excellence



INVESTOR IN PEOPLE



POSITIVE ABOUT
DISABLED PEOPLE



Give respect Get respect



business for neighbourhoods