



# WEALD *Living*

by Saxon Weald

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Tenancy Information

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## OPENING HOURS

Our office opening hours are 9am - 4pm Monday to Friday  
(though you can phone us from 8.30am)

You can call us on 01403 226060

Email: [info@wealdliving.com](mailto:info@wealdliving.com) or visit our website  
[www.wealdliving.com](http://www.wealdliving.com) You can also find us on Facebook.

# Introduction to Weald Living and your tenancy

## ABOUT US

Weald Living is a part of Saxon Weald, providing properties for outright sale, shared ownership and private market rent across Sussex and Hampshire. Saxon Weald, established in 2000, is a non-profit making housing association and manages approximately 6000 social rented properties in addition to its Weald Living homes.

## YOUR TENANCY AGREEMENT

Your tenancy agreement is an important document forming a legal contract between you and Saxon Weald. It confirms your tenancy with us and contains details about your rights and responsibilities and those of the company.

You have an Assured Shorthold Tenancy. After your initial fixed term (usually six months) this will continue as a periodic tenancy. Two month's notice to end the tenancy can be given by either party after the fixed term.

## CHANGES IN CIRCUMSTANCE

If you have a change in circumstance, such as a relationship breakdown or a loss of job, please contact us to discuss

how this may affect your tenancy. Please also let us know if your contact details change.

## RENT INCREASES

Rents are reviewed each year. We will give you at least one month's notice of any changes.

## WHAT ABOUT COUNCIL TAX AND OTHER BILLS?

You are responsible for paying your own council tax to your local authority. You are also responsible for paying your own utility, telephone, broadband, TV licence and other domestic bills.

## BENEFITS AND DEBT ADVICE

There are also a number of organisations offering free and confidential advice online, including:

- Citizens Advice: [www.adviceguide.org.uk](http://www.adviceguide.org.uk)
- National Debtline : [www.nationaldebtline.org](http://www.nationaldebtline.org)

If you are having difficulty paying your rent or think you are going to start having problems, please contact us. We have specialist advisers who may be able to help. You are at serious risk of losing your home if you do not pay your rent on time.

## YOUR RENT

You should pay your rent in advance, as set out in your tenancy agreement.  
There are a number of ways you can pay your rent.

- **DIRECT DEBIT:** This is where you give your bank permission to pay your rent direct to us on your behalf. You can on a range of different dates – please contact us for details and a direct debit form.
- **DEBIT OR CREDIT CARD:** To pay using a debit or credit card, please call us on 01403 226060. You will need your rent reference and debit/credit card details to hand.
- **INTERNET BANKING:** Internet payments should be made to Natwest Bank; sort code 60-11-17; account number 67088848. Make sure you quote your tenancy reference number and name to ensure your rent account is credited.
- **STANDING ORDER:** You can instruct your bank to pay your rent automatically by standing order. You can choose which day to make the payment. Payments should be made to Natwest Bank; details as above.

## Repairs and maintenance

### REPORTING A REPAIR

The majority of repairs are carried out by HomeFix, our in-house repairs team, though we do use specialist contractors for certain jobs.

**You can report a repair:**

On our website [www.wealdliving.com](http://www.wealdliving.com)

By phone on 01403 226060

By email [homefix@saxonweald.com](mailto:homefix@saxonweald.com)

You will need to tell us:

- Your name, address and contact number
- What and where the problem is, being as specific as possible
- When someone will be at home to let us in
- Any special circumstances you may have, for example, a disability

## ALWAYS PHONE IF IT'S AN EMERGENCY

If you have an emergency outside of our usual opening times, please call 01403 226060 and you will be transferred to our out-of-hours service.

### FOR GAS CENTRAL HEATING AND BOILER REPAIRS:

Please call our specialist contractor, Liberty Gas on 0800 328 3455.

(If you have electric heating, please report faults to HomeFix on 01403 226060.)

### APPOINTMENT TIMES

We offer appointments from Monday to Friday during the following time slots:

8.00am – 1.00pm	8.00am – 5.30pm
10.00am – 2.30pm	12 noon – 5.30pm

We will remind you in advance by text message when your appointment is due and when our operative is on their way. Please make sure that we have an up-to-date mobile number for you when you book your appointment. We will always do our best to keep the appointment, but if a problem comes up, we will let you know and arrange another suitable time.

### REPAIR RESPONSE TIMES:

Emergencies: If your repair is an emergency, we will treat it as a priority and attend as soon as an operative becomes available to make it safe. We may need to return at a later point to make a permanent repair, especially if parts are needed. Emergency repairs are those that immediately affect the health, safety or security of you or your property. Examples include:

- A blocked or totally unusable toilet (where there is only one toilet in your home)
- A broken external door or window which makes your home unsafe or insecure
- A burst pipe inside your home or water supply failure
- Electricity supply failure, if not caused by the electricity supply company
- Complete failure of the heating system (in winter, or where vulnerable people are involved)

All other repairs: we will offer you the next available appointment. How quickly we can attend will depend on levels of demand at the time. We are usually able to complete repairs within 10 working days of the problem being reported.

## WHAT WE EXPECT OF YOU

- You must ensure that an appropriate adult (aged 18 or over) is present to let us in.
- Please make sure the area likely to be affected by the work is clean and clear of obstructions, and that children and pets are kept a safe distance from the area.
- Please treat our staff and contractors with respect and do not abuse or threaten them.

## YOUR RESPONSIBILITY FOR REPAIRS

If we are called out to do a repair and find that the damage has been caused deliberately or through neglect, we will charge you for the cost of the repair.

Please also make sure you report any disrepair or defect to Weald Living as soon as it becomes apparent. You will be responsible for any damage arising from a fault that you were aware of, or should have been aware of, but did not report to us.

## Gas appliances

We are legally required to carry out annual inspections of all gas appliances and installations that we have put in your home. We will notify you when your annual inspection is due and agree an appointment. Please do respond when you get your notification as this is an important safety matter (see information on carbon monoxide right).

## ADVICE ON CARBON MONOXIDE

Carbon monoxide (CO) is a highly poisonous gas produced when carbon fuels don't burn completely. It has no taste, smell or colour and can kill without warning in a few hours. Gas, oil and solid fuels are safe to burn so long as the appliance is installed, maintained and used correctly.

If you suspect a CO leak or think you are suffering from CO poisoning, switch the appliance off, open windows and then get out into the fresh air immediately. If the symptoms are serious you should go straight to your doctor or emergency department.

## PROTECTING YOURSELF FROM CO

- If an appliance has soot or staining on or around it, please report it.
- Check the flames in your appliance – if they are orange or yellow instead of blue there may be a problem.
- Do not block ventilators, as these are needed to allow enough fresh air into the room. Similarly, do not block flues or chimneys.
- Do not install any gas, oil or solid fuel heating appliances without our written permission.
- Do not use portable LPG heaters.

We will carry out an annual safety check – please make sure you arrange access for us as a matter of priority when you get your appointment.

## SYMPTOMS OF CO POISONING CAN INCLUDE:

- Severe headaches
- Nausea
- Chest or stomach pains
- Drowsiness or feeling very tired
- Confusion
- Dizziness
- Loss of memory

## DIY

You must not carry out any DIY, including decorating, to your home without our consent. If consent is given we would normally insist that the property was returned to its original condition at the end of the tenancy.

We recognise that this is your home and you will want to hang pictures on the walls. Provided the number you put up is reasonable, permission is not required for this. We would recommend leaving the picture hooks in situ at the end of the tenancy.

## Planned Maintenance

In addition to day-to-day repairs, we carry out programmes of work to keep our properties and estates in good condition. This includes work such as external painting, roofing work, window and door replacements and repairs to external brickwork.

If we are planning major work to your home, we will give you plenty of notice and explain fully what is involved.

## Condensation

Some condensation in any home is normal and unavoidable, especially in bathrooms and kitchens. You can take simple steps to reduce condensation – this is important as excess condensation can become a major problem.

### WHY IS IT A PROBLEM?

Condensation can cause a build-up of moisture on cold surfaces, which, if left unattended can lead to mould growth on walls, ceilings, furniture and clothing. This mould can cause building defects such as rotting wood and crumbling plaster.

### CONDENSATION AND DAMP – WHAT'S THE DIFFERENCE?

Condensation is caused by warm, moist air coming into contact with cold surfaces, such as windows and walls. Penetrating damp, which is much less common, is caused

by moisture entering the home from an external source, such as leaking plumbing or moisture from the ground.

### PREVENTING CONDENSATION

- Wipe down your windows and sills each day – don't let the moisture build up.
- It's important to let dry fresh air into your home, so open windows for a short time each day, or maintain a low level of ventilation by using trickle vents in your windows. Dry air takes less energy to heat than moist air, so you're not going to see a big increase in your fuel bills by letting some fresh air in for a few minutes each day.
- Try to keep your home at a reasonably constant temperature. Heating and cooling makes condensation worse. If possible, use your central heating thermostat to prevent the temperature dropping below 15°C overnight as this helps prevent condensation forming.
- Keep kitchen and bathroom doors closed when cooking or bathing. Keep lids on pans when cooking.
- If possible, do not dry clothes indoors. If you have to, put them on a clothes horse in the bathroom and keep the door shut. Also, make sure your tumble dryer is properly vented and that the filters are cleaned and cleared regularly.

### GETTING RID OF MOULD

Mould can be washed down using a specialist mould cleaner or fungicidal wash: always follow the manufacturer's instructions.

### FURTHER ADVICE

If you have followed these guidelines and the problem has not improved, please call our HomeFix repairs team on 01403 226060.

## Living in your home

### EMERGENCIES

If you need the fire and rescue service, police or an ambulance dial 999 immediately. Do not contact us first.

If your personal safety or the safety and wellbeing of others is at risk, you should dial 101 (999 in an emergency) and seek police assistance. The police will then have a record of the event, which they can share with us if necessary.

If you need to contact us in an emergency, please call 01403 226060. You will be re-directed to our out-of-hours service if our office is closed.

### ACCESS TO YOUR HOME

We have the right to gain access to your home to inspect or repair the property. We will always try to give you notice or make an appointment. Always ask to see identification – all Saxon Weald staff and contractors should have ID with them. If you are not sure, please call us on 01403 226060 for verification.

### LOCKS AND KEYS

You are responsible for the keys to your home. We do not hold a spare set and will not pay for replacements if you lose them. If you lock yourself out and ask us to arrange a locksmith to let you back in, we will send you the bill. This also applies to any damage caused getting back in.

If a lock to an external door is broken as a result of daily wear and tear, or a genuine fault, it is our responsibility and we will either repair or replace it.

At the end of your tenancy, you must ensure that all keys to your home are handed in to us.

### INSURANCE

We insure the building you live in, but you must arrange insurance for your own household contents. This should cover you against theft, damage to your belongings and damage caused to other people's property (for example, if your washing machine overflows and causes damage to a neighbour's property, this would be your responsibility).

### RUNNING A BUSINESS FROM HOME

You must get our written consent to run a business from your home. We don't normally object to work such as childminding, secretarial or administrative work. However, we would not usually allow you to do things that may cause a nuisance to your neighbours, such as car repairs, animal breeding / running kennels, or work that requires you to employ staff or use machinery.

If your work or business breaks planning laws, we will ask you to stop or change your business. If your business becomes a nuisance to those living near you, we will ask you either to take steps to prevent the nuisance or to stop or change the business. If you ignore this request, we will have to take action against you for breaking the terms and conditions of your tenancy agreement.

### PETS

We do not allow pets in our properties.

### RUBBISH DISPOSAL

Please dispose of your rubbish carefully. If you have a shared bin store area, please only place rubbish in the bins provided and do not put extra items around the store. If we find dumped rubbish, we will investigate who it belongs to and charge them the cost of removal.

If you have a general enquiry about your rubbish collection service, please speak to your local council.

### COMMUNAL AREAS

We are responsible for the upkeep of the communal areas. This includes regular visits to attend to the following:

- grounds maintenance, including trees
- cleaning of internal stairwells, entrances and corridors
- sweeping communal bin stores

You are welcome to use the communal grounds. Please respect these areas as they are for everyone's enjoyment. Do not leave personal belongings, such as BBQs, in these

communal areas and consider the environment and privacy of others at all times.

It is prohibited by law to smoke in internal communal areas. If you wish to smoke outside, please use the cigarette bins, if provided, or dispose of your waste appropriately.

## PERSONAL ITEMS IN COMMUNAL AREAS

Fire safety regulations mean that residents are not permitted to keep any items in communal areas, except a door mat. This means no plants, furniture, bikes, mobility scooters or pushchairs.

If we find items in shared areas, we will remove them without notice and charge you the cost of doing so.

## PARKING

We know that where parking is limited it can be frustrating for residents, and ask that you park considerately and do not block people's access. If severe problems arise, we may set up parking control. This is where a parking contractor issues permits and patrols the area, issuing fines where appropriate. We will not usually get involved with parking disputes between individuals. If the parking problems are occurring on a public road, your local council may be able to assist.

You must not park any untaxed vehicle on our land. We will ask you to remove, or will remove ourselves, any vehicle from our property that is found to be dumped, causing a nuisance, obstruction or safety risk. We will charge the owner the cost of having the vehicle removed, stored or destroyed. If you spot an abandoned vehicle in your neighbourhood, please call us on 01403 226060 or email [info@wealdliving.com](mailto:info@wealdliving.com).

You can also report abandoned vehicles directly to Operation Crackdown at [www.operationcrackdown.org](http://www.operationcrackdown.org).

You will need our written consent to keep any of the following on our property: heavy goods, public service, trade or commercial vehicles, caravans, boats, trailers or similar items.

## ANTISOCIAL BEHAVIOUR

We want you to enjoy living in your home and neighbourhood without interference and disturbance from others. Unfortunately even in the safest of neighbourhoods, antisocial behaviour can occur:

Antisocial behaviour can include:

- Causing a nuisance or annoyance
- Assault, abuse or harassment
- Unreasonable noise

## WHAT IS NOT CONSIDERED ANTISOCIAL BEHAVIOUR

Some things may cause you annoyance, but cannot be dealt with by us as they do not constitute a breach of the tenancy agreement. These include:

- General household noise e.g. washing machines or vacuum cleaners
- Noise of children playing
- Parking in front of another tenant's home (unless blocking access or parking in an allocated bay)
- Cooking smells
- Facebook comments
- Children being nasty to each other at school
- Smoking outside blocks

It's often best to approach the person causing the problem and explain calmly why their behaviour is upsetting you. They may not realise they are disturbing you. If the behaviour continues, or you don't feel able to talk to the person concerned, please contact us on 01403 226060 or email [info@wealdliving.com](mailto:info@wealdliving.com).

If your personal safety or the safety of others could be at risk, you should call 101 (or 999 in an emergency) and seek police assistance. The police will then have a record of the event which they can share with us if necessary.



## HOW WE DEAL WITH ANTISOCIAL BEHAVIOUR

We will always take the time to listen to your concerns and understand your personal circumstances. We will tell you if we think we can help and agree an action plan with you.

We will need you to help us take action by keeping records of the problems. In some circumstances, we may also need you to agree to be a witness.

## REPORTING NOISE NUISANCE

You should report noisy parties and other repeated or constant noise problems to the council's environmental health department. They have access to noise monitoring equipment and also have the legal power to confiscate the equipment responsible for making the noise. If you report a noise problem to the council, please let us know so we have a record of the situation.

## YOUR RESPONSIBILITIES

We expect you to treat other people with respect and keep to the conditions of your tenancy. You must take responsibility not only for yourself, but also for the members of your household and your visitors. You must not behave in any way that causes an annoyance, or is likely to cause harassment, alarm or distress in the community.

## Moving out

If you are moving or wish to give up your home, there are a number of things that you must do. This will help your move go more smoothly and will avoid the possibility of us charging you to put things right after you've left.

1. You must give us a minimum of two month's notice in writing, telling us that you want to end your tenancy.
2. Make sure your rent is paid up to date. Call us on 01403 226060 if you are not sure how much you have to pay.

3. Make sure you clear out all of your belongings and leave your home clean, tidy and in good order, in accordance with the inventory supplied at the start of your tenancy..

Before you move out, we may carry out a basic inspection of your property. We will also arrange a check-out for the day you move out of your property. You are at risk of losing all or some of your deposit if you do not leave your home in the same condition as specified in the inventory. Please be assured that we will not be unreasonable and will take into consideration the fair wear and tear of the property and its fixtures and fittings.

1. It is your responsibility to take all meter readings and inform the relevant utility companies accordingly. You should also notify other relevant organisations of your move. For example, inform your telephone and insurance companies and your council's Council Tax department. Gas and electric keys/cards should be left in the property and accounts on credit meters should be in credit. We may charge you for outstanding debts on the meter. Do not take your key/card with you as you will not be able to use it in your new home.
2. Arrange for your mail to be redirected to your new address and pay any outstanding bills. We ask that you also give us your new address in case we need to contact you. This information will be treated as strictly confidential.
3. During the period leading up to you leaving, we may identify a new tenant for the property.
4. On leaving the property, make sure that all gas, electric and water supplies are switched off at the mains. Check that all doors, windows and gates are properly secured. Any smoke alarms or carbon monoxide monitors need to remain in place.
5. All keys belonging to the property must be handed to the inventory clerk or returned to our offices on the day your tenancy ends. We will continue to charge you rent until your keys have been returned.

## MOVING CHECKLIST

- Complete a change of address form at the Post Office to re-route mail ([www.royalmail.com](http://www.royalmail.com))
- Notify relevant authorities in your old and new areas regarding council tax and electoral registration
- Notify water, gas and electricity suppliers to turn off your services at your current address on your moving day and arrange for utility connections at your new home
- Arrange to transfer your home insurance or set up new policies to begin the day you move in
- Transfer your TV licence to your new address ([www.tvlicensing.co.uk/moving](http://www.tvlicensing.co.uk/moving))
- Arrange to discontinue your phone service and broadband and have it installed at your new address
- Complete the relevant section on your car registration document and licence and send them to the DVLA
- Inform your car insurance company of your move
- Notify schools, doctors and dentists of your impending move and, if necessary, research alternatives
- Tell your bank, credit and store card companies your new address
- Book a removals company or arrange help from friends
- Start using up the contents of your freezer
- Disconnect your cooker and washing machine
- Arrange for someone to look after your children and pets on move day
- Lock all windows and doors when you leave and take meter readings

## Data protection

### YOUR RIGHTS

As your landlord, we hold information about you, such as the names of your household members and maybe your health or special needs. The law on data protection gives you rights in relation to the information we hold and requires us to use it fairly, properly and in ways you understand.

This guide sets out:

- why we hold and process data
- what we do with personal data
- who gets to see personal data
- how you can find out what information we hold on you

### Terms

In this guide we use terms that have special meanings under the law on data protection. In summary, the main terms are:

**PERSONAL DATA:** This includes information relating to an individual; personal data can be held on a computer or in organised filing systems.

**SENSITIVE PERSONAL DATA:** This includes personal data relating to what may be sensitive matters such as physical or mental health, racial or ethnic origin, religious beliefs, sexuality, criminal offences or allegations of such offences.

**PROCESSING:** This is a very wide term including obtaining, holding, disclosing or deleting information.

### WHY WE HOLD AND PROCESS YOUR PERSONAL DATA

We may use your personal data for a number of reasons, including:

- housing management
- rent collection, including housing benefit

- repair and maintenance of homes and other facilities
- meeting the health and support needs of tenants
- regulatory purposes such as meeting the requirements of the Homes and Communities Agency
- research
- prevention of crime and crime reduction
- equal opportunities monitoring

These are the main purposes for which we process data. Sensitive personal data is normally only held if you or someone authorised by you (e.g. a doctor or social worker) has given us the data. Typically, we hold and process such data in connection with managing your housing arrangements. We also use your information where processing is permitted by data protection legislation without our obtaining your consent, for example, for equal opportunities monitoring.

Saxon Weald has notified the Government's Information Commissioner of the purposes for which we use data and what we do with the data. Further details are available from the Office of the Information Commissioner or on its website at [www.ico.org.uk](http://www.ico.org.uk).

## WHAT WE DO WITH PERSONAL DATA

Saxon Weald is known as a data controller. What we do with data depends on circumstances and the needs of particular tenants and those living with them. Although it is not possible to list precisely what we do with the data, we can only use it for purposes we have set out in advance. We have to comply with principles designed to protect the individuals on whom we hold data.

The principles include the requirement that data:

- must be processed fairly and lawfully and only for specified purposes
- must be accurate, relevant and not excessive
- must be kept no longer than necessary
- must be protected against accidental loss and unauthorised use or other processing

## ACCESS TO PERSONAL DATA

Generally, only Saxon Weald staff get to see personal data. There are circumstances however, where we disclose data to others, including:

- our authorised contractors and agents such as our gas engineers or legal advisers
- Government departments
- the police
- credit agencies

We would not disclose data for purposes other than those mentioned above. When we do disclose data, we do our best to ensure it is kept secure and used properly.

As with ordinary personal data, sensitive personal data is normally seen only by Saxon Weald staff. However, there may be circumstances where it is disclosed to others. This is done with your permission, for example, where we are confirming information with a doctor or social worker.

## FINDING OUT WHAT INFORMATION WE HOLD ON YOU

Most of the information we hold is fairly obvious and in most cases we hold it because you, or others living with you, have given it to us. Under data protection legislation you have a right to see personal data held on you. There are certain exceptions to this right. In particular, we may not be required to give you access to personal data if this involves giving you information about another individual. If you want to see the information we hold on you in our records, please contact:

**The Data Protection Officer Saxon Weald,  
38-42 Worthing Road, Horsham,  
West Sussex, RH12 1DT**

We need to be careful that you are who you say you are and we will need information from you to check your identity.

If you find information that is wrong, you should tell us and we may correct it or put a note on the file stating that you dispute the information.





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Saxon Weald House, 38-42 Worthing Road, Horsham, West Sussex, RH12 1DT

Tel: 01403 226060

Email: [info@wealdliving.com](mailto:info@wealdliving.com)