



TENANCY INFORMATION



WEALD LIVING

BY SAXON WEALD



CONTENTS

	PAGE
1 INTRODUCTION TO WEALD LIVING AND YOUR TENANCY.....	3
• ABOUT US	
• YOUR RENT	
• BENEFITS AND DEBT ADVICE	
2 REPAIRS AND MAINTENANCE	4
• GENERAL REPAIRS INFORMATION	
• GAS & CARBON MONOXIDE	
• DIY	
• CONDENSATION & PREVENTION	
3 LIVING IN YOUR HOME	7
• COMMUNAL AREAS	
• RUBBISH DISPOSAL	
• CAR PARKING	
• ANTISOCIAL BEHAVIOUR	
4 MOVING OUT.....	10
5 DATA PROTECTION	11

INTRODUCTION TO WEALD LIVING AND YOUR TENANCY

ABOUT US

Weald Living sits within Saxon Weald and covers the services we provide to home owners and private market renters. Saxon Weald, established in 2000, is a charitable community benefit society 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

National Debtline : 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
- By phone on 01403 226060
- By email 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:

If you live in a retirement or extra care scheme, please report any gas problems to Saxon Weald via the methods on the left. If you live in a general needs property your contractor for gas servicing, heating and boiler repairs is **TSG**. Please contact them directly to report any problems with your gas heating or hot water. Call 0800 781 2739 or email saxonweald@tsgplc.co.uk.

(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:

8.30am – 1.00pm 8.30am – 4.30pm
10.00am – 2.30pm 12 noon – 4.30pm

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)

Standard repairs: How quickly we can attend will depend on levels of demand at the time, however, we aim to carry out standard repairs within 10 working days.

Repairs to communal and external areas: We aim to complete communal area and external repairs within 28 days (sooner if it is a health and safety hazard).

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 kitchens and bathrooms. If left untreated, however, condensation can lead to mould growth and cause damage to our homes and belongings.

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.

TACKLING CONDENSATION

While damp is an issue that requires further investigation, there are some ways we can all reduce the impact of condensation in our homes:

- 1. Reducing moisture:** Condensation is caused when warm damp air meets cold surfaces. Cutting down moisture levels in our homes can reduce this. When cooking, keep lids on saucepans where possible and close kitchen doors to stop steam from escaping. When taking a bath or a shower, keep the bathroom door closed and wipe down wet surfaces after use. Opening windows and using extractor fans, if you have them, can also help damp air escape.
- 2. Drying laundry:** During the winter, we may be more likely to dry wet clothes inside and on radiators. Unfortunately, this can put moisture back into the air. If possible, hang washing outside to dry. If this is not possible, keeping a window open will help moisture escape.
- 3. Air circulation:** A lack of ventilation can cause dampness and a musty smell in our homes. We can help air to circulate by keeping furniture away from walls, not blocking radiators or overfilling wardrobes and cupboards. Opening the windows for ten minutes each morning is also great to let in some fresh air. While it may be chilly, the fresh air will take less energy to heat up than the damp air in our homes.
- 4. Heating:** We understand that keeping the heating on is not always financially possible. However, maintaining a low temperature of at least 15°C can help reduce condensation in our homes.

MOULD TIP

If you notice small spots of mould in your home, wipe these away using a damp cloth as they appear. This will help to prevent it from spreading.

While some condensation is common and can be managed using the guidance above, excessive moisture in our homes can indicate a bigger issue, such as damp. If you are worried your home is experiencing damp, please get in touch with us as soon as possible.



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

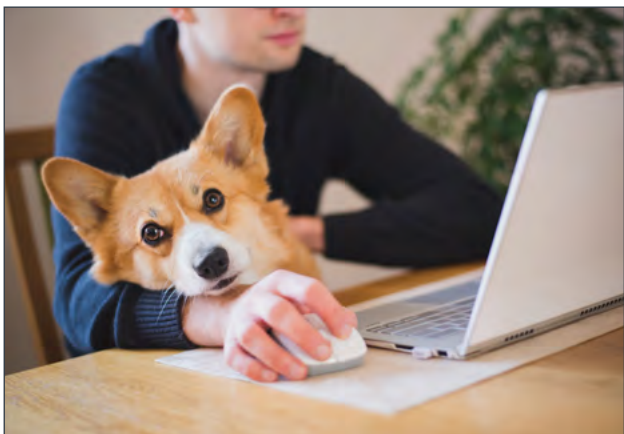
We insure the building you live in, but you must arrange insurance for your own household contents. This should cover you against theft, damage to your belongings and damage caused to other people's property (for example, if your washing machine overflows and causes damage to a neighbour's property,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

RUNNING A BUSINESS FROM HOME

Whether you want to run your own private business or to work for an employer from your home, you need our written permission before you start.

We are likely to give permission provided that your business or work does not breach your tenancy agreement, any legislation, or cause nuisance to anyone living near you. Businesses that are likely to be approved include childminding or using a proportion of your home as an office. We will not give permission for businesses that involve the sale of goods or services which cause disturbance or undue concern to neighbours, such as repairs of motor vehicles, animal breeding / running kennels, or sales of products that may cause offence to others.

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

Pets may be permitted subject to permission. Please contact us first if you are considering getting a pet. If permission has been granted, you will be asked to make sure that you are considerate to your neighbours by clearing up after your pet and ensuring that dogs are on a lead at all times whilst in communal areas.

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. Please make sure that any recycling is placed in the correct bins and only the items listed by the local authority are placed inside. If the wrong items are left the recycling won't be collected and will end up being taken to landfill instead. 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. Please be mindful of smoking directly outside any open windows as this can result in smoke blowing in to your neighbours' flat.

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.

You can also report abandoned vehicles directly to Operation Crackdown at 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.

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.

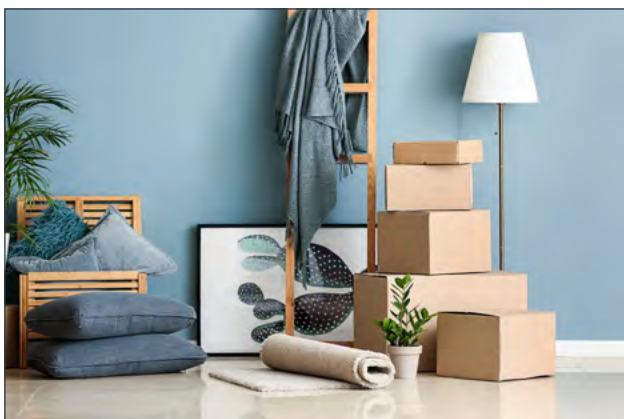
We will need you to help us take action by keeping records of the problems. In some circumstances, we may also need you to agree to be a witness.

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)
- 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)
- 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

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.

The easiest way to update the information we hold on you is via your account at mywealdliving.com.

FOR MORE INFORMATION

The General Data Protection Regulation came into force in 2018.

For up to date information on data protection or to view our policies and guidelines, please visit our website www.wealdliving.com.

The Government's Information Commissioner holds the details of purposes for which we use data and what we do with the data. Further details are available from the Office of the Information Commissioner at www.ico.org.uk.

INFORMATION CORRECT AS OF JULY 2023

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