

Assured Tenancies

your rights and responsibilities



THE ACCORD GROUP



Assured Tenancy

This leaflet explains the Assured Tenancy Agreement between us as landlord and you as a tenant.

The Accord Group comprises 7 organisations which work together: Accord, Ashram, Caldmore and Moseley & District housing associations, bchs, Fry Housing Trust and Redditch Co-operative Homes. This leaflet applies to all of these organisations where they offer Assured Tenancies.



The way we work

We aim to **Put People First**, which means ensuring you know your rights and responsibilities. We also aim to deliver **Excellence Through Innovation** and welcome new ideas about how we can improve. The people who work for us want to **Make a Difference** by helping you live how you want. And we are **Committed to Communities**, working with you to create neighbourhoods where people are happy.



We welcome your views and feedback.

You can contact us by phone, fax, email or letter on:

Tel: 0300 111 7000 **Fax:** 0121 358 9011

Email: customerfirst@accordgroup.org.uk

Customer First, Accord Group, 178 Birmingham Road,
West Bromwich, B70 6QG

*You can also contact the individual associations within the Accord Group directly and through our websites at **www.accordgroup.org.uk**. Individual offices addresses and opening hours are on the inside back cover of this leaflet.*



What is a Tenancy Agreement?

When you accept an offer of a property from us you will be asked to sign a tenancy agreement. This agreement sets out your rights and responsibilities as a tenant of one of the organisations in our Group.

The tenancy agreement is a legally-binding contract. By signing this contract you are agreeing to keep to the conditions it contains.

What does it say?

Below we have set out the main points contained in the agreement. Bear in mind that this is just a summary and you should raise any queries you have with us. We will then be able to answer any questions you might have.



Summary of the Agreement What we expect YOU to do:

- To live in your property as your only home and to pay your rent and any service charge to us in advance and on time
- Allow us access to your home to carry out an annual gas service check
- To keep your home clean and tidy and well maintained. This includes any garden if you have one
- To not run a business from your home without permission
- To not use, trade or allow anyone at your property to keep prohibited drugs
- To be responsible for all other people who live with you, or visit you, at your home
- To allow us and our contractors access to your home to carry out repairs and essential maintenance tasks such as gas safety checks
- To be a good neighbour and not annoy, cause offense or behave in an anti-social way
- To not threaten or verbally abuse our staff or contractors
- To get written permission from us if you want to keep pets. If you have pets, to keep them under control at all times

- To only park vehicles in designated areas and ensure your vehicle is taxed and roadworthy
- To give us 4 weeks' written notice if you want to end your tenancy

What WE will do:

- Review rent and service charges each year and give you at least a calendar month's notice of any changes
- Consult you about any changes that will effect your tenancy or your tenancy agreement
- Keep the structure and external parts of your property in good order and maintain any installations within your home that we provided
- Allow access to information held about you under the Data Protection Act (fee payable)
- Allow you to exchange your property with someone else, subject to certain conditions
- Allow your tenancy to be passed onto someone who lives with you if you die, subject to certain conditions
- Agree to you taking in a lodger and sub-letting part of your property as long as you follow our procedure
- Obtain a possession order to end your tenancy if you don't keep to the agreement

- Give our consent to requests for improvements, subject to our policies
- We will recharge you for any repairs we carry out for you which are not our responsibility, including damage caused by you or anyone in your home.

This is a summary of your Tenancy Agreement. A full copy of your Tenancy Agreement will be given to you when you sign for your home. If you would like to know more, or have any particular questions about your tenancy, please contact us. Details are on the inside back cover of this leaflet.

Monitoring:

We will monitor Assured Tenancies to ensure we comply with policies and procedures. Performance will be reported to the relevant committee regularly.



What if I am not happy?

We welcome feedback, good and not so good, on the services we deliver. It helps us put right any problems and improve the way we do things.

It also helps us compliment our people if they have delivered a good service. If you are happy, or unhappy, with the service you have received please tell us. We will give you details of our Compliments and Complaints policy and we will carefully consider your comments and respond to you.

CONTACT DETAILS

Accord Group Central Services

178 Birmingham Road,
West Bromwich, B70 6QG

T: 0300 111 7000

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Accord Housing Association

37 King Street, Darlaston
Walsall, WS10 8DE

T: 0300 111 7001

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Closed: 12.30pm – 1.30pm
on Wednesdays

Ashram Housing Association

Fairgate House, 205 Kings Road
Tyseley, Birmingham, B11 2AA

T: 0300 111 7000

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Ashram Coventry Office

4 Longford Road, Coventry, CV6 7AW

T: 0300 111 7000 and 02476 667 314

E: customerfirst@accordgroup.org.uk

Open: 9.30am – 4.30pm Tuesday
and Wednesday

GROUP WEBSITES:

www.accordgroup.org.uk

**Emergency Out of Hours calls
about Anti-social Behaviour
and Repairs can be made on
0300 111 7000**

bchs

Fairgate House, 205 Kings Road
Tyseley, Birmingham, B11 2AA

T: 0300 111 7000 and
0121 764 3808

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Caldmore Area Housing Association

18 Caldmore Green, Caldmore
Walsall, WS1 3RL

T: 01922 614505

E: Info@caldmorehousing.co.uk

Open: 9am – 5pm Monday to Friday

Fry Housing Trust

43 Rowley Village, Rowley Regis
West Midlands, B65 9AS

T: 0121 559 6406

E: admin@fryha.org.uk

Open: 9am – 4.30pm
Monday to Friday

Moseley & District Housing Association

106 Alcester Road, Moseley
Birmingham, B13 8EF

T: 0121 442 5000

Textphone: 07900 912728

E: frontdesk@moseleyha.org.uk

Open: 9am – 4pm Monday,
Wednesday and Friday and 9am –
1pm Tuesday and Thursday

Redditch Co-op Homes

Britten House, Britten Street
Redditch, B97 6HD

T: 01527 591 170

E: hazel@rch.coop

Open: 10am – 4.30pm
Monday to Friday

Do you need this document in another language or format? Tick the box next to the language you need and send it to the address below. This leaflet is also available in Large print, Braille, Audio and EasyRead formats. **This leaflet is about Assured Tenancies.**

Arabic

هل تحتاج الى الحصول على هذه الوثيقة بلغة أخرى أو شكل آخر؟ ضع علامة في المربع بجانب اللغة أو الشكل الذي تحتاجه و قم بإرساله على العنوان المذكور أدناه.

هذه الوثيقة متعلقة بعقد الإيجار المضمون.

Bengali

আপনি কি এই কাগজটি অন্য কোনো ভাষায় বা ফরম্যাটে চান? আপনি যে ভাষায় বা ফরম্যাটে চান তার নামের পাশের বাক্সে টিক চিহ্ন দিন এবং মীটের ঠিকানায় ফেরত পাঠান।

এই নিউলেটটি হচ্ছে এ্যাসিউরড টেন্যান্সি সম্পর্কিত।

Gujarati

શું તમને આ દસ્તાવેજની આવશ્યકતા કોઈ અન્ય ભાષા અથવા શૈલીમાં છે? જે ભાષા અથવા શૈલી ની તમને આવશ્યકતા હોય એની આગળનાં બોક્સ પર ટિક કરો અને નીચે આપેલાં સરનામા ઉપર માકલાં.

આ પુસ્તિકા નિશ્ચયાત્મક ભાડૂતી વિષે છે.

Hindi

क्या आपको इस दस्तावेज़ की किसी अन्य भाषा या प्रारूप में जरूरत है? जिस भाषा या प्रारूप की आपको जरूरत है उस के आगे दिए बॉक्स पे टिक करें और नीचे दिए पते पर भेजें।

यह पुस्तिका सुरक्षित किरायेदारी के बारे में है।

Polish

Czy potrzebują Państwo niniejszy dokument w innym języku lub formacie?

Jeśli tak, prosimy o zaznaczenie okienka obok wymaganego języka lub formatu i odesłanie na poniższy adres.

Niniejsza ulotka zawiera informacje na temat najmu gwarantowanego (Assured Tenancy).

Punjabi

ਕੀ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿਚ ਜ਼ਰੂਰਤ ਹੈ? ਜਿਸ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਦੀ ਤੁਹਾਨੂੰ ਜ਼ਰੂਰਤ ਹੈ ਦੇ ਅੱਗੇ ਦਿੱਤੇ ਗਏ ਬਾੱਕਸ 'ਤੇ ਟਿਕ ਕਰੋ ਅਤੇ ਹੇਠਾਂ ਦਿੱਤੇ ਪਤੇ 'ਤੇ ਭੇਜੋ।

ਇਹ ਲੀਡਲੈੱਟ ਸੁਰੱਖਿਅਤ ਕਿਰਾਏਦਾਰੀ ਦੇ ਬਾਰੇ ਹੈ।

Slovak

Potrebuje tento dokument v inom jazyku alebo formáte? Zaškrtnite okienko vedľa jazyka alebo formátu ktorý potrebujete a zašlite na nižšie uvedenú adresu.

Tento leták je o zaistenom nájomnom.

Somali

Miyaad dhokomentigan ugu baahan tahay af kale ama qaab kale? Calaamadee sanduuga ku xiga afka ama qaabka aad rabto oo ku soo dir cinwaanka hoose.

Xaashidan waxay ku sa'absan tahay Kiraystaha Rasmiga ah "Assured Tenancy".

Urdu

کیا آپ کو یہ دستاویز کسی دیگر زبان یا شکل میں مطلوب ہے؟ اپنی مطلوبہ زبان یا شکل کے سامنے والے خانے میں نشان لگائیں اور ذیل کے پتے پر بھیجیں۔

یہ کتابچہ یقینی کرایے داری کے بارے میں ہے۔



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