

tenant handbook

your home,
your choice,
our promise.



ihl

housing

Independent Housing UK Limited

working together for better futures

contents

Welcome
2

Your Tenancy
3

Rent
4

Benefits
4

Responsibilities
5

Communal Areas
6

Visitors
7

Repairs
Reporting Repairs
9

Reporting
Problems
11

Anti-social
Behaviour -
our commitment
12

Complaints
and Feedback
15

welcome

Dear Tenant,

Welcome to your supported living accommodation and thank you for choosing to become a tenant with Independent Housing UK Ltd (IHL)

The care and support you receive is regulated by the Care Quality Commission, but the accommodation is not. We at IHL manage this.

This Tenant handbook gives you useful information and guidelines to refer to whilst living in your property. It tells you about rent and who to deal with, both your and your landlords' responsibilities and how damage and repairs will be dealt with.

We hope that living here helps you experience having your own home and the responsibilities that go with it. Our friendly, expert team is dedicated to providing assistance and property related support as required. Please do not hesitate to contact us if you have any queries.

We look forward to being of service and wish you every happiness in your new home.

With very best wishes

Dr. Glen Mason

Chief Executive Officer, Independent Housing UK Ltd.

your tenancy



When you move in you sign an agreement to rent your flat or room. This is called a Tenancy Agreement.

In the Agreement:

YOU are called 'The Tenant.' Please ensure you have read and understand your responsibilities outlined in the tenancy agreement. If you need to clarify any of these points, please contact your Housing Manager.



housing manager

This member of staff will be your main point of contact with IHL for day-to-day housing related queries. Your Housing Manager will ensure that all reported repairs are dealt with in a timely manner, inspect your property on a quarterly basis to ensure your living environment standards are being maintained, help to collate all documentation required for claiming the correct benefits and provide you with any additional tenancy related support where necessary. Your Housing Manager is here to work with you, and your support team to help sustain your tenancy and ensure you feel happy and safe within your home.



rent

Depending on your circumstances, Housing Benefit will pay your rental amount directly to your Landlord. If you are not eligible to claim Housing Benefit, alternative methods of payment will be discussed as necessary. All rent payments must be paid promptly, as rental arrears could jeopardise your tenancy.

benefits

housing benefit

You may be able to claim Housing Benefit money from the council which can help pay all or part of your rent. Your Housing Manager will guide you through the process of your claim by filling in all forms and submitting them to the council, however you will need to supply all information the council requires along with any supplementary evidence.

council tax benefit

Everyone who owns or rents a house, flat or room has to pay council tax. If you are on a low income or are on certain benefits you may be able to claim Council Tax benefit. Your Housing Manager can help you make a claim at the same time as submitting your housing benefit claim should this be appropriate. Some people are exempt from Council Tax and may not need to pay it. Your Housing Manager can advise you on this and help you apply for a Council Tax exemption certification.

responsibilities

tenant (you)

- You must pay your rent and service charge on time.
- You must look after the property and everything in it, keeping it in a good condition.
- You must not damage the property or allow your visitors to do damage.
- You should not disturb or cause a nuisance to other occupiers, neighbours and visitors, or to the landlord's staff, contractors or agents.
- You must keep to the rules for fire and other health & safety matters so everyone is safe.
- You must always adhere to the terms of your tenancy agreement.

landlords

- Must keep in good repair the structure and the outside of the property including drains gutter and pipes.
- Keep the water supply, gas and electricity supply, toilets and washing facilities in proper working order.
- Keep in good repair and proper working order all heating and hot water installations.
- Do all repairs and other essential works within a reasonable space of time.
- Allow the tenant quiet enjoyment of their home.
- Keep to the law regarding all tenancy related and health and safety regulations for landlords.

communal areas

If your home has rooms that are shared with other tenants such as a kitchen or lounge these are referred to as communal areas.

These areas are not included in your tenancy agreement but you are welcome to share them without charge as long as you do not abuse this access. The landlord can withdraw your use of these spaces without affecting your rights to your home. You may be required to help clean these communal areas.



visitors

Visitors are welcome to the property and it is important that you have as much contact with family and friends as you want and are able. Visitors are your responsibility however, they must keep to the same rules as you and other tenants.

If a visitor breaks the rules, like making too much noise or committing anti-social behaviour they may be asked to leave.

Your supported living service may have its own rules about visitors which you may need to agree to. It is important that you feel safe and not at risk from other people.

Here is some advice on visitors:

visitors easy read advice



Who is a visitor?

Anyone that comes to your house who does not live there.



Do not let anyone in your home you do not know.



It is ok to ask them to wait while you find a member of staff.



Always tell a member of staff when a visitor comes.



All visitors must sign the visitor book when they arrive and leave your home.



Your supported living service will have its own rules about visitors.



All visitors must respect the needs and wishes of other tenants.



If any visitor does or says anything that upsets or makes you feel angry, tell a member of staff.

repairs - reporting repairs

REPAIR	COMMENT	IHL	TENANT
BATHROOM FIXTURES	EXCEPT TOILET SEATS, CABINETS, MIRRORS, SHOWER CURTAINS, TOWEL & TOILET ROLL HOLDERS	✓	
CARPENTRY	GENERAL CARPENTRY WORK EXCEPT WHERE REPAIR IS DUE TO TENANT DAMAGE OR TENANT ALTERATIONS	✓	
COMMUNAL AREAS	EXCEPT DUE TO TENANT DAMAGE	✓	
DECORATION EXTERNAL		✓	
DECORATION INTERNAL	EXCEPT COMMUNAL AREAS		✓
DOORS & DOOR FRAMES		✓	
FENCES & GATES		✓	
FIXTURES & FITTINGS	SUCH AS COAT HOOKS, CURTAINS & RAILS		✓
FLOORS & FLOORING	COMMUNAL	✓	
FLOORS AND FLOORING	ROOMS & FLATS		✓
GARDEN UPKEEP		✓	✓
GAS	ANNUAL SERVICING TO BOILERS AND APPLIANCES SUPPLIED BY LANDLORD	✓	
GLAZING	EXCEPT COMMUNAL	✓	✓

repairs/reporting repairs continued

REPAIR	COMMENT	IHL	TENANT
HEATING		✓	
HOT WATER		✓	
INFESTATIONS	BY ANTS, WASPS, BEES, BEDBUGS COCKROACH, MICE, RATS	✓	
KITCHEN UNITS WORKTOPS & EQUIPMENT SUPPLIED BY IHL		✓	
LIGHT FITTINGS	EXCEPT CHANGING LIGHT BULBS	✓	
LOSS OF KEYS OR FOBS			✓
PATHS AND DRIVES		✓	
PLUMBING REPAIRS AND LEAKS		✓	
FAULTY SHOWERS /BATHS/SINKS			✓
SWITCHES AND SOCKETS		✓	
FAULTY TOILETS		✓	
UNBLOCKING TOILETS /SINKS/SHOWERS/BATHS			✓
WASHING EQUIPMENT	WHERE SUPPLIED	✓	
WINDOWS	EXCEPT WHERE DAMAGES BY TENANT	✓	

Reporting Repairs

For repairs that you may be responsible for, please refer to the charts on the previous pages.

Your Housing Manager is:

name:

mobile:

Head Office

01625 877522

Emergency Repairs 01625 380570*

*Please only call the emergency repairs number out of hours.
Before 9am and after 5pm. Monday to Friday and weekends.

anti-social behaviour

our commitment to you

We will deal with anti-social behaviour in our supported living services. We want to make sure that everyone feels safe in their home. We will do this by working with tenants and families/ advocates to:

- Take action to stop all forms of anti-social behaviour.
- Respond to complaints quickly, efficiently, sensitively and in an consistent manner.
- Offer support to those complaining and take action against anyone committing anti-social behaviour.

what is antisocial behaviour?

Anti-social behaviour includes, but is not limited to the following:



- Use of violent or threatening behaviour.



- Racist behaviour including physical or verbal abuse, graffiti, or racist comments.



- Playing music loudly or making other loud noises.



- Banging and slamming doors.



- Damaging property.



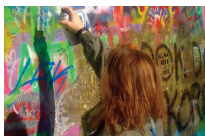
- Criminal activity in the property.



- Selling alcohol, tobacco or counterfeit goods.



- Drugs, we have a 'zero tolerance policy.'



- Spraying graffiti.



- Throwing things out of windows or from balconies.



- Breaking shared security, for example allowing strangers to get into the building.



- Causing fires deliberately



- Interfering with neighbours, other people who live in the neighbourhood or anybody visiting or working.

complaints and feedback

Building, facilities repairs and maintenance

If you have a complaint about the building, its facilities or about repairs and maintenance please contact your Housing Manager, you can do this yourself if you can or ask staff to help you.

Tenancy

If you have a complaint or question about rent, or other points within your tenancy agreement please contact your Housing Manager.

Other Tenants

If you have a dispute or complaint with another tenant please contact your Housing Manager to discuss the issue. If the problem continues or is very serious then your support worker will contact your Housing Manager.

Feedback

We welcome any comments you may have in regards to the service IHL provides. Please let your Housing Manager know or alternatively contact Head Office on 01625 877522 or email: housing@ihl-uk.com

complaints

Complaints Procedure

Whilst we will try at all times to do everything right first time, we understand that sometimes you may wish to complain if you feel that something is wrong.

In this instance, we promise to deal with your complaint immediately and keep you fully informed of how we are dealing with the problem. Your complaint will be dealt with promptly and fairly.

If your complaint is about your tenancy, accommodation or maintenance issues, you can in the first instance contact your Housing Manager on the mobile number provided to you. Alternative methods of reporting a complaint to IHL are via our Head Office telephone number 01625 877522 or email: housing@ihl-uk.com

If your complaint is about
Benefits and Rent payments,
you can contact the head office
on

01625 877522

or

email: housing@ihl-uk.com

notes

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notes

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housing

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working together for better futures