



TENANTS HANDBOOK

**GRAYSHOTT AND DISTRICT
HOUSING ASSOCIATION LTD**

G&DHA Tenants Handbook

GRAYSHOTT AND DISTRICT HOUSING ASSOCIATION LTD

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GRAYSHOTT AND DISTRICT HOUSING ASSOCIATION LTD

Grayshott and District Housing Association Ltd (G&DHA) currently owns 40 properties in the village of Grayshott, with the aim of renting them at affordable levels in keeping with the aims of the original founders of the association.

In 1935 Mrs Charlotte Lyndon realised the need for decent affordable housing within the village, and after failing to persuade the Local Council to help found backing from local supporters. This resulted in the first 12 homes, all of which are still part of the housing available today.

The Association managed these twelve properties until 1960 when Miss Pearman, a founding member gave two houses, followed by five more in the following years and provided for three newly built bungalows. In 1990 the G&DHA Committee appealed for additional funds to construct a block of four apartments on land donated by Mrs Lyndon. This was supported by fund raising from the village, loans from individuals, charities, a donation from East Hampshire District Council and as a result Pearman House was completed in 1992.

Twenty-five years later a new detached house named Lyndon was built and in 2020 three original properties on Crossways Road were demolished, making way for 14 flats.

The Community of Grayshott is hugely indebted to these two remarkable ladies, Mrs Charlotte Lyndon and Miss Pearman.

The Association is run by a Board of Trustees, made up of members of the local community and a part-time Housing Administrator who is employed as the contact for tenants and trustees. G&DHA is registered as a Community Benefit Society with charitable rules, but unlike the larger Housing Associations it is not registered with the Homes and Communities Agency (HCA). As it is also not a Registered Social Landlord tenants do not have a right to buy their properties, which means they remain available at affordable rents for the local community.

A register of applications is kept and updated regularly, so whenever a vacancy arises the Association can act quickly to find new tenants. Usually there are many applications for each vacancy.

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CONTACT DETAILS

Housing Administrator:	Kelly Jo Lovell
Telephone:	07891 057631
Email:	admin@grayshotthousing.co.uk
Postal Address:	P.O. Box 698 Farnham, Surrey. GU9 1NF
Registered Office:	Wettone Matthews, Market House, 21 Lenten Street, Alton, Hampshire, GU34 1HG
Board Members:	For details of the Board Members please visit www.grayshotthousing.co.uk or call the Housing Administrator

ADDITIONAL CONTACT NUMBERS

Gas emergency	If you smell gas contact: 0800 111 999
Electricity emergency	Power cut contact: 0800 31 63 105 Power line emergency contact: 0800 404090
South East Water	If you have low water pressure, do not have a water supply or have a serious water leak please contact: www.southeastwater.co.uk or 0333 000 0365

Please contact your usual gas, electricity, or water supplier for general enquiries.

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Bins, council tax and housing benefit depending on the location of your property

East Hampshire District Council 01730 266 551

Waverley Borough Council 01483 523 333

Benefits, money, debt & legal CAB East Hampshire 0300 330 9028

Reducing loneliness and isolation Age UK 0800 055 6112

Domestic abuse Hampshire 033 016 512

Surrey 01483 776822

Mental well-being Samaritans 116 123

Drug and alcohol support Inclusion Hampshire 0300 124 0103

Under 25s 24/7 0845 459 4905

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TENANCY AGREEMENT

The tenancy agreement which has been signed is a legal contract between yourself(selves) and G&DHA. It therefore should be kept in a safe place throughout your time as a G&DHA tenant. The document details both the obligations of your household and the responsibilities of G&DHA as your landlord.

New tenants will receive an Assured Shorthold Tenancy with a specified fixed period. After the fixed period ends the tenancy will become a rolling contract based on the tenancy period, which runs in line with when you pay your rent each month. Older tenancies may have an Assured or Secure tenancy depending on when they were issued.

If you are unsure and need clarification on any of the terms of the agreement, the Housing Administrator will be happy to discuss these with you. If you require a Tenants Handbook in another format (for example larger print) please contact the Housing Administrator.

Changes to your Tenancy

With permission from G&DHA assigning the tenancy to another person can be considered as long as the person you wish to assign to would have rights to succeed your tenancy should you die.

- A spouse or partner
- Another close family member who has lived at the property for at least 12 months

Tenancies can also be assigned when a property transfer is ordered through the courts.

Changes to your Household

Throughout your time in a G&DHA property your household composition may change. You should advise G&DHA in writing of these changes; it is critical that G&DHA hold up to date information about members within your household living in our properties. Having lodgers or sub-letting is not allowed within the terms of your tenancy agreement.

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Lodgers and Sub Letting

A lodger is somebody who is not normally part of your household, but who lives in your home, usually for payment.

Sub-letting is where a tenant let's all or part of their home to somebody else, who lives independently from the rest of the household.

Transfers

If your circumstances change and you need a larger or smaller home, as a tenant of our Housing Association we will try to meet your request as a priority when one becomes available. You can also join the Housing/Transfer Register at East Hampshire District Council; they will prioritise your application in line with their allocations policy. Details at Hampshire Home Choice www.hampshirehomechoice.org.uk

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YOUR RESPONSIBILITIES AS A TENANT

- You are responsible for paying your rent and other charges such as service charges and utility bills and you must inform G&DHA of any changes to your household
- You must maintain the condition of the property and garden. Fair wear and tear are acceptable
- You are responsible for the behaviour of every person living in or visiting your home. This responsibility covers your home and garden, any communal areas, and the neighbourhood around your home
- You and your household or visitors must not cause a nuisance, annoyance, or disturbance to any other person
- You, your household, and any visitors must not use your home or any communal areas for any illegal activities
- You or any member of your household, or visitors must not damage, deface or draw graffiti on G&DHA property; if you do you will have to pay to remove or replace it
- You or any members of your household or visitors must not place or store goods in any communal area or obstruct any shared corridors, staircases, porchways
- You must not keep any bottled gas, paraffin, petrol or other dangerous material in your home or the communal areas
- You must not run a business from your home without prior permission from G&DHA
- You must allow our Board Members, Housing Administrator and any G&DHA appointed tradespersons to enter or inspect your home, or to carry out repairs or maintenance tasks
- You, a household member or a relative, must give one months' notice to end the tenancy

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PERMISSIONS

You are required to seek permission from G&DHA in the following circumstances:

Home improvements

You must request permission before starting any works within your home or garden. Any request will be discussed by the Board Members and formal plans may be needed. Alterations to kitchens, bathrooms, flooring will all need permission. No alterations are to be made to the structure of the building. Non-essential improvements you wish to make can proceed once permission is agreed at your own expense.

Gardens

If you wish to put up a shed, greenhouse or any structure including fencing within your garden permission is required from the Board Members; please contact the Housing Administrator. Information about any structures will be discussed with you and will be at your own expense.

Pets

Pets are only allowed with prior permission. If you wish to have a pet in your home you must first apply and seek permission from the Board Members, please contact the Housing Administrator to discuss. We will consider any reasonable request which will depend on the type of property you live in and the size of any garden. We will also consider any other pets within the property or neighbouring properties. If agreed, you are responsible for your pet, any nuisance caused may lead to the withdrawal of the agreement. In the event that you are no longer able to care for your pet we will expect you to make arrangement for the pet to be looked after by a nominated person or society of your choice. Concern for any animal at the property will be passed on to the relevant organisations.

No Pets are allowed at Bidston, Penton or Western Lodges

Running a business

We will consider requests to run a business from the property. The nature of the business and hours of work will be taken into consideration to assess impact to neighbouring properties. Businesses where clients would need to attend the address (such as counselling or beauty therapy) will not be given permission.

Any works carried out within the house or garden without permission will need to be removed at your expense when your tenancy ends.

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REPAIRS and MAINTENANCE RESPONSIBILITIES

G&DHA take responsibility for the structure and fabric of your property, but not for internal decoration or upkeep of the internal property or garden fences and space.

Landlord Responsibilities

G&DHA is responsible for all external walls, doors and windows, external roofs, drains (where a blockage is not caused through negligence or misuse), water and central heating systems. In flats, all operating systems such as the communal TV aerial, communal lighting, door entry phones and fire safety systems. As well as gutter cleaning, internal and external communal space cleaning. Communal garden spaces will be maintained, involving the cutting of hedges and lawns as appropriate, but not 'gardened'.

Tenants' Responsibilities

As a tenant you are responsible for the upkeep and maintenance of the interior of your property and to report any problems to G&DHA. You have responsibility for the following:

Internal

- To keep your property clean and in good decorative order; including the repair of minor cracks and holes in walls and ceilings
- To replace bath and basin plugs, toilet seats, light bulbs, electrical fuses, smoke alarm and carbon monoxide sensor batteries
- Storage – you cannot use non-habitable spaces such as lofts to store items. These need to be kept clear for inspection
- To take positive action to prevent and control condensation by ensuring adequate ventilation. Excess condensation can cause problems with damp and mould
- To take action to prevent waste pipes and drains becoming blocked and prevent pipes from freezing or bursting
- To clear blocked sinks, drains or toilets caused by negligence or misuse
- To repair and maintain any waste/supply pipes and vents for dishwashers, washing machines, and tumble dryers

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External

- To maintain personal/private gardens to a tidy and respectable standard
- To maintain trees in your private garden that may overhang onto neighbouring properties or land
- Rubbish is not to be stored in your garden or allowed to build up; it creates an eye sore to neighbours and can encourage vermin
- To maintain washing lines, rotary driers, garden sheds, trellises, store cupboards
- To remove any oil spills on your concrete or tarmac surfaces

General

- To repair and maintain any new fixtures that you have installed
- To replace broken panes of internal glass and to replace external glass where damage has been caused by misuse
- To prevent and control infestations including rats, mice, wasp nests and other common household pests
- To repair any damage due to negligence or misuse by anyone who lives in or visits your property

G&DHA will inspect all properties annually.

PROTECTING THE ENVIRONMENT

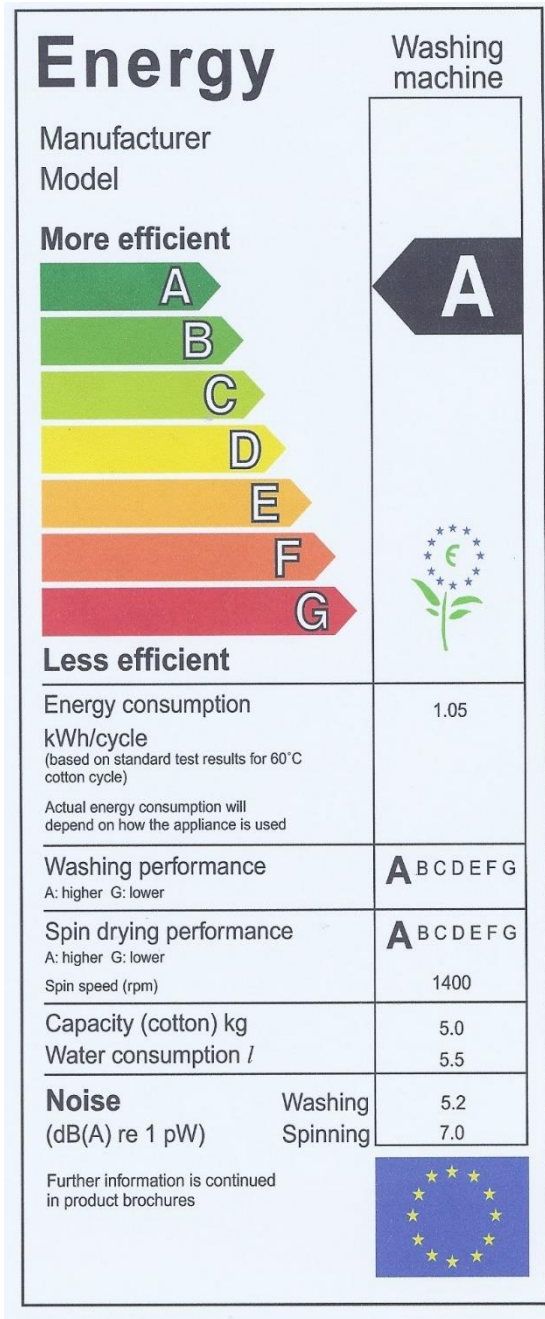
G&DHA proactively encourages the use of sustainable, environmentally conscious products, services and practices. We would like tenants to also consider the environmental impact of their everyday actions and how to save money including:

- Home and garden water usage
- Electricity and gas usage
- Recycling practices
- Generally reducing the use of plastics and single use items
- Walking where possible for short journeys

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If everyone made one small environmental change it would have a big impact for the ENERGY SAVING

THE EUROPEAN UNION ENERGY LABEL



By law, the European Community Energy Label must be displayed on all new household products of the following types displayed for sale, hire or hire-purchase:

- Refrigerators, freezers and fridge-freezer combinations
- Washing machines
- Electric tumble dryers
- Combined washer-dryers
- Dishwashers
- Lamps
- Electric ovens
- Air conditioners

Mail Order catalogues, internet advertisements and manufacturers' literature must contain similar information. You should expect to be provided with this information wherever you buy these products.

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CHOOSE MORE EFFICIENT PRODUCTS AND SAVING YOUR MONEY

What you get for your money – Energy Efficiency

The more efficient the product, the less energy it needs and the more you get for your money. 'A' rated products are the most efficient and 'G' rated products are the least efficient. Use the main 'A - G' scale to compare different models.

To obtain contact details for your local Trading Standards Department, click on

<https://www.gov.uk/find-local-trading-standards-office>

Further information

To find out more ways to save money on your energy bills and choose efficient appliances, look on the Energy Saving Trust's 'Save Energy' website at

<https://www.energysavingtrust.org.uk/>





or see the Energy Comparison site at Citizens Advice at

<https://www.energycompare.citizensadvice.org.uk/>

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ENERGY SAVING LIGHTBULBS AND FITTINGS

Energy saving lightbulbs have always been a bright idea - for your pocket and the environment. They use up to 80 per cent less electricity than a standard bulb but produce the same amount of light. In other words, they can help you to save money and energy, all in one wise purchase and by saving energy, you will be helping to fight climate change too.

		LUMENS				
		220+	400+	700+	900+	1300+
	STANDARD	25W	40W	60W	75W	100W
	HALOGEN	18W	28W	42W	53W	70W
	CFL	6W	9W	12W	15W	20W
	LED	4W	6W	10W	13W	18W

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Top Tips to Save Energy

Despite the measures built into your home to assist in saving energy in the home we can all still do more to save even more energy. Here are some simple but effective ways you can do now to save energy.

Option	Saving	Notes
Use the boiler to heat water in summer	£120	Heat by gas instead of an immersion heater. This can save you a third that would be needed by using electricity
Convert most lights to low energy bulbs	£69	LED bulbs are more expensive but last a lot longer
Reduce hot water consumption from 250 to 200 litres a day	£56	Be conscious of what amount of water you use per day and try and reduce the overall amount
Reduce the room temperature in winter by 1 degree to 20degC	£38	Reducing the temperature by a fraction could save a lot of energy
Save a quarter of the energy used for lighting by switching off lights not needed	£29	Even with the use of low energy light bulbs, lights left on when not needed still use energy. Switch Off!!
Reduce hot water temperature from 65 to 60 deg C	£28	This small change reduces the energy required to heat the water to the higher temperature.
Switch off the TV, computer, screen and printer at the wall when not in use	£24	Switch off or unplug. Electricity is still being used to power various components within these goods. An easy saving!
Halve the use of the clothes drier to once every 8 days	£9	Electric drying can also be reduced by extra spin drying after the wash
All these free options together	£320	

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FURTHER INFORMATION

Should you wish to find further information on energy conservation, waste, recycling, etc. here are some useful sources of information.

Energy Saving Trust

www.est.org.uk/

DEFRA

<https://www.gov.uk/government/organisations/department-for-environment-food-rural-affairs>

National Energy Centre

<http://www.nef.org.uk/about-us/national-energy-centre/>

Source: www.blewbury.co.uk/energy/saving.htm

Saving Water in the Home

Water is an important resource and all of us can be guilty of wasting water needlessly.

Here are a few ways how water can be saved in and around the home that could reduce wastage and costs.

Any Leak is a waste – Get it fixed!!
Check all taps to ensure none are dripping
Check for leaks under the sink, basin, bath and associated pipework.
Check the WC bowl for signs of any continually running water.
If you see water running from an external overflow pipe, report it straight away as you may have a fault with a ball-cock system not closing properly and allowing water to run freely.
Check all outside taps and pipework are protected from frost and tanks and pipework in loft spaces are properly insulated.

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Saving Water in the Home

Take a shower instead of a bath.

Fill kettles with only the sufficient water needed.

Don't leave the tap running when you are brushing your teeth!!

Use a bucket and sponge to wash the car rather than a hose.

Wash vegetables in a bowl rather than under running water.

Source: South East Water 'Water Wise Ways' future.

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MAINTAINING YOUR TENANCY

Should you need any help to understand your responsibilities as a tenant or support with your tenancy where friends or family are unable to help, there are organisations you can contact. Please see the list of contacts at the front of this handbook or contact the Housing Administrator for further advice.

Organisations can help with:

- Applying for benefits to increase your income
- Setting up utility providers and settling into your new home
- Dealing with debt and financial issues
- Tackling anti-social behaviour
- Reducing loneliness and isolation
- Domestic abuse
- Mental well-being
- Drug, alcohol, and addiction support

INSURANCE

G&DHA take responsibility for buildings insurance on the structure of your property, but not for any of the contents. You will need to take out your own insurance for any personal possessions both indoors and outdoors. Insurance is not expensive when you compare it to the cost of replacing your household contents.

SAFETY CHECKS

- Gas Inspections:** G&DHA is legally responsible for annual gas checks. These inspections are for your own safety, you must allow access to comply with your tenancy agreement.
- Fire Systems Checks:** Annual maintenance check
- Chimney Sweeping:** Where applicable it is the responsibility of the Association to ensure your chimney is swept annually
- Door Entry System:** Annual maintenance check
- Communal Lighting:** Annual maintenance check

G&DHA keep the certificates issued with the above checks. You can have access to these certificates if required by your household insurer.

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KEYS

A set of keys relating to your property is kept in a secure location and these are to ensure that G&DHA as your landlord, can gain access in case of an emergency. You will be notified if this is necessary and they will not be used to invade your privacy.

Should you lose your keys it is your responsibility to notify the Housing Administrator, have the locks changed and provide the Housing Administrator with a spare set of keys. This also applies to garage and shed keys.

UTILITY AND PHONE BILLS

As a tenant it is your responsibility to pay your own Council tax and all utility bills, e.g. water, gas, electricity, and any associated phone bills. If you are a new tenant, please ensure you advise the local council for council tax purposes and the relevant utility companies of the readings and the date you moved in. The Housing Administrator can provide you with any contact details.

Any meter usage during the vacant period prior to your tenancy starting will be covered by the Housing Association. It is important you take meter readings both when moving in and leaving a property. You are able to switch utility suppliers if you so choose and to install a 'smart meter', but please notify us of this.

RENTS AND RENT SETTING

The rental income received is used to manage, maintain, and upgrade all our properties. You have signed and agreed to pay your rent on a monthly basis and only in exceptional circumstances in agreement with G&DHA may payment methods be changed. It is very important that you let us know immediately if you are having trouble paying your rent, it may be that you could receive housing or income benefits, dependent on your current income. To help you do this we have an arrangement with the Citizens Advice Bureau. You are entitled to an express **confidential** meeting at their office in Bordon or in your home. To set this up please call 01420 477005 explaining you are a resident of G&DHA.

G&DHA do not tolerate any form of rent arrears, but if you are facing genuine difficulties you must talk to us and we will listen to the reasons that you have given. We will make arrangements with you to make up any missed rent payments by instalments. However, we expect you to clear any arrears as quickly as possible and

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if you persistently fail to pay your rent on time or if you do not keep to the agreed arrangements for paying missed payments then we will follow our procedure to recover rent arrears. Remember that if rent arrears persist and court action is taken, you could lose your home.

If rent arrears accrue, we will:

- Remind you by letter of your responsibility to pay rent
- Try to contact you to discuss your arrears, if you do not contact us first
- Notify the Board that arrears have accrued and discuss a course of action to be taken
- Either call to discuss this matter with you or send you a written warning
- Follow the Pre-Action Protocol for possession claims, serve a notice of seeking possession to warn you that legal proceedings may be taken against you
- Proceed with court action to take possession of the property

We will act according to your tenancy agreement and our Rent Arrears Policy. Therefore, if you do find that you are struggling to pay your rent, please contact the Housing Administrator as soon as possible to discuss the circumstances.

Rents for those on an Assured Shorthold Tenancy are reviewed annually by the Board Members. You will be notified in January each year of your new rent which becomes payable from 1st March. Please ensure you advise your bank to change any standing order or direct debits.

Rents controlled under the Rent Acts are reviewed and set by the Rent Officer, usually every two years, this is for Assured and Secure tenancies.

SERVICE CHARGE

A service charge may be payable in addition to your rent payment and is a charge connected to facilities or services related to your home. G&DHA organise and pay for these facilities or services and then pass any charges onto the tenants affected via the service charge. Examples of service charges include:

Outside areas

- Upkeep of communal gardens
Keeping clean carparking areas
- Maintenance of outside lighting

Inside areas

- Keeping stairways clean
- Providing a door entry system
- Looking after fire alarm systems

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- Maintaining the TV aerial system
- Gutter cleaning
- Lighting
- Decoration

General Reserve

For a new development of properties money will be retained as part of the General Reserve Funds to offset the reduction in value and replacement of some longer life items, e.g. boilers, kitchens, and bathrooms. The recovery cost will be balanced against the expected life span of the item. e.g. usually measured as 15 years for a boiler system and 5 years to renew the decoration in communal areas.

Every year when your rent is reviewed, we will produce a schedule that sets out the service charge for each property, where applicable, for the forthcoming year. We calculate the charge based on what has been spent in the previous year.

ABSENCE FROM HOME

For all sorts of genuine reasons tenants may need to be absent from their home for longer than usual holiday periods, e.g. a stay in hospital.

We would appreciate being informed in case there is an emergency, and we need to gain admittance, for example a gas leak or repair work to be undertaken. If we have to gain admittance whilst your property is unoccupied, we will aim to seek your permission first in order to do so. Whilst you are away your rent will still need to be paid and the property kept in a good habitable condition. It is useful to leave details of key holders for your property with the Housing Administrator.

BEING A GOOD NEIGHBOUR

Everyone has the right to enjoy life in their own way, providing they do not disturb those living near them. A good neighbour will tolerate and understand the differences in lifestyles of others. We recognise that problems with neighbours can occur; we will do what we can to help but we do not get involved if it is a dispute between neighbours where no one is actually doing anything wrong. Disputes with neighbours are often caused by misunderstandings and may be sorted out by talking to each other and reaching a compromise. If an issue arises, as a first step, try talking to

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them in a tactful manner as they may not realise the effect their actions are having. If this proves unsuccessful then discuss it with the Housing Administrator who will be able to advise you on further actions you may wish to take, and what action we can or cannot take. Where possible we will work with you and your neighbour to try and reach an amicable solution.

Bonfires

Bonfire smoke can be very irritating and can cause distress to those exposed to it. Please be considerate of others and check it is allowed on your council website before lighting a bonfire and consider location, wind direction and weather conditions, items to be burnt and any fumes that may be given off and also the time of day.

Pest Control

Local authorities offer pest control services to treat pests such as rats and wasps, you may be charged for these services. The Housing Administrator can offer further advice should you need help. If the issue is within a communal area please let the Housing Administrator know, we can arrange for a pest control company to assess and give advice on any treatment needed.

Parking

Please be considerate when either you or your visitors are parking. Please only use your designated space or other suitable designated parking areas. Please do not block access routes for others or emergency vehicles.

Rubbish disposal

Bin are provided and emptied by the local authority; East Hampshire District Council or Waverley Borough Council depending on the location of your property. All rubbish should be placed within these bins for collection and not left in gardens or any communal areas. Any additional rubbish should be disposed of responsibly through the local authority at a local recycling centre. It is not acceptable to allow rubbish to build up or be stored within or outside your property.

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NUISANCE AND ANTISOCIAL BEHAVIOUR

Reports of nuisance and antisocial behaviour made to the Housing Administrator will be taken seriously and discussed with the Board Members; investigated thoroughly and the appropriate action taken.

We will intervene if someone is in breach of their tenancy, including taking legal action against the most serious forms of nuisance and antisocial behaviour.

The most common examples of nuisance are excessive noise from music or appliances, shouting, dumping vehicles or rubbish, persistent noise, mess caused by dogs and obstructing communal areas.

Noise can cause problems depending on:

- How loud it is
- How long it lasts
- What time of the day or night it occurs

Enjoy the privacy of your home and gardens without causing nuisance to your neighbours. Please do not let children kick their balls against adjoining fences or walls.

Examples of Nuisance

The repairing of vehicles outside your home, use of the horn late at night, the excessive revving of engines.

Car parking can often cause disputes so please make sure you and your visitors are considerate when parking any vehicles. Bicycles left in communal entrance ways should not cause obstructions.

Domestic Abuse

Domestic abuse includes any form of mental, emotional, physical, or sexual abuse between people in a close relationship. It may be accompanied by other behaviour such as, intimidation, degradation, humiliation, deprivation, systematic criticism, and belittling.

If you are experiencing domestic abuse, please reach out and speak to someone within an organisation listed on the Additional Contacts page.

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Drugs

The use and selling of drugs can have a big impact on an individual, family and neighbourhood. G&DHA will work closely with the Police to remedy any issues that arise. If you have any concerns, please speak with the Housing Administrator who can give you details of local organisations who can help.

Vandalism & Graffiti

Anyone who damages or creates graffiti outside or within G&DHA property will be responsible for the repair. If you become aware of any damage or graffiti on G&DHA property, please contact the Housing Administrator.

Visitors

If you have visitors ensure that they do not allow their dogs to foul in our communal gardens, if accidents happen please make sure it is cleared up. Ask visitors to close any communal doors quietly and not let them bang shut disturbing other tenants in the building. Please use the door entry systems where appropriate and not knock on the ground floor flat windows to be let into the building.

We will tackle anti-social behaviour by:

- **Prevention** Actions will be taken to try and prevent the problem continuing should an issue arise
- **Intervention** We will aim to intervene and offer support and advice if preventative measures have been unsuccessful
- **Enforcement** Will be used when necessary and when other options have been unsuccessful. This can include serving a notice to leave your property if you or a member of your household or your visitors are causing antisocial behaviour

It is important to remember that what might become a nuisance to one person, may not be recognised as such to another.

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TENANT INVOLVEMENT

G&DHA is committed to involving tenants in the way we manage, maintain, and develop our homes and aim to offer a number of ways in which tenants can be involved.

Consultation Board Members will endeavour to consult tenants on all matters that may affect their properties and take into consideration tenant's views when making decisions

Survey As an Association we are interested to hear how well the decisions and actions the Board Members make actually meet your needs as a tenant and would welcome your anonymous comments in our annual survey

Inspections Board Members will conduct annual inspections on all the properties where you will have the opportunity to meet with them and discuss any concerns you may have. As a locally based housing association we want to work together with the community

Please see a copy of the annual inspection form that will help to inform the Administrator and a Trustee of any issues or repairs that you may have. We will ask you to complete and return this form for the annual property inspections.

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G&DHA Annual Property Inspection Form

Tenant Copy

Name of Tenant:

Property:

Date:

In preparation for the Annual Property Inspection, please could you complete the following questions. During the inspection by the Administrator and a Trustee this form will help to inform them of any issues or repairs that you may have. This is a generic form used for all our properties so some questions may not be relevant to your home.

Question	Answer	Trustees Comments
<p>1. Windows and Doors</p> <p>a) Do all your windows and trickle vents open correctly?</p> <p>b) Are all the window locks working correctly?</p> <p>c) Are there any issues with the window sills or glazing?</p> <p>d) Do all the internal and external doors operate correctly?</p> <p>e) Do all the locks work, so they open and close freely without catching?</p> <p>f) Do all the lever handles operate as they should?</p> <p>g) Do the bathroom and toilet door locks work correctly?</p>		
<p>2. Electricity</p> <p>a) Do all your power outlets and light switches operate correctly?</p> <p>b) Are there any issues of no power, difficult switches or loose faceplates?</p> <p>c) Have you any problems with nuisance tripping of circuit breakers within the fuse box?</p>		

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Question	Answer	Trustees Comments
<p>d) Do all your smoke and carbon monoxide alarms work correctly?</p> <p>e) Does the outside lighting work properly?</p>		
<p>3. Heating</p> <p>a) Is the heating working correctly?</p> <p>b) Have there been or are there any faults or issues in its operation?</p> <p>c) Have you lost heating or hot water at all?</p> <p>d) Is your home warm enough?</p> <p>e) Is there any damp within your home?</p>		
<p>4. Hot & Cold Water</p> <p>a) Do you have both hot and cold water from all the taps, with enough hot water and sufficient water pressure, etc?</p> <p>b) Have you experienced any water leaks from taps, basins, sinks, radiators, etc?</p>		
<p>5. Sanitaryware</p> <p>a) Do all the WCs flush and refill correctly?</p> <p>b) Is any sanitary wear cracked?</p> <p>c) Do shower valves provide the correct control and water temperature?</p>		
<p>6. Kitchens</p> <p>a) Do all the kitchen doors and drawers operate correctly?</p> <p>b) Are there any missing or damaged parts?</p> <p>c) Are the worktops damaged at all?</p>		

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Question	Answer	Trustees Comments
d) Is the wall, ceiling and any tiling in good condition?		
7. Flooring		
a) Are there any issues with floor coverings such as loose vinyl or carpets (if applicable)?		
8. Fixtures and Fittings		
a) Are fixtures such as coat hooks, curtain battens, airing cupboard shelves, etc. still securely fixed (if provided by G&DHA)?		
9. Ventilation		
a) Do all your extractor fans work efficiently in the kitchen, bathroom and wc?		
b) Are you using the fans and window trickle vents as they are intended?		
c) Have you noticed excessive condensation or mould growth?		
10. Drainage		
a) Have you experienced any issues of blocked drains?		
11. Outside		
a) Are all fences, gates and sheds (if provided by G&DHA) in good order?		
b) Do any driveways/ paths/paving slabs show signs of excessive wear; do slabs move more than you might expect?		
c) Are the access paths and steps in good condition?		
d) Are any handrails becoming loose or damaged?		
e) Are any of the neighbour's trees causing issues?		

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Question	Answer	Trustees Comments
f) Have you noticed any other issues with the external fabric of your property for example, loose roofing tiles, loose mortar on the chimney stack or brickwork or damaged facias?		
<p>Detectors</p> <p>How many Carbon Monoxide detectors do you have and which rooms are they situated in?</p> <p>How many smoke alarms are there and in which rooms are they situated in?</p> <p>Are all of these in working order?</p>		
<p>General</p> <p>Are there any repairs or issues that you have reported before which are still unresolved?</p>		

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ENDING YOUR TENANCY

If you wish to end your tenancy you must give one months' notice in line with your tenancy period, please check with the Housing Administrator if you are unsure. Notification of your intention to leave and the date for vacating the property with all your belongings should be given in writing to the Housing Administrator.

We will then notify you of any rent that would be payable and your responsibilities before departure. If your date of departure cannot be met or you change your mind, please contact the Housing Administrator as soon as possible. We expect that all your belongings and any rubbish within the house and garden will be removed and the property left in a lettable condition, including any garage, shed or green house space. We will be looking for new tenants and will require the property to be left as clean and tidy as it was when you first moved in.

We will need to inspect the property and advise you of any works you will be required to do before fully vacating and handing back all the sets of keys. If it has been agreed that any garden structures such as a shed or greenhouse may be left, then any keys for these will need to be left as well.

Please do not remove or throw away the Tenants Handbook as this belongs with the property.

Death of a tenant

You should contact the Housing Administrator as soon as possible after the death of a tenant. You will be offered advice on what steps you need to take depending on the type of tenancy in place.

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COMPLAINTS

G&DHA prides itself on aiming to provide an excellent service to all our tenants, but recognise there may be times when things do go wrong, we have a robust complaints procedure in place to deal with such issues.

In the first instance please contact the Housing Administrator who can provide full details. All complaints are taken seriously and will be treated in the strictest confidence. We aim to take a positive approach with all complaints and will seek to establish where our services may be improved for the future.

DATA PROTECTION

We keep records of our tenants which includes personal and sensitive information. This is used to help G&DHA manage your tenancy including carrying out repairs to your home and recording rent payments. We will only share this information without your prior permission in exceptional circumstances for example where there are safeguarding concerns for an adult or child or the detection and prevention of crime.