

THAMES
VALLEY
HOUSING

HEATHERWOOD

YOUR TENANCY

KEYWORKERS



YOUR TENANCY

You have an Assured Shorthold Tenancy, which is a 6 month fixed term tenancy.

At the end of the six months, your tenancy will continue on a month by month basis until you decide to vacate your flat, provided that your circumstances don't change.

If we have a valid reason to end your tenancy, we can do so by applying to the County Court for a possession order.

Your tenancy may be ended if you break the terms and conditions of your contract with us, as set out in your tenancy agreement, or if we have a valid reason to do so. In such circumstances we will take the following steps:

- ▶ We will contact you about the breach of your tenancy.
- ▶ We will warn you that we will take legal proceedings if there is not a positive change in the situation and issue you with a Section 21 Notice.
- ▶ If there is no improvement we will apply to the County Court for a Possession Order.
- ▶ The court will then grant an Order of Possession for an Assured Shorthold Tenancy.
- ▶ We will then end your tenancy.

Your rights and responsibilities

Under the terms and conditions of your tenancy agreement, you have certain rights and responsibilities. Please familiarise yourself with these as failure to comply with them may result in your accommodation being put at risk. A brief summary of some of your responsibilities is detailed below, but please check your tenancy for the full information.

- ▶ You have the right to live in your home, without any interference from us, provided that you abide by the terms and conditions of your tenancy.
- ▶ You must allow our staff, agents and contractors to access your property, for prearranged appointments. We will always write to you in advance, failure to provide access may result in you being recharged.
- ▶ You must accept a new tenant visit within two months of moving in so we can be sure you're looking after the property and to answer any queries. We will write to you in advance to notify you when this will be.
- ▶ You're responsible for ensuring your rent is paid in full and on time. You must advise us of any changes in your circumstances that may affect your ability to pay your rent e.g. you have stopped working or gone part-time.
- ▶ It is your responsibility to pay Council Tax for the property unless it is included

within your rent. Please refer to your tenancy documents to check.

- ▶ If you change your employment, you must contact the Accommodation Office immediately, to discuss whether you are still eligible to live in this accommodation. Failure to do so may lead to your accommodation being put at risk.
- ▶ If you hang anything on the walls of your accommodation that requires screws, nails or picture hooks, it is your responsibility to ensure it is removed when you leave the accommodation. Any damage to the wall must be repaired, failure to do so may result in the loss of all/part of your deposit.
- ▶ You must not make any alterations or changes to the property.
- ▶ You must not cause any nuisance to any other residents, or to Thames Valley Housing and their staff. This includes playing loud music, slamming doors, leaving rubbish or belongings in communal areas, harassment or abusive behaviour/language.
- ▶ Thames Valley Housing takes Anti-Social Behaviour very seriously and will take relevant steps to deal with it in accordance with our Policy. If you're the victim of Anti-Social Behaviour, please report it to us immediately.
- ▶ You must not sublet your property or we will take steps to end your tenancy.

Ending your tenancy

If you decide you want to end your tenancy, you will need to give a minimum of 28 days notice, in writing and ensure your rent is paid up to date. Once we receive your notice, we will arrange an inspection of your property a week before you vacate. We will identify any damage caused, and highlight any missing items from the inventory list issued to you at the start of your tenancy.

Please remember your accommodation must be left in a clean decorative state. If we find your flat has not been kept in an acceptable condition, we will deduct money from your deposit. Any rent arrears, or other debts will also be deducted from your deposit.

Section 21 – Notice Requiring Possession

This is a notice we, as your landlord, have to serve to enable us to apply for a possession order from the County Court. We have to wait two months, from the date of service of this notice, before we're allowed to make any application to the Court. We will only do so in the event that we need to.

Your Deposit

Your deposit is protected by 'The Deposit Protection Service', full details of this service can be found in your tenancy agreement.

TRANSLATIONS & INTERPRETATION

If you need to contact us about anything, and need an interpreter, call **0300 456 2929** and tell us your language.

We can also provide a large print version of this document.

If you would like any TVH information translated into another language, in large print or audio versions, please contact us on 0300 456 2929.

Si vous souhaitez recevoir une quelconque information de TVH dans une autre langue, veuillez nous contacter au 0300 456 2929.

Jeżeli chcieliby Państwo otrzymać dowolne informacje TVH w innym języku, prosimy o kontakt pod numerem telefonu: 0300 456 2929.

Haddii aad jeceshahay in luqad kale lagugu turjumo macluumaadka Thames Valley Housing (TVH), fadlan nagala soo xiriir 0300 456 2929.

যদি আপনি TVH সম্পর্কিত কোনো তথ্যের অন্য একটি ভাষায় অনুবাদ চান, তাহলে অনুগ্রহ করে 0300 456 2929 টেলিফোন নম্বরে আমাদের সঙ্গে যোগাযোগ করুন।

إذا رغبت في معرفة أي معلومات مترجمة إلى لغة أخرى عن توماس فالي هوزينج (TVH)، فيرجى الاتصال بنا على الرقم 0300 456 2929.

اگر آپ TVH (تھیمز ویلی ہاؤسنگ) کی کسی بھی معلومات کا ترجمہ کسی دیگر زبان میں چاہتے ہیں تو براہ مہربانی ہم سے 0300 456 2929 پر رابطہ کریں۔