

# Homes **4** Rent



# TENANTS HANDBOOK



*"Delivering Excellent Housing Services"*

# Contents

Top Tenancy Tips Page 5

Get Involved Page 8

Moving in to Your New Home Page 12

Use and Occupation of Your Home Page 16

Mutual Exchange Page 19

How to Pay Your Rent Page 22

Anti-Social Behaviour Page 26

Repairs and Maintenance Page 30

Planned and Cyclical Maintenance Page 41

Major Improvement Works Page 44

Contact Details Page 48



*"Delivering Excellent Housing Services"*

## Welcome to our handbook on being a tenant of Ashfield District Council (ADC). This contains important information that you should read.

If you have a query or want to find something out, please first check whether it is explained within this handbook. The contents page should help you find the topic you are looking for. If you still need to talk to us after this, please get in touch on: Tel- **01623 608888**

Email- [ahlmail@ashfieldhomes.co.uk](mailto:ahlmail@ashfieldhomes.co.uk)

## Who We Are

Ashfield Homes Ltd is an Arms Length Management Organisation (ALMO) set up by ADC on 1st April 2002 to manage, maintain and improve ADCs' housing stock.

We are one of the top performers nationally and have a reputation for delivering excellent Housing Management, Maintenance, and Support services. We are one of very few housing organisations to have been awarded an 'excellent' three star rating twice by the Audit Commission's Housing Inspectors.

In September 2005 we were the first ALMO in the country to complete its' programme of modernisation and repair works to Council homes to meet the Governments 'Decent Homes Standard' over four years ahead of the government's 2010 deadline.



## Our Vision

We aim to ensure present and future customers, service users, and stakeholders of Ashfield Homes enjoy decent housing and a good quality of life in a stable community through the provision of excellent services, which meet their aspirations and provide value for money. We are dedicated to providing equality of opportunity and tackling discrimination, harassment, intimidation and disadvantage.

We aim to foster safe, strong and inclusive communities where the diversity of people's backgrounds and circumstances is appreciated and positively valued, and those from different backgrounds have similar life opportunities.

## Providing Accessible Services

As part of our commitment to ensuring that our services are accessible and do not discriminate against any individual or group, we aim to collect important information about our customers.

This means that from time to time we will ask for sensitive information about you and other members of your household, including:

- Age
- Disability
- Ethnic origin
- Gender reassignment
- Religion or Belief
- Sex
- Sexual orientation

On all occasions where we carry out surveys you have the option to prefer not to say.

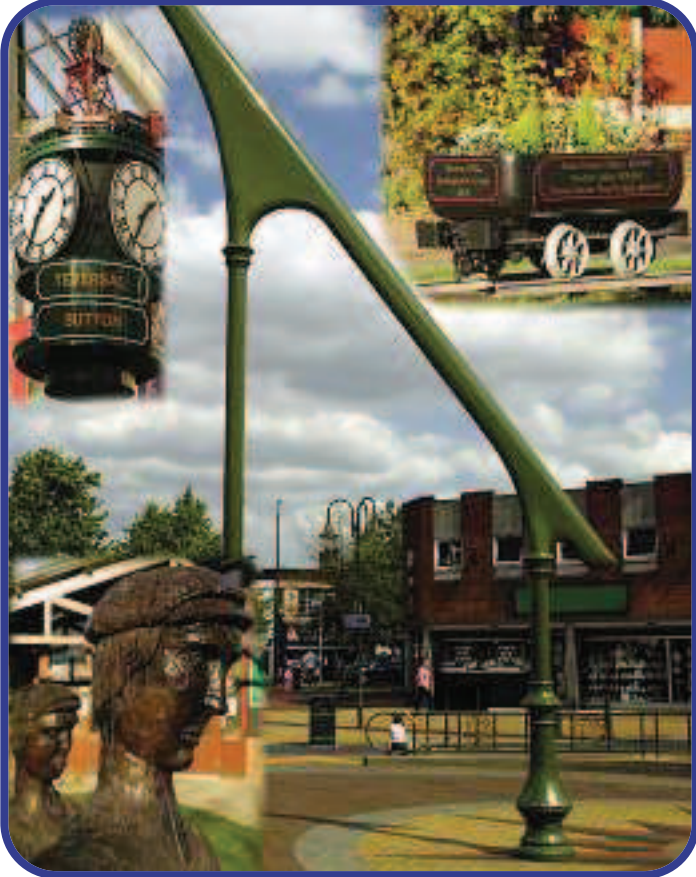
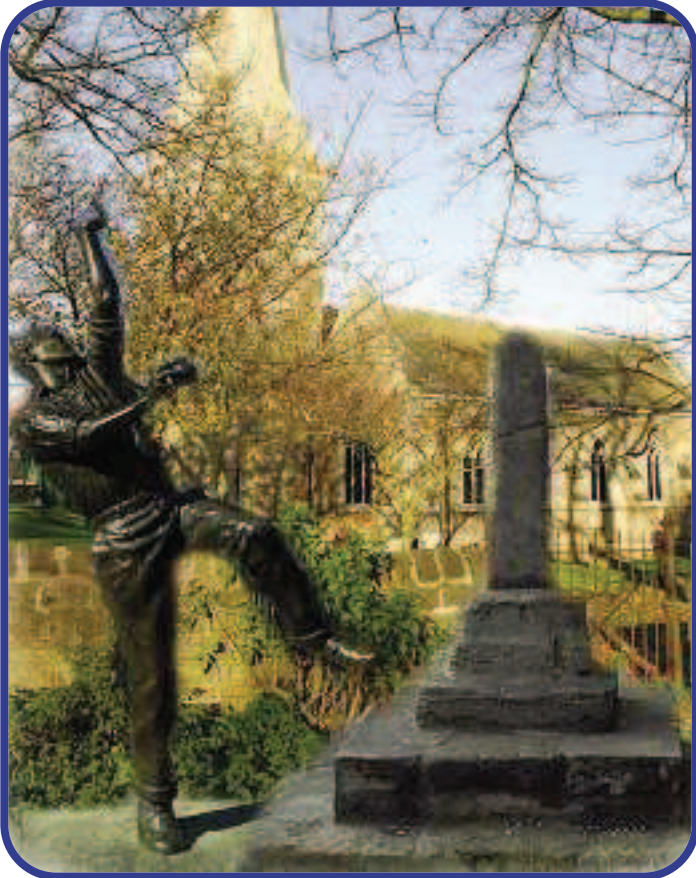
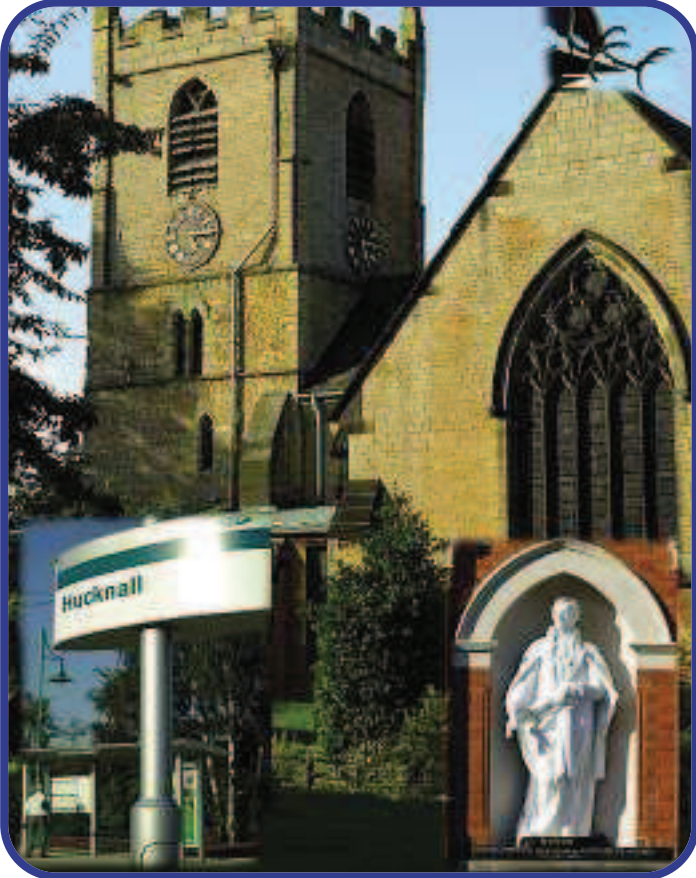
## Interpretation and Translation

If you cannot access information in spoken or written English form we can provide this in other formats, including:

- Audio tape or CD
- Braille
- British Sign Language
- Other languages
- Provide Magnifying Sheets

If you require any of the above, please let us know when you sign up for your new home and we will make every effort to supply all correspondence and information in this way.

# Introduction



*"Delivering Excellent Housing Services"*