

Please contact us if you want this information in another format or another language, or if you need an interpreter.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

اگر این مدرک را به زبانی دیگر یا در فرمتی دیگر میخواهید و یا اگر احتیاج به سرویس مترجم دارید، لطفاً با ما تماس بگیرید

Si vous souhaitez obtenir ce document dans une autre langue ou sous un autre format ou si vous avez besoin des services d'un interprète, veuillez nous contacter.

நீங்கள் தேவையில்லாத மொழியில் அல்லது வேறு வடிவில் அல்லது ஒரு மொழிபெயர்ப்பாளரின் சேவையை தேவையில்லாமல் பெற வேண்டுகிறீர்கள், நாங்கள் உங்களை தொடர்பு கொள்ளுவோம்.

Jeżeli chciałoby Państwo otrzymać ten dokument w innym języku lub w innym formacie albo jeżeli potrzebna jest pomoc tłumacza, to prosimy o kontakt z nami.

Se gostaria de ter este documento noutra idioma ou formato, ou se necessita de um intérprete, contacte-nos.

ਜੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਕੋਈ ਸਮਝਾਉਣ ਵਾਲੀ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕृਪਾ ਕਰਕੇ ਸਾਨੂੰ ਸੰਪਰਕ ਕਰੋ।

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو براہ مہربانی ہم سے رابطہ کیجئے۔

Longhurst & Havelok Homes is committed to equality and diversity and recognises diversity in all areas of our work. We seek to treat people with respect and deliver services that meet individual need.

This leaflet is also available in:



large print

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audio



braille



Lāngüagê Liñè

other languages

Customer Service Centre

0800 111 4013

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landh.org.uk



Your first home

Help and advice on managing your tenancy

April 2010

Introduction

This leaflet sets out to help you prepare for managing your first tenancy. It outlines some of the main things you will need to think about before accepting a tenancy.

We want your first tenancy to be successful. If you are provisionally selected for one of our homes, we will discuss how you will manage your tenancy, as part of our introductory interview.

How we let our homes

There are a number of ways in which you can be offered housing with Longhurst & Havelok Homes. This could be through one of the following:

- Direct application - this is where we have our own housing register and a percentage of our homes are allocated to applicants on this list.
- Nomination from the local authority's housing register - a percentage of our homes are allocated to applicants who have applied directly to their local authority.
- Common housing registers - this is where we do not hold a separate waiting list and all lettings are made from a central register, usually maintained by the local authority.
- Through local choice-based lettings schemes - this is where vacant homes within the area are advertised and applicants are invited to place 'bids' for a home.

We offer a wide range of easy ways to pay:

- direct debit
- standing order
- housing benefit
- by cheque through the post
- at any post office or PayPoint using our rent payment card
- telephone banking
- internet banking.

If you have any problems paying your rent you should contact us straight away and we will do our best to help you. Our 'Paying your rent - an important responsibility' leaflet explains this in more detail. You can also get advice and help from your local Citizen's Advice Bureau or housing advice centre.

If you have considered everything and think that you are ready to live on your own, the next step is to find a home. Call on freephone **0800 111 4013** and ask about applying for a home with us.

These terms include the following:

- paying your rent
- keeping your home in a good condition
- not causing a nuisance through antisocial behaviour such as playing loud music or harassing a neighbour.

Breaking your tenancy contract could cost you your home and affect your chance of being re-housed by other social landlords. If we have to take you to court over any rent arrears it could make it difficult for you to get credit in the future, such as loans, mortgages or a credit cards. For these reasons it is important you are ready to manage your tenancy.

Tenancy support

We want your tenancy to be a success. If you are concerned about being able to manage a tenancy we will discuss this with you and can arrange extra tenancy support to help your tenancy get off to a good start. We may not be able to rehouse you if appropriate support is not available.

Ways to pay your rent

When you sign the tenancy contract for your new home, you will make an agreement about how you will pay your rent.

Deciding to accept a tenancy is a big step to take

Before making the decision to take on a tenancy, you need to think about:

- your existing home circumstances and how this will change
- whether you are ready to leave now
- whether you have somewhere to go
- whether you can afford it (the section overleaf will help you work this out)
- whether you are ready to accept the responsibility of paying bills, setting up Direct Debits and generally being organised so that you don't get into debt
- whether you can afford to furnish your home.

Can you afford to take on a tenancy?

When you have made the decision to take on a tenancy, the first thing you must ask is can you afford it? Living on your own may bring new responsibilities you have not had to consider before such as cooking and cleaning, but you also need to be able to budget. Complete the checklist to get a rough estimate on how much it will cost every week to run your own home.

Budget Checklist

Weekly Cost	£
Rent	
Council tax	
Water rates	
Insurance - Contents	
Life insurance	
Gas / Electricity	
Telephone	
TV licence	
Travel expenses	
Groceries	
Clothes	
Socialising	
Smoking	
Music	
Holidays	
Car loan	
Car tax and insurance	
Petrol	
Car maintenance	
Total weekly outgoings	

Income	£
Weekly earnings	
Training allowance / training grant	
Housing Benefit	
Other Benefits (Job Seekers Allowance / Income Support)	
Any other income	
Total weekly income	

If your income does not cover your outgoings you will need to make savings. Remember that the most important outgoing is your rent.

Managing your tenancy

If you are offered and accept a property you will sign a tenancy contract, which sets out the responsibilities of Longhurst & Havelok Homes and yourself. You must remember that the tenancy is a legal document. If you do not keep to the terms in the contract, you run the risk of losing your home.