Wheatley Homes South
My tenancy

Everything you need to know about your rights and responsibilities.



Wheatley Homes South

Better homes, better lives

What's inside?

Your rent	2
Your house	2
Respect for others	3
Sub-letting, passing on or exchanging your home	3
Repairs, improvements and alterations	4
Ending your tenancy	4
What if a tenant dies?	5
Information and consultation	5
Customer Service Commitments	6
Complaints	8

HAPPY TO TRANSLATE™

We can produce information on request in large print, Braille and audio formats. Visit www.wheatleyhomes-south.com or contact your local housing officer.

My tenancy

As a tenant you need to be aware of your responsibilities, and also your rights. You'll find all the details in your Tenancy Agreement, which is a legal document. Here is a quick guide to the important bits. We hope you find it useful.

My tenancy

Your rent

If you become a tenant you will be required to pay four weeks' rent on the day you get your keys.

We carry out a rent review each year and consult you. We listen to tenants' views before making a decision on rents. We are entitled to increase rent after consultation as long as we tell you in writing at least four weeks before the increase starts.

You must make sure you do not break the terms of your Tenancy Agreement. This includes paying your rent. If you break the terms of your agreement, we may raise legal action which could lead to eviction proceedings.

You and a joint tenant are equally responsible for paying rent, service charges and keeping to the terms of your Tenancy Agreement.

Your house

You must live in the house and use it as your only home. You must tell us who is living with you and any changes to people living there.

Reasonable care must be taken to avoid damage to your own and neighbours' homes. Please tell us in advance if you are leaving your home unoccupied, particularly in freezing weather.

All tenants must ask permission before they keep a pet or other animal.

You must not use your house for illegal or immoral purposes including dealing in drugs, running a brothel, dealing in stolen goods, illegal betting or gambling.

You must take your turn in cleaning the common areas and keep the garden tidy. You must dispose of your rubbish properly.

Respect for others

You, people living with you and visitors must treat neighbours, other residents and our staff with respect. This means you should never:

- harass or act in an anti-social manner towards them
- threaten them with violence
- pursue any course of anti-social conduct towards them.

If you have a complaint about other people's behaviour, report it to us. We will investigate and take appropriate action if necessary.

We will not discriminate unfairly against you. If you believe we have acted unfairly, you can make a complaint.

Sub-letting, passing on or exchanging your home

You must make a written request for permission before you:

- sub-let your tenancy to someone else
- pass on or assign your tenancy to someone else
- exchange your house
- take in lodgers
- add, change or remove the joint tenant.

You can only sublet all or part of your home if the house has been your only or principal home for at least 12 months.

The 12 month period starts from the date we are notified you are living in the house.

You can only pass on or assign your tenancy to someone who has lived in the house for at least 12 months. The 12 months will be counted from when we were informed that they moved in.

My tenancy

Repairs, improvements and alterations

Before your tenancy begins we will inspect the house and carry out work to ensure it is wind and watertight and ready for you to live in.

You must tell us about repairs needed in your house. We will arrange to fix things within our repairs timescales.

You must report any damage to the house and common areas. We are not responsible for repairing damage caused by you. If we do, we will charge you for it.



You can find out more about repairs timescales on the repairs page of our website **www.wheatleyhomes-south.com**

Every year we will inspect the gas installations provided by us.

You must get written permission before you carry out any alterations or improvements to your home.

You are responsible for redecoration in the home.

Ending your tenancy

Your tenancy can be ended in the following ways:

- by you, and any joint tenant, giving us at least 28 days' written notice
- by written agreement between you, any joint tenant, and us
- by court order for eviction after having first given you a written warning
- by your death, if the house does not transfer to someone else
- by conversion to a short Scottish Secure Tenancy.

Find out more on Homes4D&G **www.homes4dg.org.uk**

What if a tenant dies?

If you die, the tenancy may be inherited by:

- your husband or wife if it was their only home or
- a joint tenant if it was their only home or
- your partner if it was their only home or
- any other member of your family who was living with you and it was their only home or
- a live-in carer if it was their only home.

The person applying to succeed the tenancy must have been living in the home for at least 12 months.

The 12 month period starts from the date we are notified that they are residing in the property.

You can only pass on or assign a tenancy to someone who has lived in the house for at least 12 months. The 12 months will be counted from when we were informed that they moved in.

Information and consultation

We will acknowledge Subject Access Requests or any other requests under UK data protection legislation and respond in full.

You are entitled to check information you have provided in connection with your housing application free of charge.

You can read more about how we use your information at **www.wheatleyhomes-south.com**

We will consult you about housing management issues. We will also consult you on any proposal to transfer your homes to another landlord. Any such transfer would only take place if a majority of tenants were in favour of it.



Customer promises

Our customer promises set out what you can expect from us. They reflect what customers have told us matters most and guide how we listen, respond and deliver our services.

1. **Safe and secure**
   We'll keep your home and neighbourhood safe, taking action when something goes wrong.
2. **Respected and supported**
   We'll treat you with respect and support you in a way that works for you.
3. **Informed and in control**
   We'll keep you informed so you always know what's happening and what comes next.
4. **Your voice matters**
   We'll listen to your views and show how they make a difference.
5. **Problems put right**
   When something goes wrong, we'll take it seriously and put it right.

My tenancy

Complaints

If you think we have broken the Tenancy Agreement or failed to do anything we agreed to do, you can complain by using our complaints procedure.

If you are not satisfied with the way we handle your complaint, you can complain to the Scottish Public Services Ombudsman.

You may also take advice from an independent source such as the Citizens' Advice Bureau or a lawyer.

If you want to know more about your rights and responsibilities, talk to your housing officer or call us on **0800 011 3447**.

Need to get in touch?

We're always here to help.



Call us **0800 011 3447**
Call our **Customer First Centre**
24 hours a day, seven days a week for any issues you have.



Speak to your **housing officer.**
Our housing officers can visit you in your home or contact you by telephone if that is easier. Call the Customer First Centre to arrange this.



Visit us (web)
www.wheatleyhomes-south.com
Visit Homes4D&G (web)
www.homes4dg.org.uk



Find us on Facebook
www.facebook.com/WHomesSouth



Write to us
44 High Street
Annan
Dumfries and Galloway
DG12 6AD

Wheatley Homes South is a company registered in Scotland under the Companies Acts (Company No. SC 220297) and with the Scottish Housing Regulator, number 315. Scottish Charity No. SC 039896. VAT registration number 135 5317 26. Registered office: Wheatley House, 25 Cochrane Street, Glasgow, G1 1HL.

Printed on 100% recycled paper. Please recycle responsibly.

Sign up for My Wheatley Homes South

Creating an account only takes a few minutes, you can pay your rent, report a repair and much more, at a time that suits you.

Register at **www.wheatleyhomes-south.com**

102441/WHSLFTENAN/JUL2023

Wheatley Group