

# An easy read guide to your tenancy agreement



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This is a guide to your tenancy agreement



## Section 1. Your Tenancy

## Section 1. Your Tenancy



Welcome to your new home.



This guide explains what you have to do as our tenant



It also explains what we have to do as your landlord.

## Section 1. Your Tenancy



We only want you to sign if you understand the agreement



This agreement is between you:



and the Royal Borough of Kingston Upon Thames, your contact is your housing officer:



You can contact them  
on 0208 547 5003

## Section 1. Your Tenancy



Your address is:



Your rent is: £

Your service charge is an extra charge on top of your rent: £

Your total rent is: £



Your tenancy starts on:



## Section 2. What we must do as a Landlord



## Section 2. What we must do as a Landlord



Keep your home in good repair.



Carry out yearly gas safety checks.



Paint the outside of your home and any shared areas

## Section 2. What we must do as a Landlord



Insure the building of your home.



We do not insure the contents of your home. This is up to you as the tenant to do this.



## Section 3. What you must do as a Tenant

## Section 3. What you must do as a Tenant



Pay your rent and any other charges.



Pay your bills for other costs for your home.



If you need help with your tenancy you can have someone to speak for you.

## Section 3. What you must do as a Tenant



Look after your home.



Tell us about any repairs so that we can fix them.



If you damage your home, we will do repairs but you may have to pay for them.

## Section 3. What you must do as a Tenant



If you are allowed to keep a pet in your home, look after them and do not keep pets which cause trouble or danger to your neighbours



Only use your home as your home, do not run a business or illegal activities from it.



Use the shared areas safely and keep it clean.



## Section 4. Be a Good Neighbour

## Section 4. Be a Good Neighbour



Most people like peace and quiet in the evenings and at night. Make sure you and your guests cannot be heard outside your home.



If you have a pet, you have to clear up any mess they leave in the hallway. We will charge you money if you do not.





All of our tenants should be able to live in their home without fear of bullying or harm.

## Section 4. Be a Good Neighbour



You must not do anything bad in your home.



All of our tenants should look after their community and not damage any buildings.



All of our tenants and members of staff should be treated with respect.

## Section 4. Be a Good Neighbour



If you are upset with a neighbour, you should try talking to them about it first. You could take a friend or another neighbour along for support.



If the problem is not sorted, please let your housing officer know so that they can help you. You can call them on 0208 547 5003



Your housing officer will offer support and talk to you about what they can do to help sort the problem



## Section 5. Paying Your Rent

## Section 5. Paying Your Rent



To live in one of our homes you have to pay rent



You must pay your rent ahead either monthly or weekly



You can sign up to pay your rent straight from your bank by direct debit.

## Section 5. Paying Your Rent



You can pay your rent online or at a post office.



Rents are changed every year, and we will write to you to tell you about these changes at least 1 month ahead.



If you have problems paying your rent we can help you manage your money. Call 0208 547 5003 and ask to speak to your rent officer.



## Section 6. Your Rights

## Section 6. Your Rights



You have the right to check who you let into your home. You should not let strangers in.



Kingston Council Housing team members may come to your home to check you are ok or to do repair work. They carry ID cards so you know they are safe to let into your home.



We will tell you ahead when someone from Kingston Council Housing team is coming to your home



## Section 6. Your Rights



We will let you know of any changes that may affect your tenancy. You have the right to speak up about the changes we make.



You have the right to be involved in the decisions made by us. There are groups you can join to help us become better.



You have the right to tell us when we get things right or wrong. You can tell your housing officer or fill in a complaint/feedback form on our website.

[www.kingston.gov.uk](http://www.kingston.gov.uk)



## Section 7. Moving Out

## Section 7. Moving Out



Let us know if you will be away from your home for 6 weeks or more



If you would like to move out, you will need to tell us 4 weeks before.



We will visit before you move out to tell you what you need to do to make sure your home is left neat and tidy.

## Section 7. Moving Out



You must take everything you own with you, such as furniture that you have. Anything left behind will be thrown away and we will charge you money for it.



You must plan to get to your own van to carry your belongings.



Make sure you return the keys to us before you go and leave your home tidy

# RULES:

- 1.
- 2.
- 3.



Section 8.  
If the Agreement is Broken

## Section 8. If the Agreement is Broken

### RULES:

- 1.
- 2.
- 3.



If you break any of the rules in this agreement, we may have to ask you to leave your home.



This could involve you being taken to court.



You could end up with nowhere to live.



Section 9. For More Information

## Section 9. For More Information



If you have any more questions, please ask your Housing officer when they visit or phone them on 0208 547 5003



You can call to tell us about a repair on 0208 547 5003



You can make a complaint or tell us what we have done well on by filling in the feedback complaints form on our website.

[www.kingston.gov.uk](http://www.kingston.gov.uk)



## Section 9. For More Information



You can visit us or write to us at our offices at Guildhall 2, Kingston upon Thames, KT1 1EU and



You can visit our website at [www.kingston.gov.uk](http://www.kingston.gov.uk)



You can apply to join any of our tenant meetings to find out more and you can find these on our website. [www.kingston.gov.uk](http://www.kingston.gov.uk)

If you would like this document translated in other languages please call our offices on 0208 547 5003

Royal Borough of Kingston Council  
Housing  
Guildhall 2,  
Kingston upon Thames,  
KT1 1EU  
Phone 0208 547 5003.

We are open Monday to Friday 9am to 5pm.