



MYSHON



Tenants Handbook

An easy read guide to understanding your
tenancy agreement

www.myshon.co.uk

Tenant Handbook

This handbook goes with the tenancy agreement to help explain it.

Address

Your Property is a



House



Flat



Bungalow

Other



Your landlord is:

(A landlord is the person who owns your home and rents it to you)



Tenancy Agreement

Your tenancy agreement is a legal contract between you and your landlord.

Your Tenancy Began on

Your Weekly Rent is



Your rent can sometimes go up or down. Your Landlord will give you 4 weeks' notice in a letter if this is going to happen.



The Rules

Your tenancy agreement has some rules in it that you need to follow. As long as you follow these rules you can continue to live in your home.



1. You must not let anyone else live with you or stay overnight - unless monitored and approved by your designated Care Provider. Any guests must also provide Proof of ID – all overnight stay/s must be logged and recorded and made available to [Insert landlord here] on request.



2. If you break anything you must call the helpdesk and inform them. If you have broken something you may have to pay to replace it.

You are responsible for ensuring your own belongings. Our insurance does not cover your belongings. We would recommend that you cover your belongings by taking out contents insurance. The Care Team will be able to help you with your insurance.





3. You must pay your rent and bills on time. If you have trouble paying your rent or bills, you must let your care operator and us know.



4. You must treat your property as your home. This means that you must live there as your main home and tell us when you are going away. You must not run a business from your home.



5. You must look after your home and garden.

6. You must not have pets unless you have permission from the landlord.



7. You must respect your neighbours, your care team and other tenants by not disturbing them with noise.





3. You must not harass your neighbours, your care team or other tenants.

4. You must let MYSHON or agents in when needed to carry out repairs, inspections and in any emergency. However, they must always show you some identification!



5. Your care staff will help you to follow these rules - please listen and respect them.

There are more details on the rules of your tenancy in your tenancy agreement.



How to Make a Complaint

If you are not happy with your landlord, the way in which we look after your home, your tenancy agreement, or anything else to do with your house; you have the right to complain.

You can write us a letter (or ask someone to do this for you), email us or phone us and we will do our best to resolve your complaint.

Write to MYSHON at

Address Here

Address Here

Address Here

Call MYSHON on

03333 440 911

Email MYSHON at

info@myshon.co.uk



What Will Your Landlord Do

Your landlord has some responsibilities too.

We will keep your gas, electricity, heating and water systems in good order.



Your Utility Bills

You will be responsible for paying your utilities (Gas, Water and Sewage charge etc.) for your Room. If you share a property with other tenants, you will be provided with a Standing Order form to fill in for £x. We will make sure you are only charged for the space you occupy and reconcile every year.



Any Repairs or Maintenance should be logged with the
Helpdesk:

Telephone

03333 440 911

Helpdesk is available 24 hours a day, 7 days a week.

We will listen to your comments, suggestions and complaints.



We will look after the structure and exterior of the property the
drains, gutters and external pipes.



Moving Out



If you want to move out of your home, you must give us 1 months' notice, otherwise you might have to carry on paying rent.

You must let us in to show people around during the last month. You must leave your property as it was when you started your tenancy. You must pay all your bills before you leave. You must tell us where you are moving to so we can send you any post.



Other Important Information

This is a guide to your tenancy agreement. You should also have a copy of your agreement.

If you have any questions on this handbook or your tenancy agreement you can ask for help from:

A Friend or Family Member

Your Care Manager

MYSHON

The Citizen's Advice Bureau

An Independent Advocate

