



ethical lettings

# Welcome to your new home



Dear \_\_\_\_\_

Property \_\_\_\_\_

**We'd like to warmly welcome you to your Ethical Lettings home. We're here to help you settle in and to support you to have a great tenancy. This leaflet explains what you can expect from us as your landlord and what we expect from you.**

## **What you can expect from us**

### **Settling into your new home**

Soon after you move into your new home, we'll visit you to see how you're settling in and find out whether you need any help with things like benefits, family support, repairs etc. Moving home can be stressful and involves a lot of change.

### **Ongoing support**

We want you to feel supported throughout your tenancy. If you have any problems or worries, you can get in touch with the tenancy support team and we'll be pleased to help. We'll also visit you regularly to see how you're doing and to ensure you're getting the support you need.

### **Help with benefits and rent concerns**

Our financial manager can look into any financial query you may have about your rent, Housing Benefit or Universal Credit. Call or email the office if you have any financial queries.

### **Tenant resources and tools on our website**

Visit our website for tips, information, and tools to help you enjoy a great tenancy.

> **Bookmark this page:** [www.ethical-lettings.com/tenants](http://www.ethical-lettings.com/tenants)

## Maintenance

In any home things go wrong from time to time. We can't promise to prevent issues arising but we're here to help when they do.

## Non-emergency repairs and issues

Make a report online or call us and we'll help you troubleshoot the issue or arrange for someone to come and sort it out for you within a reasonable timeframe.

- > **Make a report:** <http://bit.ly/ethical-lettings-report>

## ! Emergency repairs

**We'll always deal with issues that create a risk to our tenants' security, safety or health urgently. If you have an emergency, call us on 01483 429157 during office hours or text 07523 165956 out of hours.**



# What we expect from you

We have a few expectations of our tenants and these are explained below. Please read this section carefully and discuss any concerns or questions with us.

## Live in a shared property?

Contract completed?

If you share a property with others, you'll need to complete our Contract for Shared Houses.

## Ask for help

We want you to enjoy a settled and happy life in your property. So, if a problem arises that could affect your tenancy, always get in touch as soon as you can. Our experienced team is here to help with many matters including problems with money, the property, family, sharers and neighbours. If we can't help, we'll refer you to someone who can.

## Take care of the property and your neighbours and report any repairs that are needed

1. Clean and maintain the property, including any outside space
2. Report repairs and other issues to us as soon as possible
3. Be considerate of your sharers and neighbours
4. Don't play loud music or make other loud noises that cause a nuisance to others
5. Keep your rent and utility accounts up to date and when we or the Housing Benefit Department ask you for information provide this as soon as possible
6. Take responsibility for your guests and limit any overnight visits to one person at a time for up to two nights per week maximum. This is a privilege which is given at our discretion. If guests are a nuisance to sharers or neighbours, this privilege will be revoked

7. Allow access to your property for our routine inspections. We will give you 24 hours notice. If you don't respond or don't provide access, we will write to you giving you 24 hours notice that we will access the property using our keys
8. Don't change the locks unless agreed with us. If you must add any locks to your property, ask for permission and provide us with keys.

## Behaviour that we won't tolerate

The following types of behaviour, by you or your guests, can lead to immediate eviction:

1. Using or storing drugs in the property
2. Anti-social behaviour, violence, discrimination, harassment, bullying
3. Aggression towards our staff
4. Failing to pay rent or bills
5. Holding parties at the property.



I have read and understood the expectations Ethical Lettings has of me as a tenant and what I can expect from Ethical Lettings.

Name \_\_\_\_\_

Signature \_\_\_\_\_

“ You've helped me change my life around and I thank you for that

*Tenant in Waverley*

# Your new home

## Address of property

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Postcode \_\_\_\_\_

## Rent

Due date \_\_\_\_\_ Amount \_\_\_\_\_

Pay by card: 01483 429157

Or set up a Direct Debit: Go to <http://bit.ly/ethicallettingsdd>

## Date your tenancy started

Date \_\_\_\_\_



## How to report repairs and issues with your property

Report an issue online: <http://bit.ly/ethical-lettings-report>

For the fastest possible result, add as much detail as possible to your report and include photos – you can upload files on the second page of the online report.

Out of hours emergencies: text 07523 165956

# Utilities suppliers for your home

On the day you move in, you need to contact the suppliers below and give them your personal details so that they can set you up with an account. You can use this page to help you with this and to stay on top of your bills.

<b>Water</b>	<b>Contacted</b> <input type="checkbox"/>
Provided by _____	Phone _____
Direct debit date (if set up) _____	Date contacted _____

<b>Gas</b>	<b>Contacted</b> <input type="checkbox"/>
Provided by _____	Phone _____
Direct debit date (if set up) _____	Date contacted _____

<b>Electricity</b>	<b>Contacted</b> <input type="checkbox"/>
Provided by _____	Phone _____
Direct debit date (if set up) _____	Date contacted _____

<b>Local authority (Council Tax)</b>	<b>Contacted</b> <input type="checkbox"/>
Provided by _____	Phone _____
Direct debit date (if set up) _____	Date contacted _____
Make an application for Council Tax Support	<input type="checkbox"/>

<b>TV Licence</b>	<b>Contacted</b> <input type="checkbox"/>
Provided by: UK TV licensing	Phone: 0300 790 6165
Direct debit date (if set up) _____	Date contacted _____

# Get in touch

Email: [info@ethical-lettings.com](mailto:info@ethical-lettings.com)

Phone: 01483 429157

Office mobile: 07803 485 185

## Our opening hours:

Monday	9am-5pm
Tuesday	9am-5pm
Wednesday	9am-5pm
Thursday	9am-5pm
Friday	9am-4pm
Saturday	Closed
Sunday	Closed



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