# Your tenancy

## Quick Start guide

Jigsaw Homes North

Jigsaw®

# Contacting Us

**Customer services** 0300 111 1133
**Online** www.jigsawhomes.org.uk
**Email** info@jigsawhomes.org.uk
**Please use the following address if you ever need to write to us formally:**
Jigsawhomes, 249 Cavendish St, Ashton-under-Lyne OL6 7AT

**Important Information**
If you smell gas you should immediately telephone National Grid on 0800 111 999.

# Your Tenancy Agreement

Your tenancy is a contract between you and your landlord. It details your rights and responsibilities as a tenant. Keep your copy safe.

**Your Responsibilities**

- Pay your rent
- Look after your home
- Don't cause a nuisance to your neighbours
- Don't allow criminal acts to take place in your home
- Don't breach any other condition of your tenancy

**Important Information**
Your rent is due on Monday each week in advance. We expect you to pay by direct debit to make sure that you never fall behind with your payments. Should you need to you can also pay using your rent payment card at shops or garages that display the Payzone or E-pay logo, on our website, over the telephone or by text.
We can offer free expert help and advice about claiming benefits and budgeting. If you receive benefits, it is your responsibility to ensure that your claim is successful and correctly maintained.

**If you fail to keep to your starter tenancy agreement we will end your tenancy within 12 months.**

# Your Rights

The rights you have under your tenancy agreement depend on the type of agreement you have been given. New tenants are normally given a starter tenancy. This helps us repossess the property if the tenancy is reached in the first year. After one year, as long as we are satisfied with the conduct of the tenancy, a starter tenancy will usually become an assured tenancy with wider rights.

| Tenancy Right | Starter | Shorthold | Assured |
|---|---|---|---|
| Take in lodgers | X | X | √ |
| Mutual exchange or transfer | X | X | √ |
| Carry out improvements | X | X | √ |

| | | | |
|---|---|---|---|
| Statutory right to repair | √ | X | √ |
| Partner to succeed tenancy | √ | √ | √ |
| Be consulted on housing management | √ | √ | √ |

**Important Information**
You are not permitted to sub-let your property. If you do, we will apply to court to end your tenancy.

# Your Home

Both tenant and landlord have responsibilities to make sure that your home is maintained in a good state of repair. In general terms, we have the responsibility to maintain the structure, external decoration, heating systems, electrical systems and larger fixtures such as kitchen units. You are responsible for internal decoration and for smaller fixings such as light bulbs and plug chains.

**Important Information**
You will be charged for repair work we do that you are responsible for or that you have caused through damage. We have a legal responsibility to service our gas installations in your property. You must allow us into your home to do this every year.
In some circumstances you may be entitled to compensation if we fail to undertake repairs or if you make improvements to your home and then leave.

# Your Neighbourhood

If you suffer from nuisance neighbours or other anti-social behaviour we will do everything we can, including taking legal action, to resolve it on your behalf.

Your neighbour doesn't have to be our tenant and we don't need to tell them your name.

- We provide a wide range of options for tenants to influence our work
- We encourage and support resident associations and other local meetings
- We regularly consult with residents to help improve our services
- We provide money to enable tenants to allocate funding to local community projects
- We work to regenerate neighbourhoods with our own money and by helping to bring in outside investment.

# Get Involved

Jigsaw Rewards is an exiting opportunity for residents to give regular feedback on our services and plans for the future. In return you will receive points which can be exchanged for gift vouchers or credits on your rent account. Register on our website to take part.

# If Something Goes Wrong...

Our aim is to provide you with the highest standard of service at all times.
We want to deal with any queries or problems you have quickly and efficiently, so if you feel we have done something wrong please don't hesitate to tell us. We actively encourage our customers to share their views on how we can improve our services. Please contact us if you have a suggestion or complaint about our services or about a member of staff. We will independently investigate it and aim to resolve it quickly.

**Important Information**
We publish up-to-date detailed customer information on our website. This includes our policies and procedures, news, events, customer advice, performance reports and board papers and minutes. Visit our website or contact us if you want this information.

# Moving In and Changing Address Checklist

There are lots of people to inform when you move to a new home.
You may find the following checklist useful when you move in.

| Insurance | |
|---|---|
| Take out Home Contents Insurance | |
| Jigsaw does not insure your furniture, belongings or decorations against theft, fire, vandalism and burst pipes. We highly recommend that you take out home contents insurance for your home so that you can get your possessions replaced if they are damaged or stolen. | |

| Financial | |
|---|---|
| Bank/building society | |
| Credit card companies | |
| Insurance companies | |
| Hire purchase companies | |
| Rent payments | |
| Council tax | |

| Benefits Agencies | |
|---|---|
| Universal Credit or Housing Benefit | |
| Council Tax Allowance | |
| Disability living allowance/ Personal independence Payment | |
| Child benefit & Tax credits | |
| Pension credit | |

| Miscellanious | |
|---|---|
| Employer | |
| School/College | |
| Library | |
| DVLA | |
| Store loyalty cards | |
| Memberships | |

| Medical | |
|---|---|
| Doctor | |
| Dentist | |
| Vet | |
| | |
| | |
| | |

| Utility Companies | |
|---|---|
| Gas & Electric | |
| TV Licence | |
| Telephone | |
| Satellite/digital/cable TV provider | |
| Store loyalty cards | |
| Memberships | |