

About your tenancy



When you first move in

We will:

- ask you to sign a tenancy agreement;
- ask you to fill in a 'profiling form' so we can tailor our service to your needs;
- give you a handbook and explain your rights and responsibilities as a tenant, and our responsibilities as a landlord;
- carry out a welcome visit within four weeks and tell you about the facilities and services we provide;
- visit you three times during the first 12 months (if you are on a starter tenancy); and
- give you support to manage your tenancy, and help you to contact a specialist agency if you need any extra support.

We will tell you about:

- any repairs we still need to do, and how long they will take;
- how much your rent and service charge is and how to pay;
- getting home insurance;
- how to find out if you are entitled to benefits;
- the features of your new home and the local area; and
- the services we provide.

Changes to your tenancy

We will:

- give you a decision within 20 working days if you apply to swap your home with another tenant;
- give you a decision within 20 working days if you ask to remove or add a tenant under your tenancy agreement;
- give you a decision within 20 working days if you apply to take over the tenancy after the previous tenant has died;
- update our records within 10 working days if you tell us that you have changed your name (as long as you provide proof of the change, such as a deed poll certificate or marriage certificate); and
- give you a decision within 20 working days if you ask us in writing for permission to carry out home improvements.

Information we keep about you

We:

- will send you the information we keep on file about you within 40 working days of your request;
- may charge you £10 for this service; and
- can withhold information we have received from a third party, if necessary.

Consultation

We will:

- consult you about any significant changes to your tenancy agreement or the service we provide.

Enforcing your tenancy conditions

We will:

- take appropriate action if you break your tenancy agreement;
- investigate all reported cases of subletting and take action to remove subtenants as soon as possible; and
- respond to reports of abandoned properties within one working day, and make sure the property is safe.

How you can help us

Please:

- look after your home and any shared areas;
- pay your rent in full and on time;
- tell us about any changes to your household (for example, births, deaths, marriages or if someone moves out);
- respect your neighbours and ask your family and visitors to do the same;
- ask us any questions you have about your tenancy as soon as possible;

- use the council's service for getting rid of household rubbish, furniture or other large items;
- park in the correct areas and do not abandon vehicles;
- give us any information we ask for;
- arrive on time for appointments and let us know if you need to cancel or are running late;
- fill in and return customer feedback forms;
- treat our staff and contractors with respect; and
- If we have given you permission to keep a pet, make sure it does not cause a nuisance.

How will we know if we meet these standards?

We will regularly check our performance (for example, by carrying out surveys) against these standards and ask for your views.

Contacting us

For more information about your tenancy, please contact us:

- by phoning us on 020 8709 4300;
- by writing to us at Gateway Housing Association, 409-413 Mile End Road, London E3 4PB; or
- by emailing us at enquiries@gatewayhousing.org.uk. You can also find out more about our services by visiting our website at www.gatewayhousing.org.uk.

▪ About your tenancy

You can ask for this leaflet in large print, on audio tape or in another language. Please contact us on 020 8709 4300.

▪ আপনাদের টেন্যান্সি

আপনি এই লিফলেটটি বড় ছাপায়, অডিও টেপে বা অন্য যে কোন ভাষায় পেতে পারেন। দয়া করে আমাদের সাথে যোগাযোগ করুন ০২০ ৮৭০৯ ৪৩০০ নম্বরে। [Bengali]

▪ Arrin ku saabsan degganaanshahaaga

Waxaad dalban kartaa warqaddan oo ku daabacan farta waawayn, iyadoo ku duuban cod ama ku tarjuman luqadaha beesha. Fadlan nagala soo xidhiidh telefoonka ah 020 8709 4300. [Somali]

▪ Warunki wynajmu

Możesz poprosić o tę ulotkę drukowaną dużą czcionką, w postaci zapisu audio lub w innym z języków społeczności. Skontaktuj się z nami pod numerem telefonu 020 8709 4300. [Polish]

▪ Núi về hợp đồng thuê nhà của quý vị

Quý vị có thể xin tờ rơi (tờ thông tin) này bằng khổ chữ lớn, bằng ghi âm hoặc tiếng nói khác trong cộng đồng. Xin vui lòng liên lạc với chúng tôi, điện thoại số 020 8709 4300. [Vietnamese]

▪ 關於租約

你可要求這份單張的大字印刷本、錄音或其他社區語言的版本，請致電 020 8709 4300 與我們聯絡。 [Chinese]

▪ آپ کی کرایہ داری کے بارے میں
آپ یہ کتابچہ بڑے حروف، آڈیو یا کسی دوسری کمیونٹی زبان میں طلب کر سکتے ہیں۔ براہ مہربانی ہم سے فون نمبر
020 8709 4300 پر رابطہ کریں۔ [Urdu]

Gateway Housing Association, 409-413 Mile End Road, London, E3 4PB

Residents: 020 8709 4300 General enquiries: 020 8709 4409

Fax: 020 8709 4400 Textphone: 020 8981 3729

Email: enquiries@gatewayhousing.org.uk www.gatewayhousing.org.uk



Awarded for excellence



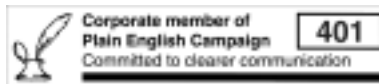
INVESTOR IN PEOPLE



North River Alliance



This leaflet gives you information on the services we will provide to you.
The leaflet does not affect your rights as set out in your tenancy agreement.
Thank you to all the residents who helped to produce this leaflet.



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