



IPSWICH
BOROUGH COUNCIL

An Easy Read Guide to Your Tenancy Agreement





Ipsvičo rajono taryba mielai pateikia visus dokumentus kitais formatais ar kalbomis – praneškite mums, ko jums reikia.



ইপসুইচ জেলা কাউন্সিল অন্যান্য ফর্ম্যাট বা ভাষায় সমস্তু নথি সরবরাহ করতে পেরে খুশি - আপনার কী প্রয়োজন তা আমাদের জানান।



Rada Dystryktu Ipswich chętnie udostępni wszystkie dokumenty w innych formatach lub językach – daj znać, czego potrzebujesz.



O Conselho Distrital de Ipswich tem todo o gosto em fornecer todos os documentos noutros formatos ou línguas – diga-nos o que precisa.



Encûmena Bajarê Ipswich kêfxweş e ku hemî belgeyan bi formatên din an zimanên din peyda dike - ji kerema xwe ji me re agahdar bikin ku hûn çî hewce ne.

Welcome to your Tenancy

Alternative formats of this document can also be requested in large print or Braille, as an audio file, translated to other languages or on coloured paper.



Welcome to your Ipswich borough Tenancy. We hope this guide helps you to understand your responsibility as a tenant and our responsibility as a Landlord.



IPSWICH BOROUGH COUNCIL
TENANCY AGREEMENT
Conditions of Tenancy



This guide will support our full Tenancy Agreement, conditions of tenancy.

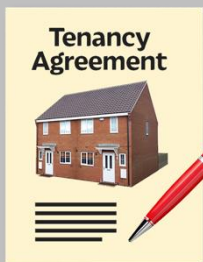


A Housing Online Account allows you to check your rent account, log repairs, change contact details to name just a few things. Please ask if you need help setting up an account.

QR Code of link to website

A 'how to' video guide may help you setting up your Housing Online Account.

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Your Tenancy Agreement



A tenancy agreement is a form where you agree to rules about your housing.

It includes:



What you pay



Looking after your home



Other rules



This guide goes with your tenancy agreement and helps to explain it.



The words in **blue** are ones we think need to be explained.

We explain what **blue** words mean.

Your Tenancy Agreement



Your tenancy agreement gives you the right to live in your home as long as you:

- Pay the **rent**.

Rent is what you pay to live in your house or flat.



- Look after the house or flat.

Your tenancy agreement is between:



The Landlord
(Ipswich Borough
Council)



Your Housing
Provider

A **Landlord** is someone who owns a property and allows another person to pay rent to live in it.

Your home



Your Tenancy is for your home:



Required number of bedroom(s)



bathroom(s)



May have a garden/or shared communal area



A kitchen



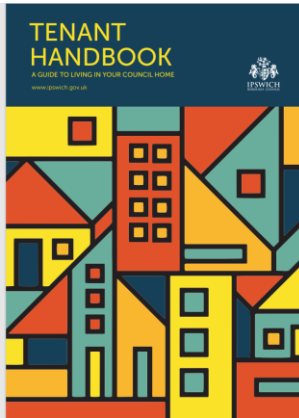
A living room



May have a dining room

Communication

Scan the QR code to view your Tenant Handbook and Full Tenancy Agreement online



Your tenant handbook will have information about :



Repairs and Maintenance



Paying your rent



Using your home



Tenant Involvement



Having pets in your home



How to make a complaint



Making Changes to your home



Tenancy changes



What it is and how to report it

What you are renting



Date of your tenancy

Your tenancy begins on date stated on your Tenancy Agreement:

Date
XX

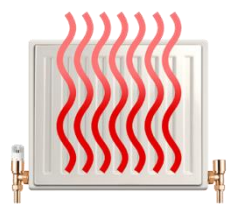
Month
XX

Year
XXXXX

Services



Ipswich Borough Council will make sure you get the ticked services: **Deletes ticks when appropriate**



Cleaning & heating of shared spaces



Window cleaning of shared spaces



Gardening of shared spaces



Servicing and repairs of specialist equipment



Furniture and equipment



Internet/WIFI

Services (continued)



Ipswich Borough Council will make sure you get these services: **Deletes ticks when appropriate**



Electrical Testing



Alarm system and/or fire safety equipment



Testing electrical equipment



Fire risk assessment



Health & safety checks



Gas Services

Alterations and Improvements



If you want to make any changes to your home you must get permission from Ipswich Borough Council **first**.

Anti Social Behaviour



You must behave in a kind and respectful way to your neighbours



You must ensure your visitors behave



You must report Anti social behaviour to Ipswich Borough Council to investigate

Insurance

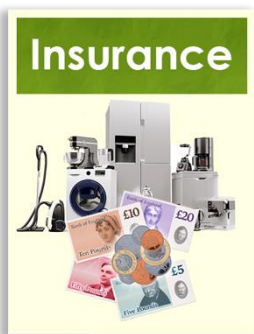


Ipswich Borough Council pays for building insurance if something goes wrong with your house or shared areas of buildings.



If something goes wrong, the building insurance company gives money to Ipswich Borough Council to put things right.

This could be things like fixing a sink, a door, or something else that is part of your home.



However, Ipswich Borough Council strongly recommend you take out **contents insurance**.



If you were to damage or lose something in your home, **contents insurance** will pay for it to be fixed or replaced.

This could be things like furniture or electrical appliances.

What your Landlord must do



Ipswich Borough Council must:



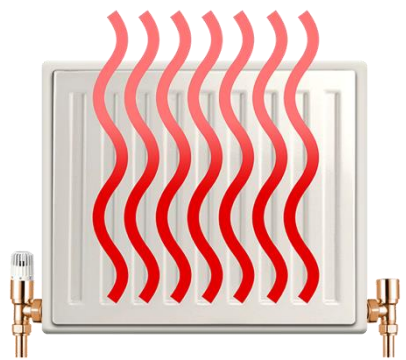
AND



Keep your home safe

Repair or replace things that are broken

This includes making sure:



The heating works properly



The plumbing works properly



The lighting works properly

What your Landlord must do



Ipswich Borough Council must tell you if they are planning on doing any repair work.



Ipswich Borough Council must also tell you how you can complain about something if you are not happy.



Ipswich Borough Council must respond to reported Damp and Mould issues should they happen in your home.

What you must do



You must live in your own home.



You must pay your rent.



You must put your rubbish in bins and not leave it lying around.



Please put anything that can be recycled in the correct outside recycling bin.

What you must do – to help prevent Damp and mould



Making sure you heat and ventilate your home will help to prevent Damp and Mould



Keep large furniture items away from external walls to allow air to flow



Open a window/use your extractor fan after you have showered/bathed and when cooking

What you must do

Scan the QR code to see a short video guide



You must tell Ipswich Borough Council if something is broken and needs repairing.

Scan the QR code to see a short video guide.

<https://bit.ly/BrokenRepairing>

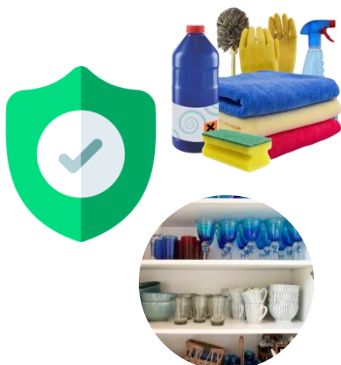


You must not upset other people.

For examples, shout, hit, etc



They could be shared residents or neighbours.



You must keep your home safe, clean and tidy.

What you must do

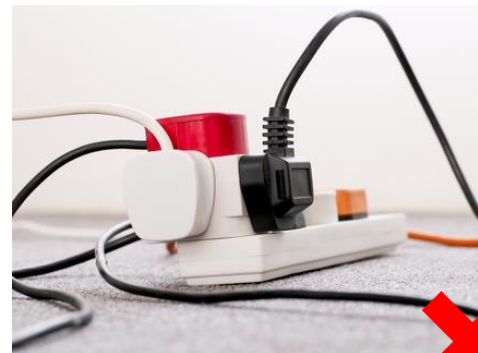
Scan the QR code to see a short video guide on how to register for Online services



Some examples of keeping your home safe, clean and tidy:



Keeping hallways and fire exits clear



Not overloading plug sockets



**Keeping your home free of mould –
Report it to the council**



Clean up after yourself in shared areas or in your home

What you must do



Ask your landlord if you want to keep pets.



Keep to any other rules that go with the house. This could be about health, fire or safety rules.



Health rules



Fire rules



Safety rules



Let Ipswich Borough Council staff in to do repairs or to decorate any shared areas.

What you must do



Before letting anyone in, always remember to ask for **ID**.



ID is short for identification. This is usually a badge with a photo, name & job title to help identify someone.



People who need to enter your home include:



Repairers



Housing Officers



Heating Engineers



Plumbers

Being away from your home



If you are going to be away from your home for a long time, please let Ipswich Borough Council know



For example, you may have to go into hospital for longer than 4 weeks.



For example, you may need to visit family abroad for longer than 4 weeks



It is important to let Ipswich Borough Council know so you do not lose your home.

Moving out



If you want to leave your home for good, you must send Ipswich Borough Council a letter.



You must send the letter so that Ipswich Borough Council receives it on the Monday at 4 weeks before you want to leave.



If you are leaving your home for good you must:



- Remove all your rubbish and your belongings.

Moving out



- Return your keys to **Ipswich Borough Council, Grafton House, 15-17 Russell Road, Ipswich, IP1 2DE**



- Leave everything clean and tidy.

Solar Panels



- If your home has solar panels fitted you can benefit from free electricity on light cloudy and sunny days if you are using any electricity during this time.



- The panels are the property of Ipswich Borough Council

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For use when printing in booklet style
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