



Vert Housing
Specialist Supported Accommodation

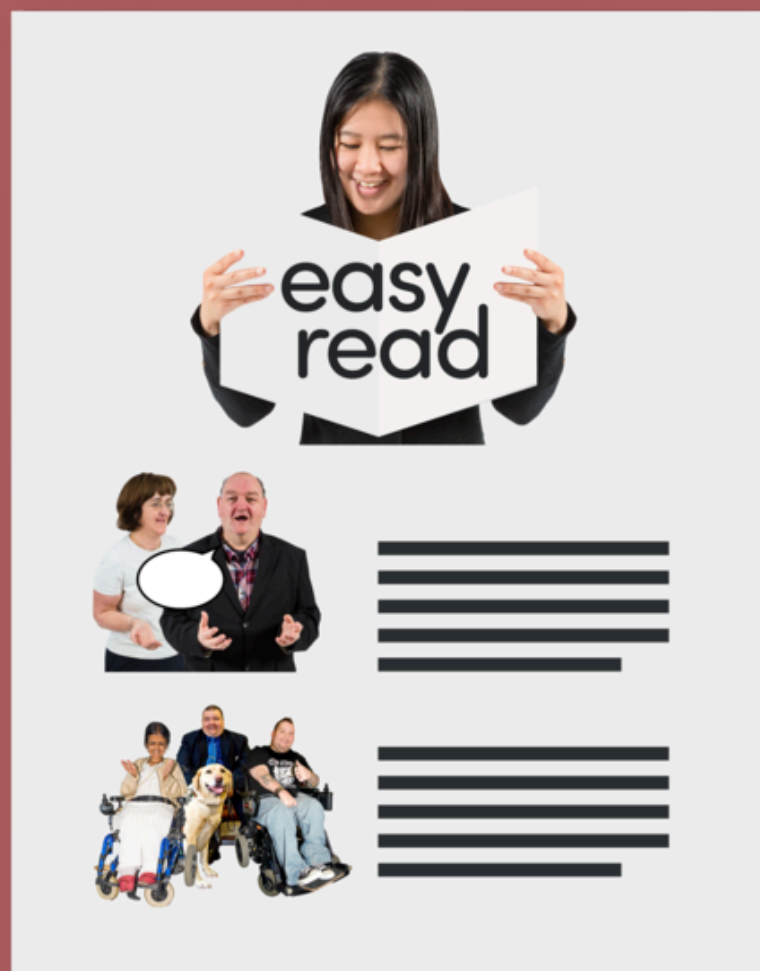


Renting your home

**Renting your home
Your rights and things
you need to do**



About us & these booklets



This EasyRead booklet is part of a series of booklets about your housing.

We hope you find them useful.



We are Vert Housing, we have been providing specialist supported housing since 2021.

We are a not-for-profit company.

Company number 13218815



Your local office is Bakewell Court Office.

**It is open from 9.30am to 5pm,
Monday to Friday**

Please get in touch with us if you have any questions or need any more information.

Details about how to get in touch with us are at the back of this booklet.

What is in this booklet



Your rights and things you have to do.



Your tenancy agreement



The words in the agreement



Things you need to know

What is in this booklet



Housing benefit



Making your home accessible



Safety information



Other information

Your rights and things you have to do



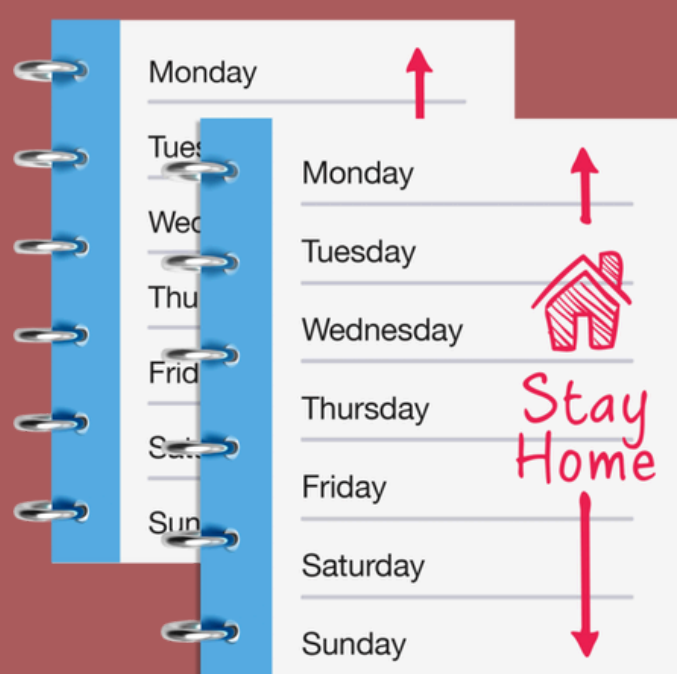
This booklet tells you all you need to know about renting your home. This is called being a **tenant**.

Your tenancy agreement



People who rent their homes are asked to sign an agreement.

It is about your rights and the things you have to do.



It means that you can keep your home for as long as you want to, if you live there most of the time.

Your tenancy agreement



Home



We will not stop you from living there or disturb you unless there is a good reason.

If you can't sign your own agreement, you can ask a family member, appointee or friend to do this for you.

A copy of the agreement is kept on the occupant app for you, along with all other signed paperwork.

The words in the agreement



You



Your home



The tenant - this is YOU

**Your address: Your home.
This means the house or
flat that you are renting
from us.**

**Service charge, this is the
money you have to pay
towards keeping your home
safe.**

**Landlord, this is who is
responsible for keeping
your home safe and well
kept.**

Things you need to know



Examples of things you should not do are:

You could lose your home if you annoy, disturb, harass, or bully other people.



Don't have pets unless you get permission from the landlord.



Don't play very loud music



Don't be drunk or cause a nuisance.

Things you have to do



Don't take or sell drugs.



Don't dump rubbish



Don't use any words that insult someone else because of their race, religion, beliefs, age, sex, disability, or because they are gay or lesbian.



Don't make threats or attack people or cause a nuisance.

Your rent



To live in your home, you must pay rent.



Most of the tenants living in our homes receive housing benefit from the local council.

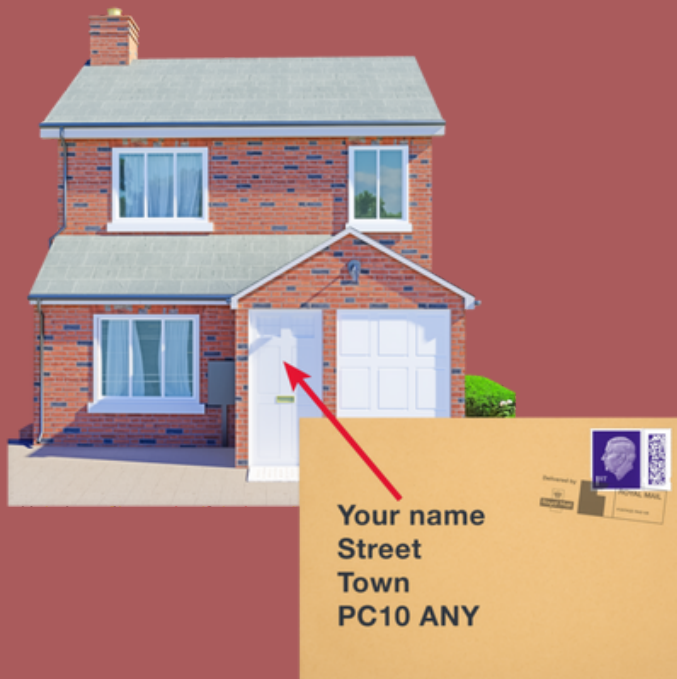


Vert Housing will help you, or a person appointed by you to apply for housing benefit.



If you have over £16000 in savings you won't be able to receive housing benefit and you will have to pay the rent until your savings go below £16000.

Your rent



Rent is payable every 4 weeks and will be paid directly to us via housing benefit or from you if you have savings over £16000.

If we change how much rent you need to pay we will write to you. We will do this at least 4 weeks before the changes are made.

You can see how much rent you have paid on the occupant app. The council will also write to you at your address.

If you receive certain benefits you may be able to receive council tax support. We will help you with this.

Making your home accessible



If you need changes made to your home because you have a disability we will support you.

Most of the work for accessibility will be done prior to you moving in.

There is a separate booklet about this, called “Living with a Disability”.

**All of our booklets can be found on our website:
www.verthousing.co.uk**

Safety



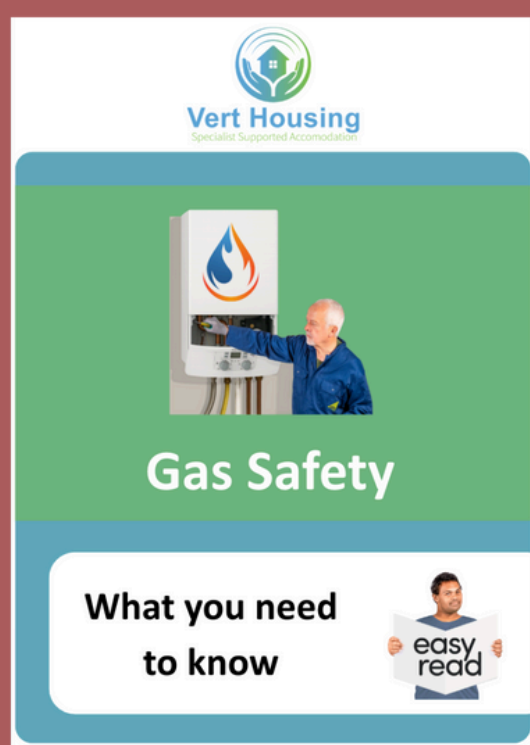
Vert Housing and ASD Support will help you keep your home safe.



We would like you to be involved in keeping your home safe.



We are required by law to do certain checks, this means that a contractor will come to your home to do work.



We have some other booklets about safety. All of our booklets can be found on our website: www.verthousing.co.uk

Other information



This home must be your only or main home. You must tell us if you will be away for more than 30 days.



If you go on holiday, please turn your water off.



If you have a wheelchair we will try to help you find a safe place to keep it.



You must not keep anything that could catch fire in your home or any shared area.

Other information



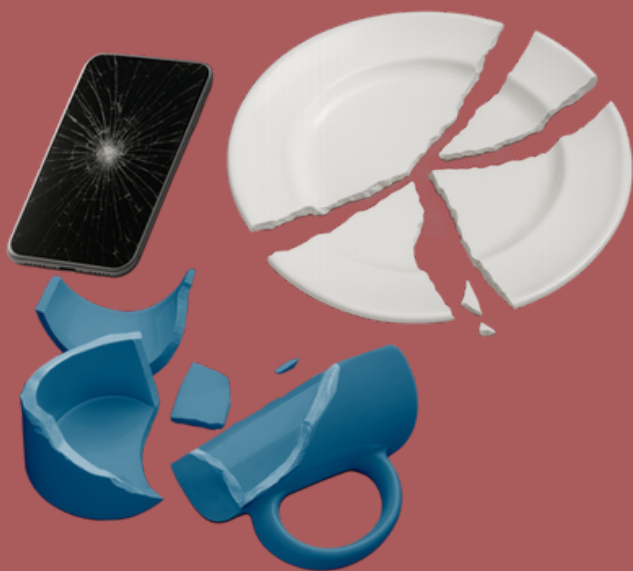
A gardener will come to your property to keep the grounds safe and tidy.



Maintenance can be reported through the occupant app, Vert Housing will make sure that maintenance is done quickly.



Utilities are managed by the care provider, they will tell you how much the utilities are for your house. These must be paid monthly.



If you damage your home or furnishings and/or the white goods provided for you at the start of your tenancy agreement, we will repair it, but you will have to pay for it.

How to get in touch with us



You can call our offices at any time of the day or night. If no one is there leave a message and we will get back to you.



**Our number is:
0330 133 3072**



**Our email:
info@verthousing.co.uk**