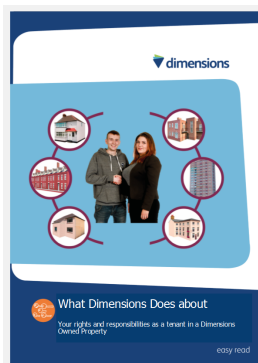




## What Dimensions Does about

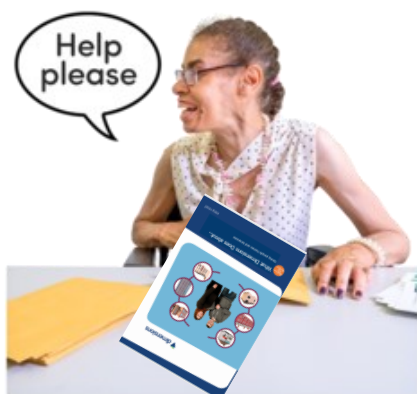
Your rights and responsibilities as a tenant in a Dimensions Owned Property



This booklet is all about **What Dimensions Does about Your rights and responsibilities as a tenant in a Dimensions Owned Property**

The booklet uses **photo symbols** to help explain what is **important** for you to know.

It is designed to tell you **all you need to know** and to give you **information about** what **Dimensions** do for you as a **tenant**.



You might want **to ask your friends, family or support team** to go through this **booklet with you** so that you can **talk about anything** that isn't clear to you.



You will find a lot of **helpful advice and information** to help you be a great tenant.



If you have any questions this booklet should be able to answer them for you - if not then you can **contact your Housing Advisor** and they can explain more.

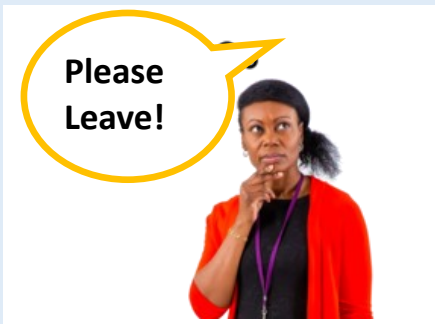


We believe everyone has the **right to a safe and happy home**



To have this you must keep to your **tenancy agreement**.

A **tenancy agreement** is a list of things you agree to when you move in.



We can **ask you to leave** if any of the things happen listed below.



1. You do not pay the rent



2. You, or any of your guests or visitors, upset another resident



3. You, or any of your guests or visitors, damage your home



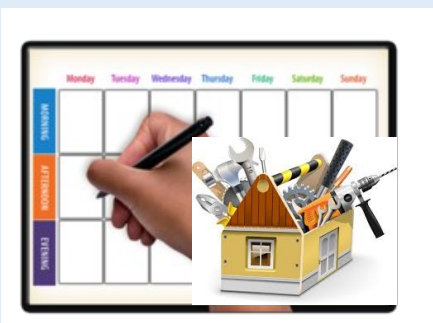
4. You live in another house as your home.



5. You did not tell the truth about something to become a tenant.



6. You allow something that's against the law to happen in your home.



7. We plan to do some building work on the home.



## Your rights as a tenant

You have the right to live peacefully in your home if you keep to your agreement.



You have the **right to maintenance work and repairs** when needed.





It is Dimensions' job to sort out maintenance and repairs in Dimensions owned homes.

**It's important that you report any repairs** that are needed by phoning Astraline on **0845 057 7080**



**If you need support to report repairs** you can speak to your support team or Regional Housing Advisor.



You have the **right to be asked** about any big changes we are thinking of making.



**This includes things like:**

- Changing how we manage and maintain your home
- Making improvements or large repairs
- Taking your home down
- Handing over management to someone else



You have the **right to make improvements** to your home.



Before you start any work, you need to **get written permission from Dimensions.**

If you would like to make any changes or improvements to your home **please contact us and we'll advise you.**



## Your responsibilities as a tenant.

A responsibility is something a person is supposed to do.



You can talk to your Support Worker or Regional Housing Advisor to **get advice about your responsibilities.**



You are **responsible for paying your rent on time.**



You are **responsible for maintaining the parts of your home that are listed in your agreement.**

These are things like door handles, cupboard handles and blocked sinks or baths.

Each agreement is different.



You are **responsible for being a good neighbour**

This means you are responsible for the behaviour of yourself and your visitors and guests in your house.



We take **complaints of anti-social behaviour** very seriously.

**Anti-social** means bad behaviour



Some of things you should not do or allow are:

- Make loud noise
- Do anything that is against the law
- Be unkind to neighbours or other tenants



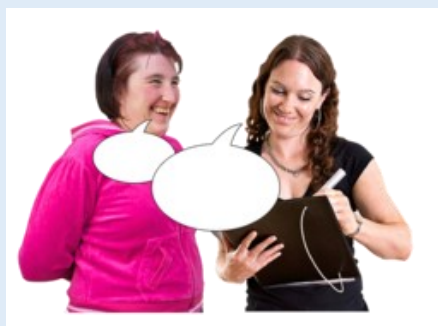
You should also make sure that you do not

- Use graffiti
- Litter public areas
- Abandon cars



You are **responsible for insuring your belongings**

**Insurance** is money that you pay to keep your belongings protected in case they are stolen or damaged.



You are **responsible for telling us when your home needs repairs.**

You may have to pay for the repair of any areas or items which you have not looked after.



If we are coming to do repairs or services to your home, you must let us in.

We will **normally contact you before.**

All our **staff will carry an Identity Card.**



You are **responsible for getting rid of waste and rubbish**, this includes larger household items.

This may include **taking, or arranging for it to be taken to the tip** if you need to.



You **may be responsible for keeping your garden tidy** – your Support Worker and Regional Housing Advisor will tell you.

If you don't, we may ask you to restore your garden if it is untidy, or charge you for any work is done by us.



### **More about repairs:**

If something in your home needs repairing, you need to report the repair to Astraline

**Phone: 0845 057 7080**

**They are open 9am ☐ 5pm Monday ☐ Friday.**



When you report a repair we will arrange a time when we can visit you and do the repairs.



**Emergency Repairs** will be sorted within 24 hours

These are things like Gas leaks, bare electrical wiring, sewage which is overflowing, broken external doors and burst water pipes.

No heating in very cold weather

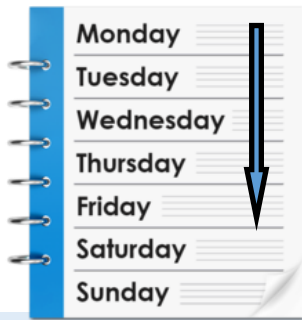
No hot water



**Emergency repairs** should also be rung through to Astraline on **0845 057 7080** at any time.

You may be recharged if you report a job to be done that's not an emergency and ask for it to be done as an emergency out of normal hours (after 5pm).





**Urgent Repairs** will be sorted within 5 working days (Monday□Friday)

**Routine Repairs** will be sorted within 28 days



### About your rent:

**Rent** is the money you pay to us for living in your home



### We decide how much rent you pay.

We look at this every year, to make sure it agrees with the Government guidelines.



**If there are any changes to your rent**, we will write to you at least 1 month before.

We will tell you how much the new rent is and the date the new rent will start.



**We will send you a regular rent statement** that shows you

- how much money you have in your account and
- all of the payments you have made.



**A 'service charge'** is a charge for the extra services that we sometimes provide for your home.

This may include things like cleaning and gardening.



**If you claim benefits, they may pay some of your service charge.**



For the service charge costs which you cannot pay for with benefits, an amount will be added that you will have to pay yourself.



All tenants can apply for **Housing Benefit, Council Tax Benefit or Universal Credit.**

For more advice and information please contact your Regional Housing Advisor.



You will **need to pay Dimensions rent** and some service charges



**You can pay in different ways:**

**1. Direct Debit.** This is where the money automatically gets sent from your bank account to us.

Your **Regional Housing Adviser** can help you to set this up, or you can complete the **form on our website**



**2. Standing Order.** This is where you arrange for your bank to send us money each week.

We can help you organise this.



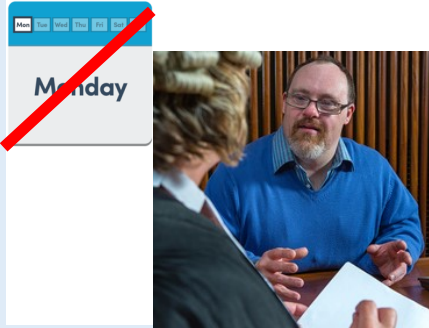
3. **Online banking.** You can also arrange your payments if you use online banking.

Online banking is where you keep in touch with your bank and money on the internet or an App.



**You have to pay the rent every week, on Monday.**

This is very important.



**Not paying.** If you do not pay your rent or do not have the right benefits to pay your rent, this could affect you seriously.

You may have to go to court, or you could also lose your home.



If you owe us rent, **we will help you to manage your rent arrears** (this is the rent that you owe).



**Please let us know as soon as possible if you think you will have a problem paying your rent.**

If you tell us early, we might be able to offer you some advice.



**Asking a Tenant to Leave (Eviction):**



Eviction is a last resort for Dimensions.  
We exist to give people homes, not take them away.



Dimensions **may be forced to evict tenants where the tenancy agreement is breached.**

Breached means that something has been done and keeps being done that is against the rules.



If a tenant **breaches their tenancy** agreement the Regional Housing Advisor will explain and warn them.

If rule-breaking continues, there will be further discussions involving other people who support the tenant.



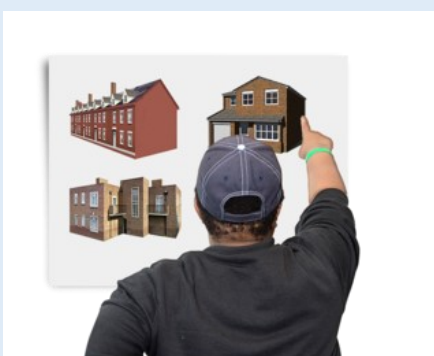
If the rule-breaking does not stop, a **final warning** will be **given in writing**.



If the rule-breaking still does not stop, a **Legal Notice will be given** to the tenant.

**This means the tenant has 28 days to stop breaking the rules.**

If the tenant still does not stop breaking the rules an application will be made to court to evict (remove) the tenant.



If the **court decides the tenant needs to be evicted** the tenants' Support Worker and Social Worker may support the person to **find a home somewhere else**, depending on what the behaviour is.





If the tenant's behaviour is very serious – for example if it is causing danger or harming another person -  
Dimensions can apply to the court to evict more quickly.

This is called accelerated proceedings.



Please remember that eviction is always the last resort.

There are many things you can do, and we can help and support you with, before this happens.



# Proving life can get better

Dimensions provides evidence-based outcomes-focused support for people with learning disabilities, autism and complex needs. We help people to be actively engaged in their communities.



## Find out more about Dimensions

Website: [www.dimensions-uk.org](http://www.dimensions-uk.org)

Phone: 0300 303 9001

Email: [enquiries@dimensions-uk.org](mailto:enquiries@dimensions-uk.org)

Twitter: @DimensionsUK

Facebook: DimensionsUK

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