

YOU AND YOUR HOME

WELCOME TO FAMILY HOUSING ASSOCIATION



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Welcome

Family Housing Association (Birmingham) Ltd was formed in 1964. We now provide more than 2,200 homes to rent and buy at low cost, across the west midlands.

As a new resident you will be provided with an information pack which provides useful information about your tenancy. Please keep this safe so you can refer to it at any time.

We hope that you will enjoy living in your new home.

More than a landlord

At Family Housing we want to ensure we are “living our values to provide great homes and neighbourhoods of choice.”

Our values reflect how we conduct our business. By living our values we aim to exceed our customer expectations.



This is Family - living the values

Professional: We will be efficient, effective and skilled.

Respect: We will value difference and promote equality.

Honest: We will be trustworthy, open and clear.

Reliable: We will be accountable, committed and will deliver.

Caring: We will be considerate, supportive and understanding.

Special: We will be positive, creative and inspired.

Our services

We believe in working with you to ensure we can provide the highest quality services. Please see our range of leaflets which gives further information on all the services we provide.

Please use the contact details on the back of this leaflet for further information.

Your tenancy

At first, all our new tenants have a Starter Tenancy, also called an Assured Shorthold Tenancy. After one year, should there be no serious breaches to your tenancy, it will convert into a Full Assured Tenancy.

When you sign your Tenancy Agreement with us, there are certain obligations you required to follow. Also as your landlord, we have obligations to abide by:

As your landlord, Family Housing will:

- Review rents and service charges in line with the 'provision' in the Tenancy Agreement, usually every April.
- Give you access to your home once you have signed your Tenancy Agreement.
- Insure the structure of your home. Please note that this insurance only covers the shell of your property and it is your responsibility to get insurance for the contents.
- Carry out our repairs responsibilities as listed in this leaflet.
- Allow people who may qualify to succeed your tenancy upon the event of your death.

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As a tenant, you will

- Move into your home at the start of your tenancy and live there as your 'only or principle home' - i.e. you don't live somewhere else.
 - Pay the rent due on time. Your tenancy is weekly and therefore the rent is due every Monday. If you are entitled to Housing Benefit, it is your responsibility to make your claim and maintain it.
 - Pay all the bills associated with living in your home such as gas, electricity and Council Tax.
 - Not to sublet the whole of your property to someone else. We will sometimes allow you to sublet part of your home, but you must seek our permission first.
 - Not to 'assign' (give away or sell) your tenancy to anyone else.
- Not to cause nuisance or annoyance to neighbours or their visitors.
 - Keep your home and garden (if you have one) in good condition. If you damage your home, you are responsible for the repair and may be charged for the costs.
 - Allow us access to your home to complete repairs or gas servicing.
 - Ask our permission if you want to keep a pet.
 - Give us four weeks notice if you wish to end the tenancy.
 - Leave the property in good condition when you move out.
 - Have various 'rights' in the tenancy such as:
 - The right to make improvements.
 - The right to repair.
 - The right to consultation.
 - The right to exchange.
 - The right to use our complaints procedure.

Repairs and maintenance

Some of your responsibilities as a tenant and our responsibilities as your landlord are listed below. Please contact us if you have a query on something that is not listed.

As a tenant, you are responsible for:

External

Window glass.

The cost of replacing locks or keys to homes, garages, windows and alley gates (including additional keys).

Letterbox.

Your own garden, washing line and posts.

Paths, patios which are not owned by Family Housing.

Dustbins and the removal of all rubbish.

Fencing to divide gardens.

Outside taps.

Electrics, gas and water

Electricity meters and the electricity supply.

Disconnecting and reconnecting cookers.

Plumbing-in of washing machines.

Sink plugs and chains.

Blocked sinks and basins.

Bleeding the radiators.

Gas meters and gas supply.

Internal

Home contents insurance.

Plasterwork.

Skirting boards.

Bath panels.

Toilet seats.

Repairing cracks or chips in bathroom fittings.

Shower curtain and rails, shower hose and spray head.

Battery operated smoke alarms.

Security chains and spy-holes for doors.

Draught-proofing outside doors.

Hot water cylinder jackets.

Treatment of wasps, vermin, fleas etc.

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As your landlord, Family Housing Association (FHA) is responsible for:

(please note that this list does not apply to Leaseholders)

External

Building insurance.

Shared communal areas including lifts, stairs, bin stores, lighting and glazing.

The roof, chimney, gutters and downpipes.

Outside walls, rendering and foundations.

Window frames, outside window sills, handles and vents.

Outside doors (if damaged by fair wear and tear).

Faulty outside locks and hinges.

Soil and vent pipes (if the main pipe is blocked).

Shared gardens.

Garden gates.

Paths, steps and other means of access that are owned by FHA.

Shared washing lines and posts.

Garages and outbuildings owned by FHA.

Solar panels and wind turbines owned by FHA.

Internal

Internal doors if fair wear and tear; door handles and carpet strips.

Structural walls inside your home.

Vinyl floor tiles in bathrooms and kitchens only.

Staircase, banisters and handrails.

Kitchen cupboards and worktops.

Bath, wash-hand basin and toilet (if fitted by FHA).

You and your home.

This document is available in other languages upon request.

Bengali

আপনি এবং আপনার বাড়ি
এই ডকুমেন্ট অনুরোধে বাংলায় পাওয়া যায়।

Kurdish

ئێوه و مالهكەتان
ئەم بەلگەیه به پێی داواکاری به زمانی کوردی ش دەس دەکەویت

Punjabi

ਤੁਸੀਂ ਅਤੇ ਤੁਹਾਡਾ ਘਰ
ਇਹ ਦਸਤਾਵੇਜ਼ ਮੰਗ ਕੇ ਪੰਜਾਬੀ ਵਿਚ ਵੀ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

Somali

Adiga iyo Gurigaaga
Dokumentigaan waxaa lagu helaa Soomaali haddii la codsado.

Urdu

آپ اور آپ کا گھر
درخواست پر یہ دستاویز اردو میں بھی مل سکتی ہے۔

How to contact us

You can contact us at our office, over the telephone, by e-mail or on our website.

Telephone:

0121 766 1100
8am-8pm Monday to Friday
8am-1pm Saturday
Emergency out of office hours:
0121 766 1100 (transfer to our out
of hours service)

E-mail:

post@family-housing.co.uk

Post:

Family Housing Association
(Birmingham) Ltd
Bordesley House
44/46 Coventry Road
Birmingham B10 0RX

Website:

www.family-housing.co.uk

