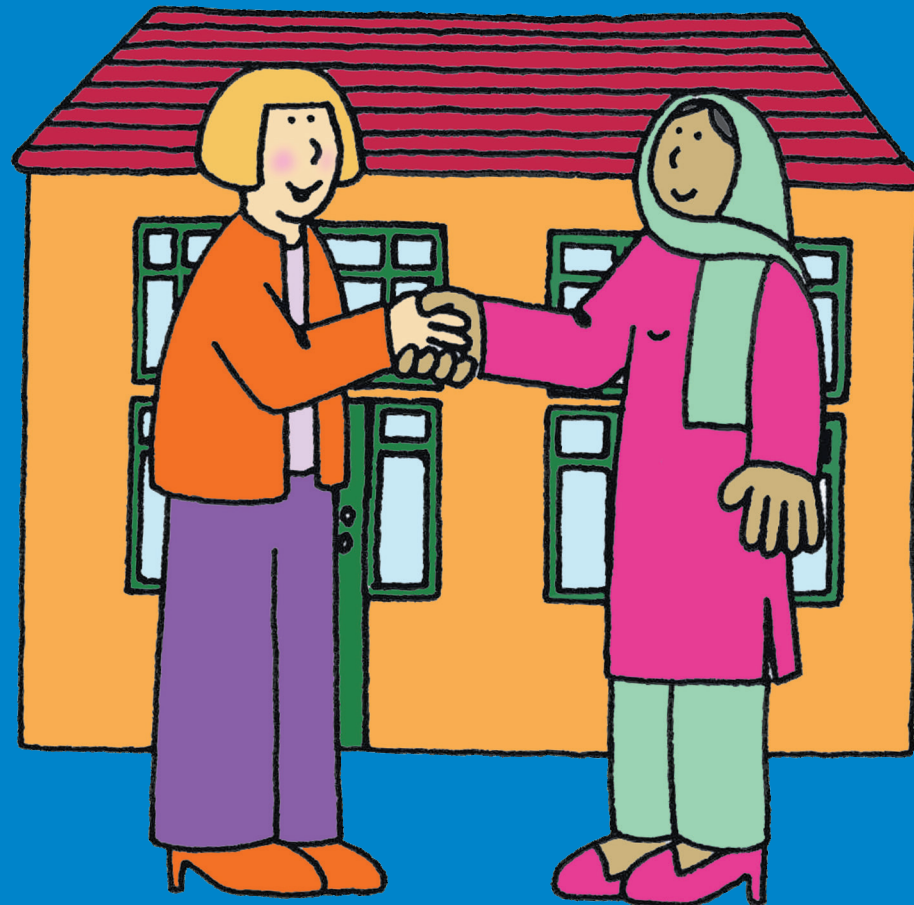


Your Tenancy Agreement for your home

A guide to the rules for living in your home.



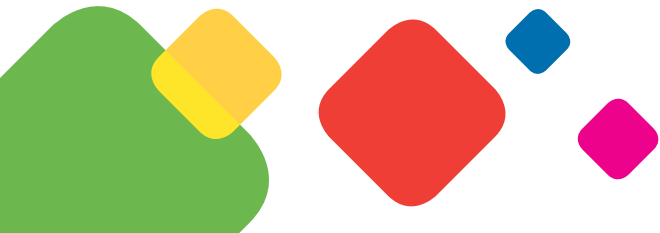
Progress
HOUSING GROUP

Welcome to your new home with Progress Housing Group

This guide goes with your **tenancy agreement** to help explain it.

A **tenancy agreement** is the contract you sign that gives you the right to live in your home. It tells you about your rights and responsibilities. It also tells you what we as your **landlord**, have to do.

Your **tenancy agreement** is between **your landlord** and **YOU**, the **tenant**.



Some common words used in housing



Tenant

This is **You**.



Property

Property is a general way of describing the home you live in. Some people live in a house, some in a bungalow and others in a flat.



Landlord

This section confirms the name of your **landlord**.

Progress Housing Group usually own and or manage the property you live in.



Tenancy agreement

This is the contract you sign that gives you the right to live in your home. It tells you your rights and responsibilities. It also tells you what your **landlord** has to do.

Some common words used in housing

Rent



Tenants are responsible for paying their **rent** to their **landlord**. You have to pay rent every week.

Some tenants may pay their rent directly to us via Direct Debit or standing order.

Sometimes tenants pay their rent via their benefits claim.

However you pay, you are responsible for paying your rent.



Your **rent** and **service charges** will stay the same for a year. We will write and tell you if these are going to change.

Service charges



If you pay a **service charge**, this pays for services that provide a benefit over and above the simple right to occupy your home.

There are three types of service charges, **property-related**, **personal service** and **support charges**.

Property-related service charges refer to services that are provided by Progress Housing Group to your property and the surrounding area, for example, communal gardening, communal area repair and maintenance, etc.


Personal service charges refer to services that are provided by Progress Housing Group to you in your individual property, for example, personal water charge.

Support charges refer to support services provided by Progress Housing Group to independent living scheme tenants. It pays part of the independent living co-ordinator's cost, the response service for out of hour's emergencies, the alarm equipment and the employees who monitor the 24-hour emergency alarm system.

Some service charges

Not everyone will pay a service charge. Some of the service charges you will pay as part of your rent, if applicable to your home, are:

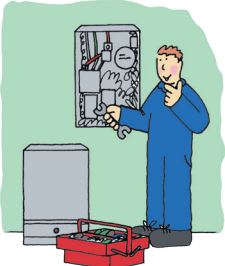
£ _____ a week
for gardening.



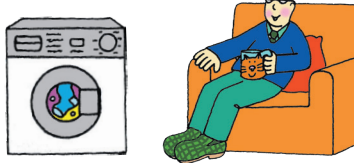
£ _____ a week
for heating and lighting in
shared areas.




£ _____ a week
for servicing of certain equipment.




£ _____ a week
for shared furniture
and equipment.



£ _____ a week
for outside grounds maintenance.



£ _____ a week
for fire safety equipment.



Some service charges

Not everyone will pay a service charge. Some of the service charges you will pay as part of your rent, if applicable to your home, are:

£ _____ a week
for a window cleaner.



£ _____ a week
for insurance of shared furnishings.



£ _____ a week
for shared internal decoration.



£ _____ a week
for cleaning of shared areas.



£ _____ a week

£ _____ a week

Our responsibilities

What Progress Housing Group must do.

- ✓ Keep your home in good repair.



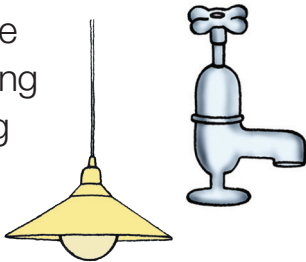
- ✓ Tell you when repairs will be done.



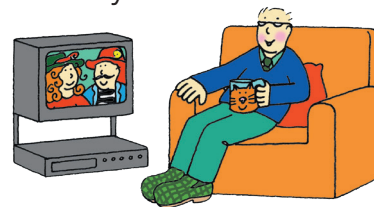
- ✓ Provide buildings insurance for the property.



- ✓ Make sure the heating, lighting and plumbing work.



- ✓ Let you enjoy your home peacefully.



Your responsibilities

What you must do.

- ✓ Live in your home.



- ✓ Pay your rent on time.



- ✓ Organise contents insurance for your home should you wish to.



- ✓ Tell us if something is broken and needs repairing.



- ✓ Keep your house and garden clean and tidy.



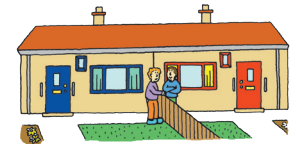
- ✓ Ask if you want to keep a pet.



- ✓ Let us into your home to do repairs.



- ✓ Ask if you want to alter your home in some way.

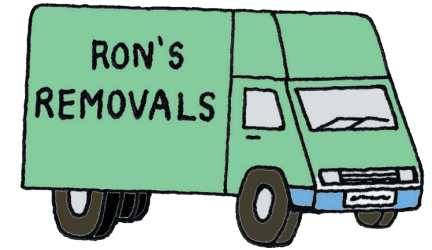


- ✓ Let us know if there are any changes within your family.



Moving out

What you must do if you are moving out.



- ✓ You must write and tell Progress Housing Group you wish to terminate your tenancy. You will be required to give four weeks' notice.



Head office address:
Progress Housing Group
Sumner House
21 King Street
Leyland
Lancashire
PR25 2LW

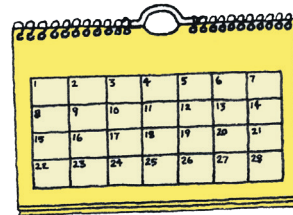
- ✓ You must remove all your belongings and rubbish, and leave everything clean and tidy.



- ✓ You must return all of the keys to your home.




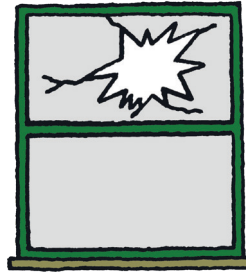
- ✓ Progress Housing Group will contact you to confirm your termination date.




What not to do


What you must not do.

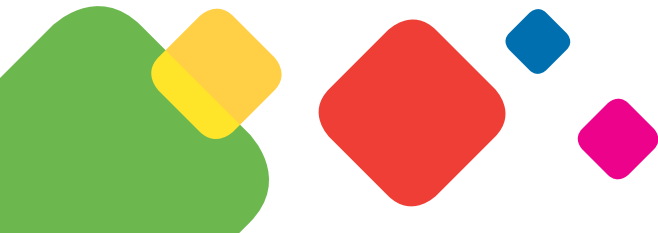
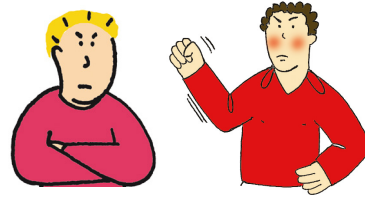
-  You must not damage your home, furniture or fittings, or you will have to pay for it to be fixed.



-  You must not be noisy and upset other people or your neighbours.



-  You must not annoy others or allow your visitors to cause a nuisance.



Broken a rule?

What happens if you break the rules?

You will be contacted to discuss the problem.



If you continue to break the rules of your tenancy and do not listen to the warnings, Progress Housing Group may apply to the court, which could result in you having to leave your home.



Your rights

Your rights as a tenant.

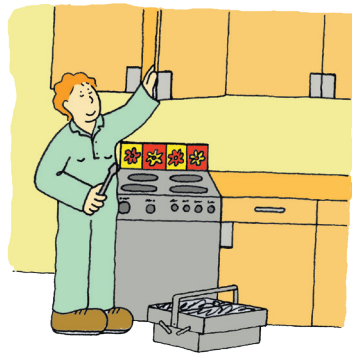


You have the right to tell us about something you are not happy with.



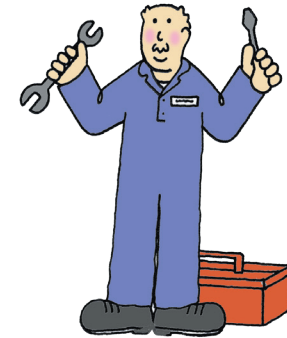
You have a right to ask for information about you or your home.

For example: When are you going to replace my kitchen?



You have a right to have some repairs done within a set time.

For example: We should unblock a main drain within 24 hours or you may be able to claim compensation.



Contact us

Write to:

Progress Housing Group
Sumner House
21 King Street
Leyland
PR25 2LW



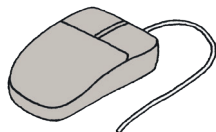
Telephone:

03333 204555



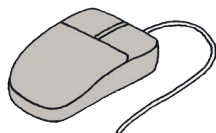
Email:

enquiries@progressgroup.org.uk



Live web chat:

www.progressgroup.org.uk
Monday to Friday 8am-5pm



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Visit our website:

www.progressgroup.org.uk

April 2022

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