

Your Home – Your Responsibility

When you become a tenant with us you enter into a relationship. Relationships need commitment from both sides to make them work and this one is no different. We'll treat you fairly and make sure we are respectful and polite. If we get it wrong, we will work with you to put it right as quickly as possible.

This is how the relationship works:

We provide you with a place to live you can call home. In return you will pay your rent and keep to *all* your other tenancy responsibilities. The tenancy agreement you sign is a legal contract between us which sets out our joint responsibilities. Signing the tenancy means you are promising to keep your side of the agreement. If you struggle to do that and cannot sort it out yourself, **get in touch immediately** as we may be able to help.

By agreeing to move into a West Kent home you agree to the conditions below. We'll provide the following services in return.

You will:	We will:
Live in it as your main home – and tell us if you move someone in or someone moves out.	Make sure your home is safe and warm and is the right size and type of home for you when you move in.
Ask if you don't understand the tenancy agreement and make sure you keep to it.	Explain your legal rights and responsibilities and take legal action to end the relationship if you don't keep to the agreement you've signed up to.
Pay your rent in advance at the start and keep your account in credit. If you can't pay or want to change the way you pay then tell us immediately.	Have easy ways for you to pay. We'll always be honest with you about your payments and will tell you quickly if we think you need support.
Get in touch if you're struggling with your rent or anything about your tenancy agreement - don't ignore it.	Help with advice and support and there's lots of useful information on our website too.
Look after your home and garden and keep them in good condition.	Show you the condition we expect you to keep your home and garden in as long as you are our tenant.
Keep appointments or tell us by 10am on the day if you can't. If we knock on the door, let us in especially for servicing your boiler and carrying out repairs.	Respect your privacy and only enter your home if we have an appointment (unless it's an emergency and we can't contact you).
Respect your home, repair or replace things you're responsible for and tell us if anything we're responsible for needs repairing.	Repair or replace items that are our responsibility. We'll charge if you, your family or visitors break or damage anything that's our responsibility.
Be responsible for insuring the contents of your home, as we don't pay to replace your items if they are lost in a fire or flood.	Insure the building.
Respect your neighbours and if you have a problem sort it out yourself.	Give you advice about how to deal with issues yourself and work with our partners to do our bit to tackle and prevent anti-social behaviour.

Continued

You will:	We will:
Keep shared hallways and stairways clean and not put anything in them. It's the same for shared gardens and outside space.	Look after shared halls, stairways and windows to make sure they are clear and safe. Look after outside space we own such as grass and garage areas to ensure they are clean and safe.
Ask us before making any changes to the structure or fittings of your home and agree to any conditions we set.	Tell you if you can do it and what you need to do.
Use our website to find out everything you need to know about your tenancy, how to move and other services we offer.	Guide you through the process if you wish to apply for a mutual exchange, transfer or to find out who can succeed your tenancy.
Keep your details up to date. You can log into your account to see the most up to date information we have about you.	Keep your information safe and secure.
Talk to us and tell us if there are any changes in your household. If you will be away from home for more than six weeks tell us.	Visit at least once a year to make sure you're living there, check that you're looking after your home and if there are any repairs that need doing. We'll keep your information safe and secure but will report fraud or safeguarding concerns to the relevant local authority.
Give us four weeks notice if you want to move. You must leave your home clean, empty and ready for someone else to move into.	Visit to let you know what needs to be done before you leave so you hand back the property in a good condition. If you're moving to another one of our homes or doing a mutual exchange we can refuse to let you move if the property isn't being left as it should be.