

Your responsibilities and our responsibilities

What you can expect

When you move into a West Kent home, you agree to the terms of your tenancy. We'll treat you fairly, respectfully and politely, and if we make a mistake, we'll work quickly to put it right. We'll provide you with a safe and comfortable place to live, along with the services outlined below.

What we expect from you

You'll pay your rent and meet the responsibilities set out in your tenancy agreement. This is a legal contract, and by signing it, you agree to uphold your part. If you're struggling, contact us straight away, we may be able to help.

You will	We will
Live in it as your main home and tell us if you move someone in or out.	Make sure your home is safe, 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 tenancy if you don't keep to the agreement.
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, tell us immediately.	Have easy ways for you to pay. We'll always be honest with you about your payments and we can refer you to our teams for support.
Get in touch if you're struggling with anything about your tenancy agreement.	Help with advice and support - there's lots of useful information on our website: westkent.org
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. Find out more: westkent.org/maintainingyourhome
Let us in to carry out essential checks and repairs including, but not limited to: the annual landlord gas safety check, electrical checks, damp and mould, asbestos related works and any other inspections to keep you safe.	Respect your privacy and only enter your home if we have an appointment (unless it's an emergency and we can't contact you). Learn more: westkent.org/safetychecks
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.

You will	We will
Be responsible for insuring the contents of your home (personal possessions).	Insure the building (not your personal possessions).
Respect your neighbours.	Give you advice about how to deal with any issues with your neighbours and work with our partners to tackle and prevent anti-social behaviour.
Keep all communal areas including shared hallways and stairways clean and clear (this applies to shared gardens and outside space too). Not store any combustible, flammable, or personal items in these areas. Allow access for regular inspections when required. Find out more: westkent.org/estatestandards	Look after shared halls, stairways and windows to make sure they are clear and safe. We will look after outside space we own such as grass and garage areas. We will also carry out regular inspections of communal cupboards to make sure they remain safe, accessible, and free from hazards.
Ask us before making any changes to the structure or fittings of your home and agree to any conditions we set. Learn more: westkent.org/homeimprovements	Tell you if you can do it and what you need to do.
Use our website westkent.org to find out everything you need to know about your tenancy, how to move and other services we offer.	Help you 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. If any of your details change, get in touch and let us know.	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.	Aim to visit once a year to make sure you're living in your home, looking after it and if any repairs are needed. We will report fraud or safeguarding concerns to the relevant local authority. Find out more: westkent.org/tenancyfraud
Check the terms of your tenancy agreement if you are moving out and provide a minimum of four weeks notice. Contact us if you want confirmation on moving out. Learn more: westkent.org/movingout	Visit to let you know what needs to be done before you leave. If you're moving to another one of our homes, or doing a mutual exchange, we can refuse to let you move if your home isn't maintained to an acceptable standard or if consent for improvements hasn't been obtained.