

Easy read guide: Tenancy policy



This is an easy read guide to help you understand Golden Lane Housing's tenancy policy.

This guide is for people with a learning disability.



- This policy explains how Golden Lane Housing helps people with a learning disability or autistic people find and keep a safe home.
- We want everyone to have a good place to live and be happy.

How we offer our homes to people



- If a home is empty, we tell people on our website.



- We work with social care teams to match people with homes that suit them.



- Sometimes, people can get homes quickly if there is an urgent need.

Getting ready to move in



- Before you move in, we check what support you need for living in your new home.



- You will receive support from Adult Social Care to help you with daily living tasks and you will need to keep working with your support team

Types of Tenancy Agreements



- A tenancy agreement is a legal document that says what you can do while living in a home and what Golden Lane Housing must do to keep your home safe and in good condition.

There are different types:



- Assured Shorthold Tenancy: Golden Lane Housing issue tenants with Assured Shorthold Tenancy Agreements. After the first 6 months, if you are happy, you can continue to stay at the property with support.



- Fixed Term Tenancy: You can stay for a set number of years, like 3 years.
- Assured Tenancy: If Golden Lane Housing owns the home, this agreement lets you stay as long as you want, as long as you follow the rules.



- Licence Agreement: Used for short stays, like in care homes or for breaks.

Golden Lane Housing issues tenants with Assured Shorthold Tenancy Agreements. After the first 6 months, if you are happy, you can continue to stay at the property with support.



if someone is under 18 or cannot sign legal papers, an appointed deputy can sign for them.

Accessible tenancy agreements



- Everyone gets a tenancy agreement that uses easy words.



Sharing a home and changing tenancy

- Sometimes two people can share a tenancy (joint tenancy).



- If one person dies, the other can keep the tenancy.



- You might have a chance to swap homes or give your tenancy to someone else, but you must ask first.



- Golden Lane Housing's Allocations and Voids Manager will decide whether you can swap your home or give your tenancy to someone else.



Moving for repairs

- If big repairs are needed, you might move to another place for a while.



- When repairs are finished, you can go back home.

Keeping your tenancy



- Golden Lane Housing will help you to keep your home if you have problems.
- Staff can give advice and support.



- If you break the rules, staff will try to help you first, but you may lose your home if things are very serious.



Helping in the community

- Housing officers help make sure you live in a safe area.



- Golden Lane Housing works with police and other groups to stop bad behaviour.



Paying your rent and service charges

- Your tenancy agreement tells you how much you must pay in rent.
- There sometimes are service charges you must pay to live in the home. Your agreement will tell you what these are and how much you need to pay.



- You will get a statement to see what you have paid.



- Staff can help answer questions about your rent.



Ending your tenancy

- If you leave your home and don't return or pass away, your tenancy may end.



- Golden Lane Housing will explain how your tenancy can end.



- If you want to move out, you should tell Golden Lane Housing. They can help you find a new place.

Complaints



- If you are unhappy, you can make a complaint.
- Staff will listen and try to help.

Who is responsible for this policy?



- Everyone working for Golden Lane Housing must follow this policy.