

swan



Managing your tenancy –

Knowing your rights



Knowing your rights

We believe you should know what your rights and responsibilities are as a tenant. We will talk to you about any changes we want to make to your tenancy agreement, or any changes to the services we give you.

If we hear that someone is breaking the terms of their tenancy agreement, we will investigate, talk to those involved and take appropriate action to deal with the problem.

If you break the terms of your tenancy agreement, we may take legal action, which could end your tenancy and mean that you no longer have the right to live in your home.

You must live in your home as your main home from the start of your tenancy. You must tell us if you are going to be away from your home for more than six weeks.

We will not interfere with your right to live peacefully in your home, except if we need access to inspect it or carry out a repair or if a court has granted us possession.

If you have any questions about your rights as a tenant, please phone us on 0300 303 2500.

Our tenancy management standards

To make sure we keep to these standards we will:

- treat you as an individual and provide information to meet your needs;
- explain your tenancy conditions to you when you move in;
- make an assessment to see if you need support to manage your tenancy;
- give you the information you need to help you understand your rights and responsibilities;
- tell you the name and contact details of your housing officer;
- talk to you about services that may affect you and tell you if there are any changes we want to make to these services;
- give you a tenant's handbook which provides more details on your tenancy conditions;
- visit one in five homes every year to check the people living there are legal tenants;
- respond to all reports of hate crime and violence, including domestic abuse within one working day;



- visit you within 10 working days if you give us notice to end your tenancy so we can agree your responsibilities when you move out;
- if you ask to arrange a mutual exchange (swap your home with another tenant), give you our decision within 42 days of your request; and
- if you ask to add or remove someone from your tenancy or pass the tenancy to someone else, we will give you our decision within 28 days.

Our service standards

We have agreed each of our service standards with a group of residents. The service standards tell you what level of service you can expect from us.

We will check regularly to see if we are meeting these service standards and let you know how we are doing. If you feel that we are not meeting these standards, please phone us on **0300 303 2500**.

Contact us

If you want to discuss anything we have mentioned in this leaflet, please phone **0300 303 2500**.

Tenancy Management:

Text: **07950 961811**

(start your text with the word LONDONNEIGHBOURS or ESSEXNEIGHBOURS)

You can also contact us through our website at **www.swan.org.uk** or at:

Head Office

Swan Housing Association
Pilgrim House
High Street, Billericay
Essex CM12 9XY.

Or visit our London office at:

Swan Housing Association
Cygnet House South
10 Crisp Street
London E14 6LL.

Available in other formats and languages

English

This information tells you about **tenancy management**. If you would like to receive this in your own language, please contact us on **0300 303 2500**.

French

Ces informations traitent de **tenancy management** (gestion des locations). Pour les recevoir dans votre propre langue, veuillez nous contacter au **0300 303 2500**

Polish

Niniejsze informacje dotyczą tematu **tenancy management** („Gospodarka dzierżawą”). Aby otrzymać je we własnym języku, zgłoś się do nas pod numer **0300 303 2500**

Somali

Macluumaadkaan wuxuu kuu sheegayaa wax ku saabsan **tenancy management** (“Maareynta Kirada”). Haddii aad jeceshahay inaad kani ku hesho luqaddaada, faqlan nagala soo xiriir **0300 303 2500**

Bengali

এই তথ্যে আপনাকে **tenancy management** (ভাড়া ব্যবস্থাপনা) র বিষয়ে জানানো হয়েছে। আপনি এটা আপনার ভাষায় জানতে চাইলে আমাদের **0300 303 2500**-এ যোগাযোগ করুন

Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ **tenancy management** (ਕਿਰਾਏਦਾਰੀ ਦੇ ਪ੍ਰਬੰਧ) ਬਾਰੇ ਦੱਸਦੀ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ **0300 303 2500** ਤੇ ਸੰਪਰਕ ਕਰੋ

Arabic

تشير هذه المعلومات إلى **tenancy management** (“إدارة الإيجار”). إذا كنت تريد الحصول على هذه المعلومات في لغتك، يرجى الاتصال بنا على الرقم **0300 303 2500**

Urdu

یہ معلومات آپ کو **tenancy management** (“کرایے داری سے متعلق انتظام”) کے بارے میں بتانے کیلئے ہیں۔ اگر آپ اسے اپنی زبان میں حاصل کرنا چاہتے ہیں تو، براہ کرم ہم سے **0300 303 2500** پر رابطہ کریں

If you would like a copy of this document in large print, Braille or on CD please call **0300 303 2500**.

