



# An easy read guide to your tenancy agreement

This document will help you understand the tenancy agreement you are signing with Blackpool Council.



## Welcome

This agreement is between you, the tenant, and your landlord, Blackpool Council. 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 and what we, as your Landlord, will do. Blackpool Coastal Housing is responsible for managing and maintaining Council homes and they will help you with any queries or problems relating to your home throughout your tenancy.

Name:

Address:

Type of home:

Your tenancy begins on:

## Your rent

You must pay your rent every week.

The rent is:

Some tenants pay extra for other services as part of their weekly rent. These extra payments are known as service charges. These charges are for services provided in your home, the block you live in, or on your estate, which is not covered by your rent.



## Service charge items



### Aerial Service (also called IRS)

This is the communal digital aerial service provided to all flats and maisonettes.



### Alarm System:

This is for the maintenance of equipment needed for you to contact and obtain assistance from your Support Officer or Vitaline, such as the intercom system.



### Block Lighting:

This covers the cost of providing lighting to communal areas such as landings, doorways and emergency lighting.



### Block Cleaning:

This covers the cost of cleaning the communal areas and windows, usually on a set timetable.



### Community Centre:

For tenants who are receiving the sheltered Service, this covers the cost of maintaining and running the community centre which is accessible to you.



### Door Entry:

This covers the cost of maintaining the secure door entry system to your block.



### Intensive Management Support

This covers the cost of housing related support services. If you receive full or partial Housing Benefit this charge will be paid for you.



### Other:

**Total you will pay each week:**

We will give you at least four weeks notice in writing of any changes to your rent or service charges.

## Our Responsibilities

### What we must do...

- ✓ Keep your home in good repair
- ✓ Let you enjoy your home peacefully
- ✓ Carry out repairs we are responsible for
- ✓ Tell you when repairs will be done
- ✓ Give you help and advice if you are the victim of anti-social behaviour

## Your Responsibilities

### What you must do...

- ✓ Live in your home
- ✓ Pay your rent on time
- ✓ Keep your home clean and tidy
- ✓ Keep your garden or shared spaces clean and tidy
- ✓ Tell us if something is broken and needs repairing
- ✓ Let us into your home to do repairs
- ✓ Ask if you want to keep a pet
- ✓ Look after any equipment you have bought
- ✓ Tell us if you are going to be away from your home for more than 4 weeks

## Ending your Tenancy

- If you want to leave your home, you must give us at least 4 weeks notice in writing.
- You must pay all rent and charges up to the date of the end of your tenancy.
- You must remove all your furniture, belongings and rubbish and leave everything clean and tidy.
- You must return your keys to us before midday on the Monday the tenancy ends.
- If you have not kept your home in good condition, you will be charged for any costs we have to pay to put things right.

**You must not leave anyone else in the property when you leave.**

## Contacting us

## Your Responsibilities

### What you must NOT do...

- ✗ Be noisy and play loud music
- ✗ Damage or remove any fixtures without permission
- ✗ Harass, threaten or annoy others or allow your visitors to cause a nuisance
- ✗ Make alterations to your home without written permission
- ✗ Use your home for any illegal activity

If you break the rules or act in an anti-social way, we could take legal action against you. In extreme cases, we may even make you leave your home.

## Repairs

**You have the right to have repairs done in your home. Types of repairs we will carry out include:**

- ✓ Exterior walls
- ✓ Exterior gutters and outside pipes
- ✓ Blocked sinks
- ✓ Communal areas such as stairs and landings

When we carry out repairs, we will tell you what date the work is due to be completed.

If you would like to make a comment, compliment or complaint you can contact us:

Phone us on **01253 477900** or **0800 073 0184**

Talk to us in person or write to us at our Head Office:

### **Blackpool Coastal Housing**

Coastal House, 17-19 Abingdon Street,  
Blackpool, Lancashire FY1 1DG

You can email us at [enquiries@bch.co.uk](mailto:enquiries@bch.co.uk)  
Visit the website [www.bch.co.uk](http://www.bch.co.uk)