

# Tenancy Guide





# Oaklea

## Our Mission

To support and care for people and communities so they can learn, develop and thrive.

Oaklea is a charitable organisation whose purpose is to give vulnerable people the opportunity to live and work as independently as possible within their community. We base our support on the 7 Keys to Citizenship. Home – having a place where we belong; somewhere where we feel safe; having privacy and feeling part of the community.

The Citizenship idea was created by the Centre for Welfare Reform (Citizenship: a guide for support).



## How to contact us

if you have any questions

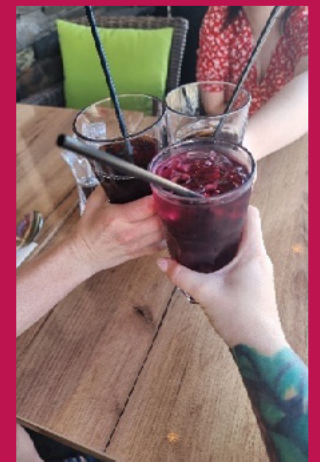
**Post:** The Oaklea Trust, East Wing, Station House, Station Road, Kendal LA9 6RY

**Telephone:** 01539 735025 **Email:** enquiries@oakleatrust.co.uk



## Moving In

Moving into a new home is an exciting and busy time. There are things to arrange and lots of people to contact and let them know your new address. Your support team or Oaklea can help you if you need it to write letters, make phone calls or set up new accounts. To help make sure you remember everyone use the table on the next page to keep track.



Who to contact	How to contact them? Telephone number or email	Account details or reference numbers I might need	Date I spoke to them / My notes
Council Tax			
Housing Benefit			
DWP			
Bank / Building Society			
Doctors			
Dentist			
TV Licence			
Social Worker			
Support Provider			
Employer			
Family & Friends			
Library			

## Understanding your tenancy agreement

Your tenancy Agreement is a **written agreement** between you and your landlord.

The Tenancy Agreement includes support. You may not be able to carry on living in your home if you choose not to have support.

The Tenancy Agreement includes a schedule of services - this goes into more detail of the support you will get.

The Tenancy Agreement needs to be signed by:

- > You – or your financial appointee if you have one
- > and the Landlord



## Understanding your tenancy agreement

The Tenancy Agreement sets out the things you agree to do and not do whilst you live here. We have set out below some of the things included in your tenancy agreement but we are always happy to help you, if you have any questions please get in touch.

### Things you must do:

- > pay the weekly charges which include: rent, services, household bills for example: water, gas and electricity.
- > accept support from the landlord and / or the care provider.
- > respect anyone you share with and your neighbours.
- > keep your home clean and tidy – removing rubbish, using an extractor and regularly ventilate your room by opening windows.
- > report any repairs as soon as possible and allow the landlord in to carry out any repairs or inspections (which will always be pre-arranged).

### Things you must not do:

- > do not break any rules of the tenancy.
- > do not cause a nuisance, disrupt or annoy others who share the property or your neighbours.
- > do not have anyone else living in your home without permission from the landlord; this includes pets.



If you **break the rules** of your Tenancy Agreement there will be a meeting to talk about what has gone wrong. Oaklea might ask you to leave, but if we do you will be sent a written notice.

Oaklea has obligations to you as well. Here are some of the things set out in the tenancy agreement which we will do for you:

- > Look after the property you live in and make repairs (but you must pay for things that you damage).
- > Tell you about changes that affect you or your home (for example building works).
- > Allow you to live peacefully in your home.
- > Try to help if you are unhappy or do not like things that are happening.
- > Listen to you and other tenants so you can tell us what you think about the services.



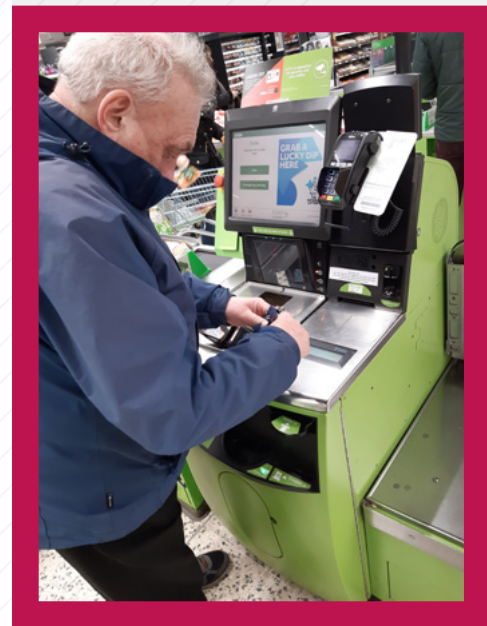


## Paying your rent & managing your money

Your Tenancy Agreement will provide details of the rent and service charges you must pay. In addition to this you will have some household bills to pay like gas, electric or water. You may also have things to pay for like a mobile phone and your food shopping.



You may be eligible for benefits that will help you to pay some of these bills and we can support you to make benefits applications.



We can offer you help and advice when starting to pay for these household costs and we can help you keep on top of managing your budget. It's important to regularly review your budget, because the price of things like food, travel and energy all change over time.

**Useful information**  
about your new home

 **ELECTRICITY**

Who is the electricity supplier?	
How will I pay for the electric I use?	
Where is the fuse box in my home?	
What was the meter reading when I moved in?	

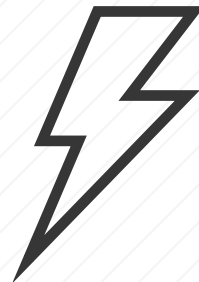
Electricity can become a serious hazard that can result in serious injuries and even death when not used properly. The list below will help you identify what you should and should not do with electrical items:

**Always**

- > Follow the manufacturer’s guidance for use of electrical items and safe charging: and stay safe in your home.
- > Check electrical items and cables to make sure they stay in good condition, not frayed or worn, before you use them.
- > Immediately stop using any electrical item that seems faulty, keeps cutting out or overheats.
- > Switch off appliances at the socket when not in use.
- > Switch off appliances when you go to bed or when you go out, unless they are meant to be left on: for example, your fridge.

**Never**

- > Overload sockets - keep to one plug-one socket.
- > Leave washing machines or tumble dryers turned on when you are leaving the house.
- > Use electrical equipment in wet areas, or with wet hands.
- > Put electric heaters near curtains or furniture and never dry clothes on them.
- > Trail cables under carpets or rugs, especially where you walk.



Oaklea as your Landlord will make sure there is an electrical safety test carried out every 5 years in the property and make sure any portable appliances that we provide are regularly tested and safe.

If any of the appliances we provide are not working please contact us so we can arrange to help resolve the problem.

## FIRE

# Useful information about your new home

Fires can start suddenly and spread quickly, damaging your home, and putting lives in danger. They are caused in a variety of ways but there are a few simple steps you can take to prevent the likelihood of one starting.

### What To Do If There Is A Fire?

- > Keep calm and act quickly, get everyone out as soon as possible.
- > Do not waste any time investigating what has happened or rescuing valuables.
- > If there is smoke, keep low where the air is clearer.
- > Before you open a door check if it's warm. If it is, do not open it - fire is on the other side.
- > Once you are outside the building, call the fire and rescue service by dialling 999.



### Escape Routes

Make sure you know your escape route and make sure everyone you live with knows how to get out of the building.

The best route is the normal way in and out of your home. Keep your escape routes clear at all times. Keep doorways, hallways, landings and all escape routes clear at all times.

### Bedtime Checklist Suggestions

- > Close the inside doors at night to stop fire spreading.
- > Turn off and unplug electrical appliances unless they are meant to be on, like your fridge.
- > Check your cooker is turned off.
- > Do not leave the washing machine on.
- > Turn heaters off.
- > Put candles and cigarettes out properly. DO NOT smoke in bed!
- > Make sure exits are clear.
- > Keep door and window keys where everyone can find them.



 **GAS**

**Useful information**  
about your new home

Who is the gas supplier?	
How will I pay for the gas I use?	
Where is the gas meter?	
What was the meter reading when I moved in?	

**Gas – Safety Tips**

Make sure you know where your gas meter is located and how to turn off the gas supply in the event of an emergency.

- > NEVER cover an appliance such as a boiler or gas fire or block the air vents.
- > NEVER block or obstruct any fixed ventilation grilles or airbricks.
- > NEVER block or cover outside flues.
- > NEVER use a gas appliance if you think it's not working properly and never cover gas appliances.

If your carbon monoxide alarm activates, you must open the windows and turn off the appliance and report the incident to Oaklea.



**If you think there is a gas leak:**

- > DO NOT switch on any electrical appliances, including light switches.
- > DO NOT use a mobile phone in the area.
- > DO NOT use matches for light.
- > DO extinguish all forms of naked flames.
- > DO open the windows and doors.
- > DO turn off the gas supply to the property, immediately, which will be found by your meter.
- > DO phone the Gas Emergency Service on 0800 111 999 and then call Oaklea.



Oaklea will ensure gas appliances have an annual safety inspection. To help us meet this legal requirement and for your safety, you must allow our engineers into your property to service your heating appliance. The engineer will test all required gas appliances in your home and provide a certificate to confirm the appliances are safe.

If any problems are found at the time of the inspection the engineer will fix them or disconnect any appliances that fail the inspection. We will contact you to arrange what happens next.



## WATER

### Useful information about your new home

Who is the water supplier?	
How will I pay for the water I use?	
Where is the water meter?	
What was the water meter reading when I moved in?	

We want you to have safe clean running water in your home. The companies that supply the water to your home have a responsibility for this and there are several things that Oaklea and you can do.

We will make sure that unused taps or showers are run for a few minutes each week so there is no chance for bacteria to build up in the pipes.

We may also take water temperature readings regularly to make sure the water coming from the taps is not too hot or too cold.

If you notice a problem with the water temperature please let us know as soon as possible.

If you notice any leaking or dripping taps please turn them off properly and report any problems to us.



## Household waste & recycling

Oaklea is committed to reducing our impact on the environment and we hope to support you to act in an environmentally responsible way.

Household waste, garden waste and curb-side recycling services will be arranged by your local council but if you have any questions about how and where to recycle more please get in touch with us. We can also support with things like kitchen composting and rainwater collection to use on your garden.



## Energy saving tips

There are lots of ways to help the environment and you can save money on your household bills and help the environment. Here are just a few:



Turn the central heating thermostat down by just 1 degree.



**Avoid leaving electrical items like TV's, microwaves or stereos on "stand by" when it is not necessary. Don't leave the fridge or freezer door open for longer than it takes to get something out or put something in. Defrost your freezer regularly to keep it working efficiently.**



Wait until you have a full load before using your washing machine but if that is not possible use the half load or economy setting. Try to use a low temperature because most washing powders work just as well at low temperatures.



**Turn off the lights when you leave a room. Open curtains or blinds to make the most of natural light during the daytime and switch to using energy saving bulbs.**



Choose the right size pan for the food you are cooking and use the lid so that the heat remains in the pan. Only boil as much water in the kettle as you need to make that cup of tea.



**Try to hang your washing outside to dry rather than using the tumble drier. If this is not possible make sure you have used the spin cycle on the washing machine first so you don't put wet clothes into the drier.**

## Home security

Try to follow our simple steps to keep your home secure:

- > Close all your windows when you go out
- > Lock your entrance door
- > Never leave keys hidden outside your house (unless in a secure key safe)
- > Always check the identity of people visiting your home before you let them in.

## Moving on or moving out

If the property you live in no longer meets your needs, or if you wish to change how you are living, please speak to us for advice and support. We can explain what notice you need to give before leaving and the people who you need to inform about changing your address.

## Compliments & complaints

If you want to pass on positive comments, or have a complaint to make, Oaklea have a procedure to help you do this. Please see our Compliments & Complaints guide or contact us.

**Post:** The Oaklea Trust, East Wing, Station House, Station Road, Kendal LA9 6RY

**Telephone:** 01539 735025

**Email:** [enquiries@oakleatrust.co.uk](mailto:enquiries@oakleatrust.co.uk)



