



staffordshire  
HOUSING ASSOCIATION

# Your rights and responsibilities as a tenant



**CUSTOMER APPROVED**

We are able to have some information translated into other languages. Please ask for more information about this

ENGLISH

‘የተወሰኑ መረጃዎችን ወደሌሎች ቋንቋዎች እንድትተርጎሙ ማድረግ እንችላለን። ይህንን አስመልክቶ ተጨማሪ ማብራሪያ ከራሳችን እባክዎን ይጠይቁን።’

AMHARIC

‘نحن قادرون على الحصول على بعض المعلومات التي ترجمت إلى لغات أخرى. الرجاء طلب مزيد من المعلومات حول هذا.’

ARABIC

‘আমরা কিছু তথ্য অন্য ভাষায় অনুবাদ করতে সক্ষম। এই বিষয়ে অনুগ্রহ করে আরোও তথ্যের জন্য জিজ্ঞাস করুন।’

BENGALI

Nous tenons à votre disposition les renseignements traduits dans différentes langues. Merci de nous contacter pour plus d'information

FRENCH

‘ਅਸੀਂ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਵੀ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਬਾਰੇ ਹੋਰ ਜਾਣਕਾਰੀ ਲਈ ਪੁੱਛੋ।’

PUNJABI

Możemy przetłumaczyć informacje na inne języki. Prosimy pytać o więcej szczegółów na ten temat

POLISH

Podemos traduzir algumas informações noutras linguas. Solicite mais informação sobre este tema

PORTUGUESE

‘ہم کچھ ایسے معلومات حاصل کرنے کے اہلیت رکھتے ہیں جو دیگر زبانوں میں ترجمہ شدہ ہے۔ اس کے بارے میں مزید معلومات کے لئے براہ کرم پوچھیں۔’

URDU

‘ما می توانیم بعضی اطلاعات را که به زبان های دیگر ترجمه شده اند، فراهم کنیم. لطفاً برای اطلاعات بیشتر در این مورد تقاضا کنید.’

FARSI

Waxa aanu awoodnaa in aanu hayno warbixino ku turjuman luuqadaha kale. Fadlan waydii wixii warbixin dheeraad ah ee ku saabsan arrinta

SOMALI

نیمسدههتوانین هاندئ زانیاری تر وهرگزیسهوسهسر زمانهکاتی تریش. تکایهبق دستهبهکرندی زانیاری زورت، پهپوهندیمان پیوهبکهن.

KURDISH

Tokoki kobongola kamwa makambo na minoko mosusu. Sala osenga mayebisi mosusu na maye matali likambo oyo

LINGALA

ብኻልክ ቋንቋታት ዝተተርጎሙ ገለ ሓበሬታ ክህልዎና ክኢልና ኣሎና። ብዛዕባኹ ዚምልከት ተወሳኺ ሓበሬታ ንምርካብ ድማ ብኻብራሪትኩም ሕተቱና።

TIGRINYA

Tinogona kuti zvimwe zvinyorwa zviiswe mune mimwe mitauro. Ndapota kumbira ruzivo rwakawedzerwa pamusoro peizvi.

SHONA

This document is also available in:

**aa**  
Large print

Audio CD

Braille

Other languages

When you signed up as a tenant of Staffordshire Housing Association, you will have been given a copy of your tenancy agreement.

Your tenancy agreement sets out your rights and responsibilities in full. This leaflet gives a summary of them.

### Your rights.

You have the following rights:

- To occupy your home without interference from us, except when we need access to carry out repairs, inspections or gas safety checks
- To have any gas installations that we have installed checked and serviced every year
- To have the structure and exterior of your home kept in good and safe condition
- To have heating, water heating, bathroom and kitchen facilities that were

installed by us kept in good working order

- To have any communal areas cleaned and maintained
- To receive information about our services and policies
- To confidentiality, in accordance with the Data Protection Act, when you give us your personal details
- To be consulted if we plan to make any changes to the way your home is managed or maintained
- To complain and receive a timely response if things go wrong

### Your responsibilities.

Your responsibilities are:

- To pay your rent on time – it is your responsibility, whichever payment method you use
- To tell us straight away if you have any problems with paying
- To keep your home in good and clean condition, and to not store dangerous or flammable materials in your home

- If you have your own garden, to keep it in a tidy condition and free from rubbish so that it does not cause a problem for your neighbours
- Not to keep rubbish or store other items in communal areas
- Not to park heavy goods vehicles, caravans, motor homes, trailers or boats in your car park or driveway without our permission
- To get our permission before keeping pets
- Report repairs quickly
- To be a good neighbour
- Members of your household and your visitors must not cause a nuisance, annoyance nor engage in anti-social behaviour
- You must not commit any form of racial or other harassment
- You must not use your home for any illegal purposes
- You must get our permission before running a business from your home
- To advise us of any change in your circumstances
- To give us at least 4 weeks' notice in writing if you want to end your tenancy.

# How to contact us

### Phone.

- To report a repair call 0800 00 99 00
- To report an emergency repair out of office hours call 0800 00 99 00
- To report anti-social behaviour out of office hours call 0845 680 5105
- For all other enquiries, call our main switchboard on 01782 744533

### Email.

[mailbox@staffshousing.org.uk](mailto:mailbox@staffshousing.org.uk)

### Address.

Staffordshire Housing Association  
308 London Road  
Stoke on Trent  
ST4 5AB

### Website.

[www.staffshousing.org.uk](http://www.staffshousing.org.uk)

### Office opening hours.

Our office is open from 8.30 am to 5.30 pm from Monday to Friday.