

# **Your Home**

**This booklet includes information on:**

**Your Tenancy**

**Defects in your new home**

**Transferring Home**

## **Your Tenancy**

Keep your tenancy agreement in a safe place as it is a very important document. If you lose your tenancy agreement you can contact ISHA to get another copy.

It is very important that you have read all the terms and conditions set out in your tenancy agreement.

It lists both your and ISHA's rights and responsibilities.

### **What are your responsibilities?**

These are things that you must do to keep your tenancy. If you fail to fulfil any of the terms and conditions your tenancy may be at risk.

Some of these are as follows:-

You are responsible for your household and your guests. This means that if your guest or a member of your household, such as your child, breaks the terms of your tenancy agreement, you can be held responsible for their actions.

You must use your home as your only principal home. This means you must live in the property and you must not live elsewhere.

You must look after your home and the block you live in.

You must not cause Anti-Social Behaviour including noise nuisance.

You must pay your rent and service charges.

You must not sub-let your home.

You have to pay your bills such as council tax, gas and electricity charges.

You must give us notice if you want to end your tenancy agreement.

### **What are your rights?**

Your tenancy agreement will list all your rights and these include:-

You have the right to enjoy your home.

You have the right to take in a lodger.

You have the right to make improvements but you must let us know before you start these.

You have the right to exchange your home with another tenant of a Housing Association, Local Authority.

## What are ISHA's responsibilities?

ISHA will meet the obligations as set out in the tenancy agreement, these include:

What repairs we are obliged to do.

How we must tell you about changes in rent and service charges.

What we have to do if we want to take back possession of your home.

## Ending your tenancy

### What you must do:

- You must give ISHA 4 full weeks' notice. If you do not give notice on a Monday then the four week notice period will start from the following Monday.
- You must give notice in writing by letter to ISHA, 102 Blackstock Rd London N4 2DR or email [isha@isha.co.uk](mailto:isha@isha.co.uk)
- The letter/email must be dated and signed by you and state when you wish your tenancy to end.
- Make sure that keys are handed back to the office on or before the expiry of the 4 weeks' notice period or an extra weeks' rent may be charged to you.
- Ensure all keys that you were originally given are returned to ISHA, i.e. window / letter box keys.
- Your rent account must be paid up to date or an agreement made with us to pay the arrears.
- Inform all utility companies and give them your forwarding address.
- Make sure you get your mail redirected to your new address.
- Ensure that the property is left clean and clear of all personal items and furniture (inclusive of carpets, vinyl and laminates). If the property is not left clean and clear of furniture and rubbish you may be re charged for the costs.
- A member of staff will undertake a pre-void inspection two weeks before the due void date to advise you of anything that you need to do.



## **Moving In**

### **What you must do:**

- Contact all utility companies and register your name, giving your meter readings.
- Ensure that your cooker is connected by a Gas Safe contractor.
- Report any defects or repairs to our Customer Service team on **0300 131 7300**
- You must request permission to put down laminate flooring / make any adjustments to the property.
- You must request permission before keeping a pet in your property.

### **What to expect from ISHA:**

- Before you move into your new home we will ensure the property is safe, clean and in a reasonable state of repair.
- We will try to complete all works before you move into the property. Where works are not urgent, we may have to carry them out after you have moved in. In those cases, we will give you a target time for completion of the works.
- For more information you can download a full copy of the Lettable Standard on our website.
- You will be provided with three sets of keys to the property.
- We will provide adequate storage / cupboard space in the kitchen.

### **You will be provided with the following documents:**

- A copy of the current Landlord's Gas Safety record.
- A copy of the current electrical certificate.
- An energy performance certificate.
- A Tenancy Agreement.

# Defects in your newly built home

## What is a defect?

When something goes wrong in your new home because building works do not meet the expected standards of quality, that is a defect. It can be a failure of a component (plug sockets not working), a problem with the finish (chipped work surface) or an issue with the structure of the building itself (gaps in doors).

## What is not a defect?

Maintenance issues (grass needs cutting), accidental damage (football through window), design issues (I don't like the location of the bin shed) and – usually – shrinkage cracks, which are normal as a building dries out.

## What is a 'defects period'?

This is a period, normally 12 months from the time of the building's completion, when the builder is liable for repairing defects. After this period, liability may fall onto ISHA or yourself. The defects period is not 12 months from the date you move in.

## How do I report a defect?

Call us on 0300 131 7300 or email [repairs@isha.co.uk](mailto:repairs@isha.co.uk)

## What happens then?

We will assign a priority to your job: emergency jobs (major water leak) need to be attended to within 24 hours, urgent jobs (faulty entry phone) within 5 working days and routine jobs (marks to surfaces) within 20 working days. We send your job to the builder and advise him of the priority. The builder or his sub-contractor will then contact you directly to arrange an appointment.

## End of defects period

When your building's defect period is coming to an end, we will write to inform you. We undertake inspections of every property and will ask to make an appointment with you. If you can't see us on the day, that's OK, you just have to let us know if you have any problems with the property. The builder will address these problems, if it is agreed they are defects. When all defects have been repaired, you will be asked to sign a form confirming they have been completed satisfactorily.



## **Transferring Home**

### **Transferring to another ISHA home**

Because of the limited number of vacancies in ISHA's stock, only tenants in Priority Need can register for an internal transfer. Priority need include tenants who have a serious medical condition which requires them to move, victims of domestic violence, victims of serious harassment and tenants who are under-occupying and need a smaller home.

All other tenants who want to move will be referred to Homeswapper, or their local authority. Support and advice with registering and identifying suitable properties will be provided to all applicants.

To register with your local authority, you need to contact them as follows:

### **London Borough of Hackney**

Hackney Service Centre  
1 Hillman Street  
London E8 1DY  
020 8356 3000  
[www.hackney.gov.uk/](http://www.hackney.gov.uk/)

### **London Borough of Islington**

Islington Customer Centre  
222 Upper Street  
London N1 1XR  
020 7527 2000  
[www.islington.gov.uk](http://www.islington.gov.uk)

### **London Borough of Waltham Forest**

Waltham Forest Town Hall  
Forest Road  
Walthamstow E17 4JF  
020 8496 3000  
[www.walthamforest.gov.uk](http://www.walthamforest.gov.uk)

### **London Borough of Camden**

London Borough of Camden  
5 Pancras Square c/o Camden Town Hall  
Judd Street  
London WC1H 8NG  
020 7974 4444  
[www.camden.gov.uk](http://www.camden.gov.uk)

## **Exchanging with another Tenant**

You can also exchange or swap your current ISHA home with another ISHA tenant or a tenant of another association or Local Authority anywhere in the country, provided both ISHA and the other landlord give permission. This is called mutual exchange. This is often the quickest way to move if you do not have Priority Need.

You can organise this yourself by registering with HomeSwapper, a local and national service for social housing tenants looking to swap homes – you can visit them online at [www.homeswapper.co.uk](http://www.homeswapper.co.uk)

## **There are certain rules which apply to Mutual Exchanges**

These are:

- You must not be in any rent arrears.
- You and the person you exchange with have to accept the condition of both properties as you find them.



**For further information or any queries please contact ISHA on 0300 131 7300 or visit our website [www.isha.co.uk](http://www.isha.co.uk) If you would like this booklet translated or in a different format please contact us directly.**

#### Albanian

Për informacion të mëtejshëm ose për çdo pyetje ju lutemi kontaktoni ISHA në **0300 131 7300** ose vizitoni faqen tone të internetit [www.isha.co.uk](http://www.isha.co.uk) Nëse këtë broshurë e doni të përkthyer ose në një format tjetër ju lutemi na kontaktoni direkt.

#### Arabic

لمزيد من المعلومات أو أية استفسارات يرجى الاتصال بـ آي إس إتش أي على **0300 131 7300** أو زيارتنا على موقعنا على الشبكة [www.isha.co.uk](http://www.isha.co.uk) إذا رغبت في كتيب مترجم أو أردت النص بصيغة أخرى يرجى الإتصال بنا مباشرة.

#### Bengali

আরও তথ্যের জন্য কিংবা আপনার কোন প্রশ্ন থাকলে অনুগ্রহ করে **0300 131 7300** নম্বরে ISHA-এর সাথে যোগাযোগ করুন অথবা আমাদের ওয়েবসাইট [www.isha.co.uk](http://www.isha.co.uk) দেখুন আপনি যদি এই পুস্তিকাটি অন্য ভাষায় অনুবাদ কিংবা ভিন্ন ফরম্যাটে পেতে চান সেক্ষেত্রে অনুগ্রহ করে আমাদের সাথে সরাসরি যোগাযোগ করুন।

#### French

Pour tout renseignement ou problème supplémentaire, veuillez contacter ISHA au **0300 131 7300** ou visiter notre site [www.isha.co.uk](http://www.isha.co.uk) Si vous souhaitez avoir la traduction de cette brochure ou l'obtenir dans un format différent veuillez bien nous contacter directement.

#### Gujarati

વધુ માહિતી અથવા કોઈ પૂછપરછ માટે કૃપા કરીને ISHAનો **0300 131 7300** પર સંપર્ક કરો અથવા અમારી વેબસાઈટ [www.isha.co.uk](http://www.isha.co.uk) જુઓ. જો તમને આ પુસ્તિકા ભાષાંતર કરાવેલી અથવા બીજા કોઈ સ્વરૂપમાં જોઈતી હોય, તો કૃપા કરીને અમારો સીધો સંપર્ક કરો.

#### Hindi

AiDk jwnkwl Xw iksl svwl ky iIE kfpXw eéSw (ISHA) ko **0300 131 7300** pr tyilPon kryN Xw hmwrl vybsweét [www.isha.co.uk](http://www.isha.co.uk) dyKyN[ Xid Awp es pui/Eqkw kw Anuvwd Xw esy iksl AñX ÆEv}p myN lynw cwhqy hYN qo kfpXw sIDw hmsy supké kryN[.

#### Polish

W przypadku pytań, lub w celu uzyskania dalszych informacji, prosimy o kontakt z ISHA pod numerem **0300 131 7300** lub na stronie [www.isha.co.uk](http://www.isha.co.uk) Prosimy o bezpośredni kontakt z nami, jeżeli potrzebne jest tłumaczenie tej broszury lub udostępnienie jej w innym formacie.

#### Somali

Macluumaad dheeraad ah ama wax weydiinba fadlan kala xiriir ISHA oo laga helo **0300 131 7300** ama booqo webseytkayaga ah [www.isha.co.uk](http://www.isha.co.uk) Haddii aad jeclaan laheyd buug-yarahan oo turjuman ama qaab kale ah fadlan toos noola soo xiriir.

#### Spanish

Para más información o cualquier consulta puede ponerse en contacto con ISHA llamando al **0300 131 7300** o visite nuestra página web [www.isha.co.uk](http://www.isha.co.uk) Si desea este folleto traducido o en un formato diferente, por favor, póngase en contacto con nosotros directamente.

#### Turkish

Daha fazla bilgi isterseniz ya da sorularınız varsa lütfen biz ISHA'yı **0300 131 7300** numaradan arayınıza ya da websitemiz [www.isha.co.uk](http://www.isha.co.uk) 'u ziyaret ediniz Bu kitapçığın başka bir formata çevrilmesini istiyorsanız lütfen bizi doğrudan arayınız.

#### Urdu

www.isha.co.uk: کچھ سے ملاحظہ سٹو ویب یہمالی **0300 131 7300** سے اس تمیر پر رابطہ کوئے ISHA لئے کے سوالات یکمل معلومات مزید اگر آپ کو اس تاجے کا ترجمہ یا بی ای مختلف صورت می چاہئے تو برائے مہربانی ہم سے برائے راست رابطہ کریں۔

#### Vietnamese

Để biết thêm thông tin hoặc nếu bạn có bất kỳ thắc mắc nào, xin vui lòng liên hệ với Isha theo số **0300 131 7300** hoặc truy cập vào website của chúng tôi tại [www.isha.co.uk](http://www.isha.co.uk) Nếu bạn muốn cuốn sách mỏng này được dịch hoặc có một định dạng khác.