



## You and your house



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## About this booklet



This booklet talks about your tenancy agreement in simple words and pictures.



A tenancy agreement tells you about some of the things you can do or share in your house and some of the things you will need to pay for.



A tenancy agreement explains what **we** must do and what **you** must do to take care of your home.



A tenancy agreement explains the rules that you must follow to protect staff, you and the other people that you live with.



## Who we are



We are Dimensions and



The people who support you work for Dimensions.



own the house where you live.



If you need any more information about the things that this booklet talks about you can talk to



# The things you pay for in your house



A key to your house and a key to your room.



A kitchen you share.



A living room you share.



A garden you share.



Bathrooms you share.





Lighting



Heating



Telephone (not calls)



Hot water



Access to shed/greenhouse/garden room



## Here are things that you must do



You must respect the people you live with, staff and visitors.

You must not bully people.



You must not upset people or break their things.



You should only play your music or television at a volume that does not upset the other people you live with.



You must only go into people's rooms if they say it is okay.



You must not do anything in the house that breaks the law.



You must pay your rent.



You must not run a business from your home.



You must keep your home tidy.



Before you get a pet you must ask a member of staff.

If it is okay to have a pet then they will give you a letter.



You must look after the furniture and anything that is shared in the house.



You must tell a Dimensions staff member if anything in the house is broken or needs mending.



If you agree that staff need to get into your room to support you, then you must stick to this agreement.



If you break these rules Dimensions may write to you to set up a meeting to talk about it.



If it is serious Dimensions or your landlord will give you a warning or may go to court to ask you to leave the house.



There may be other rules made up or chosen by you and other tenants you live with.





## These are the things that we will do



We will help to keep your house in good condition and make sure it is a safe place to live.

We will help to make sure the plumbing, heating and lighting work.



We will help you to decorate the rooms that you share.



We have insurance that we sort out if things go wrong.

You need to have your own insurance for your own things.



If Dimensions is thinking about making any changes to your house or flat they must ask you what you think.



If you think we are not doing these things you can make a complaint.



If you want to make a complaint you can speak to someone who works for Dimensions, or someone outside of Dimensions.



Ask for the guide Making a complaint or speaking out.

This booklet will tell you everything you need to know.



You can ask about what Dimensions does about different things in more detail.

This information is in booklets called 'What Dimensions does about...'



If you want a copy please ask a member of staff.



## Moving out



If you want to move out you may need to decorate your bedroom and repair anything you have broken or damaged.



You must tell us one month before you want to go.



This needs to be in a letter.



You can stay away from the house or flat.

This must be agreed with Dimensions.



You must pay your rent or contribution and service charges for that time, even if you are not staying in the house or flat.



## Signing your agreement



This booklet is about what I



(Your name):



and Dimensions have agreed about me living at:



The agreement will start on:  
Date:





# What it costs to live in your home



If your rent goes up Dimensions will write a letter to you.



You can put the letters in the back of this guide so you know how much rent you are paying.



It costs £                      a week to live in your home.



The government pays some of this amount.

So you need to pay

£