

# Your Bernicia Home

Your easy read guide to the  
**Bernicia Tenancy Agreement**



# Welcome



**Bernicia is committed to improving customer service and ensuring that we provide information in a wide range of formats.**

This guide will tell you what we will do for you as your Landlord and also what we want you to do.

We hope you find this easy read guide helpful in understanding your tenancy agreement.



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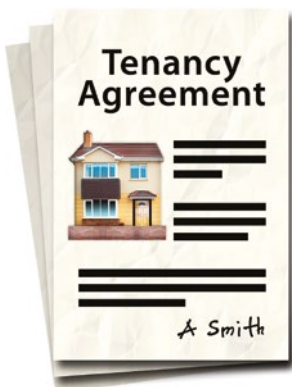
**What is  
this booklet  
about?**



This is my Bernicia Home  
- an easy read guide to the  
Bernicia Tenancy Agreement



It does not replace your  
original Tenancy Agreement



You can speak to your  
Housing Officer if you  
need any more information

# Key words

Get to know some of the main words in the Tenancy Agreement:



**We / Us:** the landlord



**You:** tenant



**Tenancy:** when you live in a house and pay rent



**Neighbour:** people living near you



**Neighbourhood/Locality:** local area



**Shared Areas:** areas you may share with your neighbours

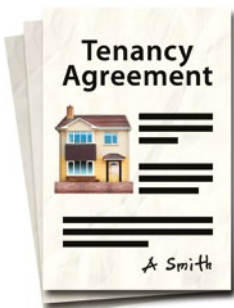


### **Members of your House:**

You may share your home with other people. These could include your husband, wife, boyfriend, girlfriend, brother, sister, children or friends



**Repairs:** fix something that is damaged or broken



**Joint Tenancy:** you may hold a tenancy agreement with another member of your house

# Paying your rent



You must pay the rent

You must not get behind  
with your payments

You must pay the rent from  
the day you get your keys



Your rent is

\_\_\_\_\_

per week

You should pay your rent  
in advance by one month



You may get Housing Benefit  
to help you pay for your rent

## How will you pay your rent?



Housing Benefit

☐

Direct Debit

☐

Cheque

☐



At the Post Office

☐

By Paypoint

☐

By Allpay Payment Card

☐

## **We have to tell you before we increase the rent**

We will do this by writing to you 4 weeks before we increase the rent

Rent increases normally take place in April, each year

**Looking after  
your home**



You have to keep your house and garden clean and tidy



You must ask your landlord if you want to make any big changes to your property



You are responsible for decorating your house



You must not do anything that breaks the law, in your house or neighbourhood

# Repairs to your home



### **We have to:**

Show you our ID Card before entering your property

Make repairs to your house to keep it safe to live in

We will do this in an agreed time, by making an appointment with you to carry out the works

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### **You have to:**

Pay for any damage you cause to your home to be fixed

Tell us about any damage or repairs needed to your home

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**For repairs  
call 0344 800 3800**

**Respect  
for others**



You must not bully  
or frighten anyone in  
your neighbourhood



You must not make noise or  
damage your house, shared  
or surrounding areas



You must not do anything that  
breaks the law, in your house  
or neighbourhood



### **We have to:**

Investigate if you tell us your  
neighbours have been bullying  
or frightening you

Investigate if your neighbours  
make a complaint about you

# Ending the tenancy



If you want to end your tenancy you have to tell us 28 days before

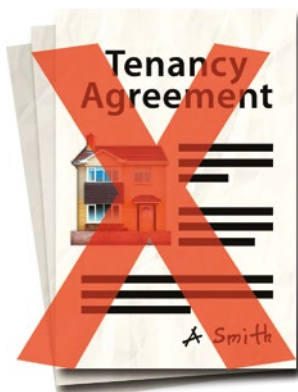


If you have a joint tenancy the other tenant must also agree to end the tenancy

We have to agree in writing when you want to end your tenancy



We have to get permission from a court if we want to force you to leave your house (evict you)



We will only do this if you have broken the rules in the Tenancy Agreement

# Complaints & Compliments



You should make a complaint if you think we have broken our agreement or you are unhappy about the service you have received

We will give you a free copy of our complaints procedure



Tell us if we have done anything good (compliment) or bad (complaint), see the Contact Us section of how to tell us



We have to:

- Take any complaints you make seriously
- Investigate any complaints you make
- Let you know what action we are taking

# Contact us



Telephone our Customer  
Services Team on:  
**0344 800 3800**



Visit or write to us at:  
**Bernicia - Ashwood Business  
Park, Oakwood Way,  
Ashington. NE63 0XF**



Email: **info@bernicia.com**



Website: **www.bernicia.com**



Registered Office:

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T 0344 800 3800 [www.bernicia.com](http://www.bernicia.com)

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