

tenancy policy

The following document provides you with a brief summary of our Tenancy Policy and sets out the level of service you can expect from believe housing.

We aim to meet the tenure needs of people who require housing, suitable to their housing need and circumstances. We aim to ensure that people can access affordable housing without experiencing barriers to achieving broader life aspirations. Customers will receive advice and assistance to access the range of tenancies on offer to ensure they have the right home at the right time. We are strongly committed to providing the most secure tenancies available to our tenants. We will ensure that customers understand the different types of tenancy that we use, why we offer different types of tenancy and what this means in terms of the rights and responsibilities set out in our tenancy agreements.

The main tenancies that we offer are:

- Periodic assured (shorthold) tenancy – a starter tenancy that lasts for 12 months that then converts to a periodic assured (non-shorthold) tenancy, unless extended
- Periodic assured (non-shorthold) tenancy - this is our standard (weekly) tenancy
- Fixed-term assured tenancy – tenancies with a fixed term are only used in exceptional circumstances and for our Rent to Buy tenancies



Full details of these and other types of tenancy we offer are in our Tenancy Policy.

tenancy

believe housing

- Is committed to meeting the tenure needs of people who require housing and to ensure that customers have the right home for as long as they need it.
- Is committed to ensuring the sustainability of neighbourhoods across County Durham and the areas in which we operate.
- Will make the best use of the available housing stock, including reducing overcrowding, tackling under-occupation, making best use of adapted housing for those with a disability.
- Will provide and maintain homes to the believe housing standard.
- Will enable you to make informed choices about where you live by making more flexible options available.
- Will provide support to older and vulnerable customers to ensure fair access to our housing, to provide information about suitable housing options and to sustain tenancies via in-house staff and external partners.
- Will encourage your long-term housing aspirations by developing options for home ownership.
- Will give you possession of your home (or room, for shared tenancies) at the start of the tenancy.
- Will keep in repair the structure and interior of your home.
- Will provide you with information on our housing management policies as required by the guidance issued by the Regulator (or its predecessor or successor body) under section 193 of the Housing and Regeneration Act 2008.

customers

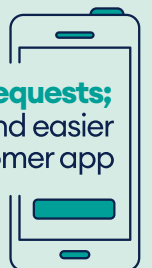
- You must pay your rent and any service charges weekly in advance.
- You must use your home for residential purposes, as your only or principal home and in a reasonable and responsible manner.
- You must be responsible for the behaviour of everyone living in or visiting your homes (including any children and pets).
- You must keep your garden well maintained at all times.
- You must allow us, our employees contractors or agents access at reasonable times and subject to reasonable notice to inspect the condition of your home or any installations or to carry out an annual safety check or to carry out repairs or other works to your home or adjoining property.
- You must report to us promptly any disrepair or defect for which we are responsible in your home or communal area.
- You must not operate any business or trade without first getting our written permission.



how to contact believe housing

- App: [click here to download](#)
- Call: **0300 1311 999**
- Email: hello@believehousing.co.uk
- Visit: www.believehousing.co.uk

repairs, rent and requests;
they're all quicker and easier
with our customer app



You can view our tenancy policy on our website at: www.believehousing.co.uk/policies