



## Tenants' Promises



## About this guide



Hello my name is Carolyn Greenhalgh. I make sure people's homes are looked after.



I work with other people to do this. We are called the Dimensions **Housing Team**.



A **tenant** is someone who pays rent to live in their home.



This guide is about what the **Housing Team** does to help you as a **tenant**.



Anyone who comes to your home will have a card to let you know who they are.



## Getting involved We want to hear from you!



The **Housing Team** will make arrangements for **tenants' meetings** to be held and will help the meeting run smoothly.



A **tenants' meeting** is where people talk about housing issues and can ask questions or raise a concern with the **Housing Team**.



The meetings will be held in rooms that everyone can get to.



You can bring a support worker or family member with you.



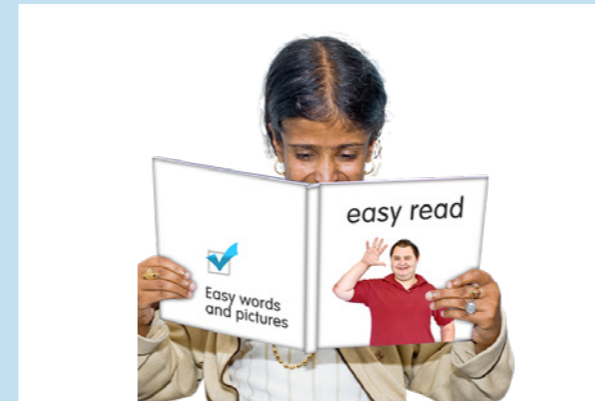
One month after the tenants' meeting the **Housing Team** will send **minutes** to the people who came to the meeting.



**Making this good for everyone**



**Minutes** are notes of what was said at the meeting.



All information the **Housing Team** give you will be in easy read.



The **Housing Team** will give you a booklet on what to do if you are unhappy with something in your home.



Every year the **Housing Team** will ask you questions about what is working and what is not working. This is called a **tenants' survey**.



If you are supported by Dimensions and your housing needs change or if you want to move house you can talk to our **Housing Brokers**.



The **Housing Brokers** will support you to see where you could live and will help you move house.



The **tenants' survey** helps the **Housing Team** to make our work better.



The **Housing Team** will send you a **tenants' report** every year.



The **tenants' report** tells you what the **Housing Team** has done and what they are planning to do to make housing services better.



A **tenants' report** tells you stories about our tenants.



The **Housing Team** and tenants will work together on producing a tenants' newsletter as often as possible.



## Rents and service charges



The Dimensions **Housing Team** or your support provider will send you a **rent statement** every 6 months. A **rent statement** shows you how much you have paid.



If your rent is changing the Dimensions **Housing Team** or your support provider will tell you one month before.



The Dimensions **Housing Team** or your support provider will give you a breakdown of what the **service charges** are for.



**Service charges** are for things that the Dimensions **Housing Team** or your support provider provides like gardening, new furniture, checking equipment.



The Dimensions **Housing Team** or your support provider will talk to you if **service charges** are changing, or if extra services are needed.



## Making sure your home is safe



The **Housing Team** will make sure that all our homes meet the **Decent Homes Standard**. The **Decent Homes Standard** is a set of rules to make sure homes are kept in good repair and that your home is a safe place to live.



The **Housing Team** will check each year that your gas appliances are safe and give the house a certificate.



The **Housing Team** will check your electrical wiring to make sure it is safe. It will be checked every 5 years.



The **Housing Team** will check your water system to make sure it is safe. It will be checked up to 4 times a year in shared housing.



The **Housing Team** will arrange for someone to check your home for a dangerous material called **asbestos**. **Asbestos** is a material that was used in old houses.



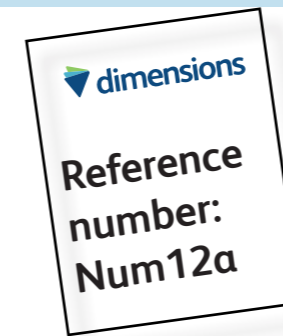
## Fixing things in your home



Sometimes things in your home need fixing. The **Housing Team** will give you a list of things we will fix and a list of things we do not fix.



If you need something fixed in your home you can call the 24 hour repair line. The number is 0845 057 7080



When you ask for something to be fixed the **Housing Team** will give you a reference number for each **repair** that you ask for. A **repair** is something that needs to be fixed.



The **Housing Team** will tell you if you need to pay for the **repair** before it is fixed.



Sometimes a **repair** is an **emergency**.

An **emergency** means it has to be made safe very quickly.



The **Housing Team** will send someone to an **emergency repair** the same day or next day. They will try to fix it in 24 hours if they can or make it safe.



The **Housing Team** will check, act and report on the **Tenants' Satisfaction forms** that you send back to them.



Sometimes a **repair is urgent**.

**Urgent** means it needs to be fixed very soon. The **Housing Team** will send someone to fix **urgent repairs** within a week.



The **Housing Team** will try to paint the outside of your home every 5 years.



If your **repair** is not an **emergency** or **urgent** the **Housing Team** will send someone to fix it within a month.



You need to check with your support provider when **shared rooms** will be painted. **Shared rooms** are rooms you use with other tenants like a kitchen or a living room.



We aim to fix **repairs** as soon as possible.

If it is a hard **repair** to do it may take a little longer.



If it is included in your housing agreement the **Housing Team** or your Support Provider will try and paint **shared rooms** every 5 years.



The **Housing Team** will check on the work of the people who come and make **repairs** to your home.



You can tell me about your housing service. This is my address:



The **Housing Team** will sometimes send you a form after you report a **repair** to check if you are happy. This form is called a **Tenants' Satisfaction form**.

Carolyn Greenhalgh  
Head of Housing Management  
Dimensions  
Churchill House  
6 Meetinghouse Lane  
Sheffield  
S1 2DP

