



## Tenants' Promises for tenants who live in a Private Landlord property



## 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.



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**.



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



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 make sure your landlord checks each year that your gas appliances are safe and gives the house a certificate.



The **Housing Team** can help your landlord to check your electrical wiring to make sure it is safe.

It will normally 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.



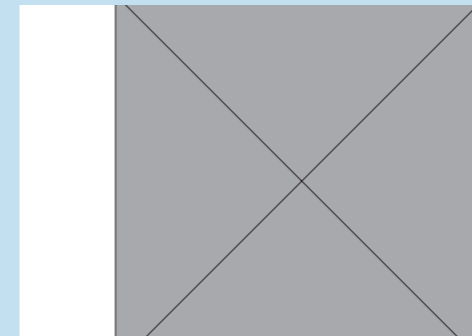
The **Housing Team** can help your landlord to check your home for a dangerous material called **asbestos**. **Asbestos** is a material that was used in old houses.



## Fixing things in your home



Sometimes things in your home need fixing.



If you need something fixing in your home you should call your **landlord** unless it is something you need to pay for. A **landlord** is the person who owns your home.



Your Regional Housing Advisor will be able to tell you or your support staff who to call.



The **Housing Team** can advise you if you might 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 support you or your support staff to report an **emergency repair** to the landlord.



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.



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



Some homes will have different arrangements for the decorating.  
We can advise you about this.



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

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