

Information at your fingertips

Your home handbook



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Section 1 | About Rosebery

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We are a not-for-profit organisation, providing about 2,700 homes for residents. Based in the Borough of Epsom and Ewell, we also have homes in other Surrey boroughs and Crawley in West Sussex. Our properties range from one bedroom flats to five bedroom family homes, including three housing schemes for older people.

We also have leasehold properties, shared ownership and temporary housing for homeless people.

How we are governed

Our Board has overall responsibility for our governance and performance. Its members have a wide range of skills, competencies, experience and knowledge. For more information about our Board, please visit: www.rosebery.org.uk/about-us/our-people/

How we are regulated

We are regulated by the Homes and Communities Agency (HCA).

To find out more about how the HCA regulates social housing visit: www.gov.uk/government/organisations/homes-and-communities-agency

Resident Panel

Our Resident Panel represents our 'resident voice' and undertakes an effective scrutiny role for Rosebery. A Panel Member attends our Board Meetings. For more information on our Resident Panel and how you could become a member, please visit: www.rosebery.org.uk/get-involved/publications/

How to contact us

Email: customerexperience@rosebery.org.uk

Web: www.rosebery.org.uk/contact-us

By telephone

0800 068 7664

(free of charge from a landline and mobile phone)

or call: 01372 814 000

By letter

Rosebery Housing Association
Third Floor, Newplan House
41 East Street
Epsom Surrey KT17 1BL

To report a repair

Call 0800 096 0395 (free of charge from a landline and mobile phone)

or call 0333 700 1025 (charged at a landline rate from a mobile).

You can also email:

repairs@rosebery.org.uk

To report a problem with your boiler/central heating:

Contact our gas contractor T. Brown:

0800 093 9447 (free of charge from a landline and mobile phone)

or call 0208 786 1241

For more information call **0800 068 7664**

Our customer offer

We aim to:

- Put our customers first;
- Get things right first time, every time;
- Tell people what we do, and make sure we do it;
- Listen to our residents and act on their feedback.

To help us achieve these aims we have set out the standards you should expect whenever you deal with us in our Customer Offer.

To find out more please visit:

www.rosebery.org.uk/contact-us/customer-offer/

Acceptable behaviour

We expect you to treat our staff with courtesy and respect. While we understand that people sometimes get frustrated, we will not tolerate unacceptable, threatening, abusive or unreasonable persistent behaviour.

To view a copy of our Unacceptable Behaviour Policy, please visit:

www.rosebery.org.uk/about-us/our-policies/

Complaints and compliments

We try hard to get things right, but sometimes things do go wrong. Please let us know if you are unhappy with any of our services and we will try to put things right. If you are still not satisfied, you can make a complaint using our complaints procedure. To find out more or to make a complaint, please visit: www.rosebery.org.uk/about-us/our-policies/

It is equally important for us to know what we are doing right. So if you are impressed with any of our services or if any of our staff have gone the 'extra mile' we'd love to hear about it.

We also welcome any suggestions you may have on how we can improve our existing services or introduce new services. To find out more or to make a suggestion, please visit: www.rosebery.org.uk/contact-us/

Compensation

We will consider paying compensation if:

- We have failed to deliver a service to a specific standard;
- There has been a loss of service or facilities; or
- You need to move out of your home while major repairs are carried out.

If you are in arrears or owe us any other money, we will add the payment to your rent account or use it to pay off any other money.

For more information on our compensation procedure, please visit:

www.rosebery.org.uk/contact-us/

Equality of opportunity

We are committed to promoting equal opportunities and valuing diversity. We will make sure that we deliver services which don't discriminate and are accessible to all.

We want all our residents to enjoy their home. We will not tolerate any behaviour that discriminates against any individual or group.

For further details about our commitment to equality and diversity, please visit: www.rosebery.org.uk/about-us/our-policies/



The information we have about you

Under the Data Protection Act 1988, you have a right to see the information we have about you on file or on computer. We will provide details of your name and the date your tenancy starts to the local Council Tax Department, and gas, electricity and water companies. Your information may also be used to help with any applications you've made for benefits.

Go to our website for further details of our data protection policy.

Your right to be consulted

It's important for you to be able to give your views about any changes we might be making. We'll ask for your views if we're going to:

- Make any changes that will affect how we manage and maintain your home;
- Carry out improvements or major repairs to your home or estate;
- Demolish your home;
- Transfer your tenancy to another landlord.

We'll make sure we consult you as early as possible and give you feedback once we've made a decision.





Section 2 | Your Tenancy



When you moved into your home you signed a tenancy agreement. The agreement sets out your duties and responsibilities as a tenant. It is important that you read the agreement and understand it, as we may evict you if you break any of the terms of the agreement. This handbook will help you to understand your tenancy agreement. It also sets out your responsibilities as a tenant and our duties and responsibilities to you as your landlord, but if you still have any questions, please contact us.

Types of tenancy

There are different types of tenancy agreements so your rights and responsibilities will depend on which one you have. You'll be able to check this by looking at the agreement you signed. To find out more about the different types of Tenancy Agreement, please visit:

www.rosebery.org.uk/my-tenancy

Sole or joint tenancy

You will have either a sole or a joint tenancy. A sole tenancy is where only one person is named on the tenancy agreement; a joint tenancy has two named persons. If you have a joint tenancy you are both responsible for paying the rent. If one joint tenant leaves the property, the other tenant is responsible for paying 100% of the rent for that property.

For more information: www.rosebery.org.uk/my-home/my-tenancy/

Changing your tenancy

• Sole to joint tenancy

If you are a sole tenant and want to add another adult to your tenancy, certain conditions have to be met before we will agree to this change.

• Joint to sole tenancy

We may change a joint tenancy to a sole tenancy under certain circumstances.

Ending a joint tenancy

If you have a joint tenancy, only one tenant needs to give us notice to end the tenancy. For more information on the differences between sole and joint tenancies, please go to:

www.rosebery.org.uk/my-home/my-tenancy/

This will also tell you what you need to do to add or remove someone from your tenancy.

If you intend to end your tenancy and move, you must:

- Give us 28 days' notice;
- Pay your rent up to the end of the notice period before you move out;
- Leave the property clean and tidy and in good condition;
- Return the keys no later than 12 noon on the Monday that your tenancy is due to end;
- Carry out all repairs that are your responsibility before moving.

We will charge you the cost of any repairs you do not complete, and for getting rid of any rubbish or unwanted furniture you leave in the property or the garden. If you leave owing us money we will use a debt recovery agency to recover the money you still owe. Full details of what you need to do if you want to end your tenancy can be found on the website, visit:

www.rosebery.org.uk/my-home/my-tenancy/

Domestic violence

If you are suffering from or are under threat of domestic violence, we'll always try to offer you as much support and advice as we can. We may help you seek legal advice, provide you with extra security at your home, or support you to apply to transfer to another home. Please contact our Customer Services team if you need more information or go to our website, or visit: www.rosebery.org.uk/my-neighbourhood/anti-social-behaviour/

For more information call **0800 068 7664**



Bereavement

Please let us know straight away if you are a relative of a tenant who has died, and you are responsible for clearing the property. We will be able to offer you advice on ending the tenancy. You should try to do this as quickly as possible, as rent still has to be paid until the tenancy comes to an end. If the person who died was receiving Housing Benefit, this will end on the first Sunday after they died. You should let us know straight away when you plan to return the keys. For more information, please talk to us: www.rosebery.org.uk/contact-us/

Succession

If you have a sole tenancy and you die, your husband, wife or partner (whether the opposite sex or same sex as you) will be able to take over the tenancy. In cases of joint tenancies, the surviving tenant automatically succeeds to the tenancy. If you do not have a husband, wife or partner, it may be possible for your tenancy to go to a close family member. Find out more details of succession rights in your tenancy agreement by contacting our Neighbourhood team: www.rosebery.org.uk/contact-us/

Assignment

In certain cases you can apply to transfer (assign) your tenancy to a person who would otherwise succeed to the tenancy on your death. This might be the case if you are thinking about moving into a care home or a nursing home, and there would be a member of your family left at the property. If you are thinking of doing this, please contact us before you leave the property for any length of time and definitely before deciding that you do not wish to return home.

Transfers

You can apply to transfer to another of our homes that is more suitable for your needs by filling in and returning a transfer application form. We will use our points system to award you points and assess your priority. This ensures that people with the most urgent needs are given priority.

If you have rent arrears or have not looked after your home, we will not consider you for a transfer even if you have a high priority to move. As the number of homes that become available for transfer is limited, even people with a high priority can be waiting a long time. As a result, a transfer is generally not the best option for most people. It also means we have to be very strict in deciding who we accept on the list and many people who apply are not successful. In these cases we will take account of their circumstances and do what we can to help. For more information, please visit: www.rosebery.org.uk/moving-home

Mutual exchange

This is often a very successful way of moving. It involves swapping your home with another tenant of Rosebery, another housing association or local authority who agrees to exchange their home with you. You must get permission from both landlords before you can move. You can find an exchange partner who wants to move either locally or anywhere in the country free of charge by registering with www.HomeSwapper.co.uk HomeSwapper will inform you of potential exchange partners by e-mail or text. Properties available for exchange are also often advertised in the local press or in shop windows. These are places where you can also advertise your property. You are not allowed to exchange money as part of an exchange – this is illegal. For more information, please visit: www.rosebery.org.uk/my-home/my-tenancy/

Aids and adaptations

As you get older you may find your home becomes difficult to manage, or someone in your home may have a disability or become disabled. Rather than having to move, we may be able to alter your existing home to make it easier for you to manage, for example, by building a ramp to your front door, or installing handrails. Where more extensive works are needed, such as a replacing a bath with a shower, or installing a stair lift, we will refer you to the local council. They may be able to help you to get a grant towards the costs and carry out the works for you.

If you need special equipment, you should contact the local social services department so they can arrange for an occupational therapist to visit and advise you on suitable equipment and ways of meeting the cost. If your home needs lots of changes, it may be better to move to more suitable accommodation. We can advise you on this and the options available to you. To find out more, please visit: www.rosebery.org.uk/about-us/our-policies/

Lodgers and subletting

You are allowed to take in a lodger or sublet part of your home but you'll need to make sure that this doesn't cause your home to be overcrowded. A lodger is someone who pays to rent a room in your home. They share the living space and facilities with you. A subtenant is someone who pays rent to live in part of your home and has exclusive use of at least one room. If you want to take in a lodger you don't need our permission but you must let us know. You will need our permission if you wish to sublet part of your home. Our website will give you more information about lodgers and what subletting your home involves. You can also find out more about what you need to do if you want to have a lodger or sublet part of your home.

If you have a subtenant or lodger and you want to give up your tenancy, you must make sure they leave the property. If they do not, you will still be responsible for the tenancy, including paying the rent, until they leave. If you take in a lodger or sublet part of your home, your benefit entitlement may be affected so make sure you check beforehand. You are not allowed to sublet the whole of your home. If you do, we will take legal action to end your tenancy. To find out more, please talk to us: <https://www.rosebery.org.uk/contact-us/>

Leaving your home temporarily

If you are going away for more than 28 days, you should let us know and tell us:

- Where you are going;
- When you intend to be back; and
- Whether anyone will be staying at your home while you are away.

While you are away you will be responsible for making sure the rent is paid and that anyone who stays or visits keeps to the tenancy agreement. If you fall behind with the rent, or your house-sitter plays loud music or breaks any other terms of the tenancy, we will take action against you. If you are going to be away for over a year, we may ask you to give up your home. However, this will depend on your circumstances.

Working from home

More and more people want to work from home either now and again or to run a full-time business. If you want to do this, you must get our permission in writing first. We will give you our permission as long as you continue to use the property mainly as a home and the activity does not break any terms of your tenancy or is likely to cause problems with your neighbours. If, once you have started to work from home, we receive complaints from your neighbours that your work is disturbing them due to noise or an increased number of visitors, we would have to investigate. If we find that the complaints are valid, we will withdraw our permission and you will no longer be able to work from home. For more information, please visit please talk to us: <https://www.rosebery.org.uk/contact-us/>

Buying your Rosebery home - Right to Buy

If you were an Epsom and Ewell Borough Council secure tenant before your home was transferred to us in February 1994, you may have the right to buy your existing home. Most of our tenants do not have the right to buy their own home. To find out more, please visit: www.rosebery.org.uk/my-home/my-tenancy/

Right to acquire

If you are the tenant of a Rosebery property that was built after April 1997, it may be possible for you to buy your existing home. We can tell you if your property is eligible. As well as living in a qualifying property, you must also have been a public-sector tenant for five years. For more information, please visit: www.rosebery.org.uk/my-home/my-tenancy/



Section 3 | Rent and Service Charges



We set rent at a level that's affordable to people on low incomes. The rents we charge are less than those charged by private landlords in the local area. Rent is based on the size, condition and location of each property. We are committed to keeping your rent as low as possible. We set your rent and service charges in line with the Government's guidance and we can only increase them once a year, in April.

What the rent covers

Your rent pays for services we provide. We use it to:

- Pay for day-to-day repairs and maintenance;
- Repay money we borrow to build, buy or modernise your home; and
- Pay staff to manage our properties.

You are responsible for paying your rent. If you fall behind with your payments and don't speak to us, you could risk losing your home as we will take legal action against you. For more information, please visit:

www.rosebery.org.uk/setting-your-rent

What the service charge covers

You may pay a service charge as part of your rent. The service charge is for extra services that are not covered in the standard rent, for example, caretaking, lighting and cleaning to communal areas, maintaining entry-phone systems, gardening and grass cutting.

If we charge you a service charge, we list services that apply to your property on your yearly service charge statement. For more information, please visit: www.rosebery.org.uk/other-charges

Setting the service charge

To work out service charges, we use a system that is based on a yearly forecast of costs using the previous year's spending and inflation.

We review charges at least once a year and amend them to reflect whether we have received too much money or not enough money for the previous year. For example, if we estimate that shared electricity will cost £150 a year based on the previous year but it actually costs £80, we would reduce our estimates for the next year.

Sometimes we incur unforeseeable extra costs such as having to carry out work to trees damaged by gales, or to cover the cost of removing fly-tipping or dumped rubbish on our land. We will add these to your service charges.

You are entitled to see the accounts and invoices that relate to any service charge for your home. In some properties service charges are set by independent managing agents. We pay these charges on your behalf, and recover the costs from you. For more information, please visit:

www.rosebery.org.uk/about-us/our-policies/

Reviewing charges

We set your rent and service charges in line with the Government's guidance and we can only increase them once a year.

You can find details of the date of increase in your tenancy agreement (it is normally on the first Monday in April).

We will give you at least 28 days' notice of your new rent and service charge and information about your right to appeal. For more information, please visit: www.rosebery.org.uk/my-home/my-rent/

Other charges

We may charge you to make good any damage you cause to your property, or for any repairs that you do not complete before you move out. We will send you a bill for these and recover our costs through court action if you fail to pay.

How to pay your rent

You must pay your rent every Monday for the week to come, unless you have made an arrangement to pay every two weeks, or every month for the weeks or month to come. You must pay the full amount that is due.

We will automatically send you a rent payment card at the start of your tenancy.

For more information call **0800 068 7664**



We offer a choice of ways to pay:

- Direct Debit;
- Standing Order;
- Internet or telephone banking;
- Online payments by debit or credit card;
- Allpay Payment App on a smartphone;
- Cash payment using PayPoint;
- Cash, debit card or cheque payment at the Post Office;
- Text Pay;
- By cheque or postal order.

For full details of repayment choices, please visit:

www.rosebery.org.uk/paying-my-rent

Help towards your rent

You may be able to get Housing Benefit to help you with paying your rent. You can claim it from your local Council office.

We are happy to help and give you advice about claiming Housing Benefit. But you are responsible for making a claim and letting the local council know if your circumstances or income change.

You must claim Housing Benefit as soon as possible as it will generally not be backdated. You can decide to have your Housing benefit paid direct to us, visit:

www.rosebery.org.uk/my-home/my-rent/

Other costs

Council tax

You are responsible for paying council tax direct to your local council. If you are claiming Housing Benefit or Income Support or are on a low income, you may be entitled to a reduction in the full rate. There is also a discount for people who live on their own. Contact your local council for details on how to claim.

Water rates

If water rates are not included in your rent, you are responsible for arranging payments with the water company. You may have a water meter if your home was built after 1992.

Gas and electricity

If these charges are not included with your rent, you can choose your own gas and electricity suppliers.

It's a good idea to use a price comparison website to check your tariff and payment options. You could save up to £200 a year by changing supplier.

Prepayment meters which you top up with a key or card let you pay for your energy on a pay-as-you-go basis. While they can help you to budget, you usually end up paying more for energy. For more information, visit:

www.rosebery.org.uk/repairs/gas-servicing-repairs/

Problems paying your rent

If you have difficulties paying your rent, please contact us immediately. Don't ignore your arrears and let your debt build up. If we know you are having difficulties, we can check you are receiving all the benefits you are entitled to and help you work out the best way of paying off your debt. If you have many debts, we can put you in touch with specialist debt advisers. You can also get free, confidential and independent advice on dealing with debt problems from the National Debtline, visit: www.nationaldebtline.org

What happens if you get behind with your rent and charges?

You must give priority to paying your rent and charges and prevent your rent account from going into debt. If your account does go into debt, we can help you solve your debt problem.

It is your responsibility to pay your rent on time. We will have to take legal action against anyone who doesn't pay their rent or ignores a debt problem. We will write to you and ask you to meet us to discuss your arrears.

There are a number of steps we will take to tell you that you are in arrears and to warn you about court action. In most cases we can agree a payment plan to pay off your arrears by instalments. If you fail to discuss your arrears with us or keep up your payments we will apply to the County Court for a possession order of your home and you may be evicted.

Please remember that we are here to help you. If you are struggling to pay your rent or you have other debts, please contact us.

We can help you solve your problems and put you in touch with people who can advise you further. For more information, please visit:

www.rosebery.org.uk/my-home/my-rent/



Section 4 | Your Home



Repairing and maintaining your home

We want to make sure your home is kept in the best possible condition however, this is a shared responsibility. We are responsible for many, but not all repairs, within your home. It is up to you to look after your home, report repairs that we are responsible for and carry out those that are your responsibility.

If we are called to carry out a repair that is your responsibility or a repair is needed because you, a member of your household or a visitor have caused damage, we will recharge you for our costs in carrying out the repair.

To help us look after your home we need you to:

- Take reasonable action to prevent damage when a repair has been identified;
- Keep your property clean and in good decorative order;
- Carry out minor repairs that are your responsibility;
- Allow access to your home for repairs and inspections to be carried out;
- Not carry out or make any alterations or improvements to your home without our permission.

Full details of our repairs service and your repairing responsibility can be found on our website, visit: www.rosebery.org.uk/repairs/

To make it easy for you to report a repair, there are a number of ways you can get in touch:

The easiest way to report a repair is to call our repairs team. You can do this by dialling freephone 0800 096 0395 or 01372 814 000 and pressing option 1. For emergency repairs a 24 hour service is available 7 days a week.

You can report a repair online through our website, by visiting: www.rosebery.org.uk/repairs/ or you can email our repairs team at: repairs@rosebery.org.uk

We regularly survey your home to decide the age and condition of things

like the roof, kitchen, bathroom, front door and heating system. The results of these surveys are used to plan our maintenance programmes and decide when to repair or replace items.

Keeping your home safe - Gas safety

We're responsible for your safety when it comes to the gas services we provide in your home. We will service your gas appliances every year. It's really important we do this to make sure they are safe for you to use. Full details of our Gas Service can be found at:

www.rosebery.org.uk/repairs/gas-servicing-repairs/

To make it easy for you to report a repair to your gas appliances there are a number of ways you can get in touch:

The easiest way to report a repair is to call our gas team.

You can do this by dialling 01372 814 000 and pressing option 2. You can also call our freephone line on 0800 093 9447.

For emergency repairs a 24 hour service is available 7 days a week.

You can report a repair online through our website, by visiting: www.rosebery.org.uk/repairs/ or you can email our repairs team at: repairs@rosebery.org.uk

Annual gas safety check

We will arrange an annual gas safety inspection and we'll contact you beforehand to make an appointment to visit you at home in order to complete this check. We need to check your gas appliances, it's the law. So if you do not let us into your home, you'll be in breach of your tenancy agreement. As a result, we may have to take legal action against you. If any legal costs need to be paid to help us access your home, they will be charged to you.

To report a gas emergency you can call:

The National Grid Emergency line on 0800 111 999.

You'll find useful information about our gas services and tips for what you should do in an emergency You'll find useful information about our gas services and tips for what you should do in an emergency at: www.rosebery.org.uk/repairs/gas-servicing-repairs/

For more information call **0800 068 7664**



Fire safety

Did you know that each room in your home is vulnerable to the risk of fire? The more awareness you have about the possible risks, the easier it will be to protect you and your family.

There are lots of things you can do in your home to help prevent a fire from starting. One of the most important things is for you to ensure you have a working smoke detector fitted. You can find out more about fire safety and what you can do to help prevent a fire starting in your home by visiting our website. Please visit: www.rosebery.org.uk/about-us/our-policies/

You must not store any items in any shared or communal areas. These include: shared stairs, landings, hallways and electricity cupboards. Storing items in these areas could prevent you and others from escaping in the event of a fire. You could also prevent the emergency services from gaining the access they need. In some cases you may be able to seek our permission to store items in a shared area. However, we will only consider giving our permission if there's a suitable area that will not cause any risk. If we find any items that block or cause a trip or fire hazard in communal areas, we will remove them.

Asbestos

Many of our homes were built or refurbished between 1945 and 1980 and materials containing asbestos may have been used in their construction. For example, asbestos could be found in the following materials:

- Corrugated cement roofing sheets;
- Gutters and downpipes;
- Soffit boards;
- Some cold water storage tanks;
- Pipe-work boxing;
- Textured 'Artex' type decorative coatings to walls and ceilings;
- Roofing felts;
- Insulating boards behind boilers, under stairs or on fire doors;
- Floor tiles.

In good condition, asbestos containing materials are safe. However, you should not sand, drill through, break or otherwise disturb any material which may contain asbestos, nor should you allow anyone else to do so. If you have any questions, concerns or have noticed any damage to materials, which may contain asbestos, contact us on 01372 814 000. To view our Asbestos Policy, please go to:

www.rosebery.org.uk/about-us/our-policies/

Looking after your home

Keeping the inside of your home clean, tidy and in good decorative condition is your responsibility. You don't need to ask for our permission if you want to carry out general decorating to your home. But if you want to apply textured plaster, such as Artex, to walls and ceilings, you will need to get our permission. In most cases we wouldn't agree to this unless the condition of the existing plaster was very poor.

There might be times that your home will need decorating after we have carried out repair work. If this is necessary, we'll arrange this for you. We will do our best to match the existing decoration in your home, although we can't guarantee that we'll be able to do this.

Improving your home

If you'd like to make your own improvements (except general decorating) to your home, you'll need to get our written permission before you start any work. This is because we need to make sure the improvement doesn't make your home unsafe, reduce the standard or value of your home or affect your neighbours or your estate. You may also need approval from the planning or building control authority. You will be responsible for making your application to them and to cover any costs associated with this.

You'll need to make sure that you maintain any of the changes you make and you won't be able to take them with you if you move. In some cases, we can pay towards the cost of the improvements if you move out. We can only compensate for certain improvements and you must have had our permission for the work and you will need to have receipts or

estimates confirming the improvement cost.

Insuring your home and belongings

Although we are responsible for insuring the building you live in, we are not responsible for insuring your personal contents and interior decoration. We strongly advise that you take out your own household contents insurance. This should cover you against burglaries, damage to your belongings if you have a fire, leak or other accident and damage caused to other people's property. For example, if your washing machine overflows and causes damage to a neighbour's property, this would be your responsibility. You may wish to search for the most competitive rate for your contents insurance by visiting online comparison sites.

Living in your home - Illegal use of your home

There are certain things that you or anyone living with you or visiting you must not do. This includes using your home to carry out any illegal or immoral activities such as taking, storing or dealing drugs, storing stolen goods, or committing other serious crimes in or near your home. If you are found to be using your home for illegal or immoral purposes we may take legal action that could result in you losing your home.

Keeping pets

If you have your own garden and private entrance we'll usually let you keep a domestic pet but you'll need to ask us first. It's important that any pets you do keep don't cause a nuisance to your neighbours or any damage to your home; if they do then we might withdraw our permission for you to keep a pet. If you live in a flat, it's important that you do not fit any pet flaps in any fire doors. If you do, you may be charged for the door to be replaced. To find out more about keeping pets, please talk to us: www.rosebery.org.uk/contact-us/

Pests and vermin

If you experience a problem with pests or vermin in your home it is your responsibility to deal with them at your expense. You can contact your local council's Environmental Health Department or a reputable pest controller. They'll be able to give you advice about how to deal with the problem. If the pests or vermin are in a communal area, then you'll need to let us know so that we can help.

Garden

If you have a garden, you are responsible for maintaining it and keeping it tidy. This includes looking after trees, shrubs and hedges in the garden. It's important that you look after your garden, because we may have to charge you if we need to clear it for you.

Fences

You are responsible for maintaining any divisional fences in the garden of the property you live in.

Trees

We will not prune or fell trees to reduce the fall of leaves, fruit, stickiness, or to improve TV reception or alleviate light obstruction. We will only take action where there is a clear and foreseeable risk. This includes trees damaged by extreme weather conditions. Trees in communal areas will be periodically inspected and we will carry out any work identified.

Aerials and digital TV

Most of our flats have a shared digital TV aerial and some of the newer ones also have a Sky TV connection. You won't be allowed to put up any additional aerials or satellite dishes if you live in a flat or maisonette. If you live in a house, it's important that you get our written permission before putting up any TV aerials or satellite dishes. Some of our properties are listed buildings and may need planning permission first. You are responsible for aerials on your home.



Section 5 | Your Neighbourhood



We will maintain, clean, tidy and care for neighbourhoods, including communal areas, hardscape, landscaped and internal communal areas.

We carry out regular visits and inspections of all our schemes and estates to identify and address any areas that fall below our acceptable standard. To find out more about the management of our neighbourhoods, please visit: www.rosebery.org.uk/my-neighbourhood/

Shared areas

Some of our homes have hallways, entrances and stairs that are shared by more than one property. These areas are often an escape route so they must always be kept clear. It's important that you do not leave prams, bikes or other items in these areas.

If you live in a home with shared areas, you're expected to keep them clean and tidy by:

- Not dropping litter, cigarette butts or ash;
- Getting rid of rubbish correctly;
- Cleaning up anything that spills.

Cleaning and grounds maintenance

If your home has shared areas and gardens, you'll pay a contribution towards the cleaning and ground maintenance where you live through your service charge.

We want to make sure that you're receiving the best value for these services so we'll make sure they are of a good standard.

We have an Estates Services Officer whose job is to help make sure that our gardening and cleaning contractor's performance is up to scratch. If you'd like to find out more about our cleaning and grounds maintenance services or our Estates Services Officer. For more information, please visit: www.rosebery.org.uk/my-neighbourhood/estate-services/

Shared keys and door entry systems

If you lose your shared key or you find that a lock is broken on a shared door, please let us know as soon as possible.

If we need to replace your lost key, we will charge you for this. To give you extra security and to stop unwanted callers coming into your building, many of our flats have door entry systems. It's important that you do not let anyone in who you do not know personally, even if it's for your neighbour.

Litter and recycling

It's important that you help us to keep your neighbourhood clean. This includes making sure you put your rubbish out at the right times so that it gets collected.

If you have any large items of rubbish that need to be removed you should not leave them in shared areas or bin stores. Your local authority may arrange a special collection for a small fee. Otherwise, you can take these items to your nearest rubbish tip.

If rubbish is dumped or fly-tipped, we have to recover the costs of removing it through the service charge, if we cannot identify who is responsible. This means that the whole neighbourhood has to pay for the anti-social behaviour of a few people. Please let us know if you see someone dumping rubbish outside the bins provided.

We will always encourage our residents to recycle their waste and most local authorities have a recycling collection scheme. Depending on where you live, you may have to sort out some of your rubbish so that it can be recycled. You can find out more about what items need recycling by calling your local authority.

Vandalism and graffiti

Please let us know straight away if you notice someone vandalising something. Where possible we will charge them for the cost of any damage they cause. If we can't do this, the costs are paid through the rent or service charges. So it's important that you encourage people

For more information call **0800 068 7664**



not to vandalise things. We will try to repair any damage as quickly as possible and aim to remove any abusive graffiti within 24 hours.

Car parking

On some of our schemes, we've been able to provide car-parking bays for you and your visitors. But on others the amount of parking available can be extremely limited.

Parking spaces should be used considerately and you should only use them to park your own vehicles. All vehicles must be taxed and roadworthy. Abandoned or untaxed vehicles will be removed and any cost charged to the owner. You'll need to get our permission if you want to park a caravan, boat or trailer.

If your home is in a local authority permit area, you must get your permit from them. You're only allowed to carry out minor repairs in parking areas and they must not cause a problem to your neighbours. You mustn't use these areas for major car repairs for profit.

Garages

We have garages available to rent across Epsom and Ewell. We'll always try to find a garage that's available in the area you want and if that's not possible, you can always be added to our waiting list. Anyone can apply for a garage. However as a tenant we'll offer you a garage at a discounted rate.

Paying for your garage

Garage rent must be paid in advance and payments are usually made by direct debit. To rent one of our garages, you'll need to make sure your rent account is not in arrears. Garages will be repossessed if rent arrears are not cleared or if an account is regularly falling into debt.

What can I use my garage for?

You can use your garage to store domestic vehicles (e.g. cars or motorbikes). They should not be used for business purposes, storing dangerous or illegal goods, or food, rubbish or household waste.

If you'd like to rent one of our garages please call our Customer Services team on 01372 814000 or 0800 068 7664. They'll also be happy to help with any other questions you might have about allocation and rent, or to report garage repairs, or any other garage related issues.

Bicycle and buggy storage

Some properties have specially designed areas for the storage of bicycles or buggies. If you have one of these types of storage areas where you live, please only use the spaces available and avoid blocking others.

You and your neighbours

We think it's important for everyone to enjoy living in their home. To help make sure this happens, we'll deal with any anti-social behaviour (ASB) problems you have, in a quick, efficient and sensitive way. For more information, please visit: www.rosebery.org.uk/my-neighbourhood/anti-social-behaviour/

Nuisance neighbours

People sometimes have different opinions about what acceptable behaviour is. Most of the time we accept that someone's lifestyle may be different to ours, but occasionally this can cause conflict.

We expect our residents to:

- Not cause a nuisance to their neighbours or anyone living in the area;
- Take responsibility for the behaviour of anyone visiting or living with them;
- Speak to any neighbours causing problems and try to sort things out;
- Respect their neighbours. **What should you do?**

In the first instance, you should try to speak with your neighbour to see if you can resolve issues between you. If you've done this but things haven't improved, let us know by calling our Customer Services Team on 01372 814 000 or Freephone 0800 068 7664.

We'll tell you about other ways we can help, such as arranging for mediation between you and your neighbour. You can also contact your local authority's Environmental Health Officer (EHO), who will ask you to take notes and keep a diary of all incidents.

Our involvement

If discussions between you and your neighbour have not resolved the problem, we will:

- Write to them;
- Explain how they have broken the conditions of their tenancy agreement if this is the case;
- Let them know that we'll have to take legal action if the problem is not resolved.

We'll only take legal action to evict a resident if they have broken the conditions of their tenancy agreement in a serious way, which we can prove in court – and if our attempts to resolve the situation have not worked.

You can find more information about the action we'll take to resolve anti-social behaviour and advice about what else you can do by visiting our website.

This will explain the timescales we work towards to resolve ASB and what we'll do to keep you informed. For more information, please visit: www.rosebery.org.uk/my-neighbourhood/anti-social-behaviour/



For more information call **0800 068 7664**

Telephone: 0800 068 7664

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Epsom
Surrey KT17 1BL

Email:

customerexperience@roseber
y.org.uk

Web:

rosebery.org.uk/contact-us

