



**WEST
HERTS
HOMES**

Assured Tenancy Agreement

**This is an agreement between you, the tenant, and us, your landlord
West Herts Homes.**



What you pay to us

- **Rent** – money for letting you live in our house or flat, to be paid in advance every Monday.
- **Service charges** – money for services we provide for you (such as maintaining the building you live in and cleaning any shared areas). If this charge changes, we will give you at least a month's notice.



What we do in return

- Provide, maintain and repair your home.
- We insure the building, in case things go wrong.
(But you need to insure the things you keep in your home.)
- Help and advise you on housing matters.



You must:

- ✓ Keep your home (and garden, if you have one) clean, tidy and free of rubbish.
- ✓ Tell us if anything needs to be repaired.
- ✓ Do any decorating that is needed inside your home.
- ✓ Tell us if you plan to be away for more than four weeks.
- ✓ Let us into your home to carry out any maintenance or repairs.
- ✓ Only park vehicles in designated parking areas.
- ✓ Talk to us if you are struggling to pay your rent, so we can try to help you.





You, visitors and any other people living in your home must NOT:



✗ Do anything in your home that breaks the law.

✗ Damage your home or its fixtures and fittings.

✗ Run a business from your home without our permission.



✗ Do alterations to your home without our permission.

✗ Block any shared areas.

✗ Be a nuisance to neighbours or other local residents.



✗ Be violent, aggressive or offensive to people living, visiting or working in or around your home.

✗ Sub-let your home without our permission.



✗ Keep animals at your home without our permission.

✗ Put up a fence, shed or other building without our permission.



Moving out

If **we** want you to move out, we must give you two weeks' notice in writing. But we may give less or no notice if it is because of nuisance behaviour.

If **you** want to move out, you must give us at least four weeks' notice in writing.



If you do not pay your rent or service charges, or do not keep to the rules of this agreement:

We can take legal action to make you move out of your home, and you will probably have to pay the court costs.



If you are unhappy with our services:

You can complain to us by writing, phoning or emailing us, filling in a form on our website or telling one of our staff. We will then look into your complaint.