Red Kite
Community Housing

# Welcome!

# Your tenancy, home and neighbourhood

Partnership • Respect • Pride
Realising the potential in our communities

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# Welcome to Red Kite

## Hello and welcome to Red Kite!

Our aim is to realise the potential in our communities. We hope you will help us build an organisation that provides such a service both to you and to your community. We pride ourselves in being truly tenant-led, which means tenants and leaseholders inspire and influence the design, delivery and outcome of everything we do. There are lots of ways you can play your part in this, for example by filling in a simple questionnaire or becoming a member of our Board. You can find out much more about volunteering on our website. In whichever way you feel you can help, however, we would like to hear from you.
Some of you will have lived in your homes for some time, others will be new to the area and it is important that each of you understands your responsibilities as a tenant, what help we can provide and what we expect from you. Your tenancy agreement will give you more detailed information and you should read it alongside this document. It provides you with lots of useful information about paying your rent, repairs and maintenance, getting involved and much more.

To keep up-to-date with what's happening, look out for our digital newsletter which is sent via email, so make sure we have up to date contact details for you. You can also visit our website too and join us on Facebook, Twitter and Instagram.

We hope you enjoy living in your home.

# How to contact us

| | Phone | Email |
|---|---|---|
| **General enquiries** | 01494 476100 | contact @redkitehousing.org.uk |
| **Report a repair (Including emergency repairs)** | 01494 463690 | repairs @redkitehousing.org.uk<br><br>Monday to Thursday: 8.45am – 5.15pm<br>Friday: 8.45am - 1pm<br>Out of hours calls will transfer to our contact centre |
| **Rent payments (Automated line)** | 0844 5578321 (local rate) | |
| **Rent enquiries** | 01494 476100 | contact @redkitehousing.org.uk |
| **Gas faults and servicing** | 08454 349686 | repairs @redkitehousing.org.uk |
| **Antisocial behaviour** | 01494 476100 | contact@redkitehousing.org.uk |
| **How to get involved** | 01494 476221 | volunteering @redkitehousing.org.uk |
| **Right to buy** | 01494 476232 | righttobuy @redkitehousing.org.uk |

## Our address

Red Kite Community Housing
Windsor Court
Kingsmead Business Park
Frederick Place
High Wycombe
HP11 1JU

## Opening hours:

Monday to Thursday 8.45am – 5.15pm
Friday 8.45am – 1pm

www.redkitehousing.org.uk

Red Kite Community Housing

@RedKiteHousing

Red Kite Community Housing

red_kite_community_housing

# Your welcome pack

This welcome pack forms part of your tenant information pack and should be kept with your copy of your signed Tenancy Agreement. It is important that you read and understand your Tenancy Agreement and the information in this pack. If you need help understanding anything, please call us on 01494 476100.

# Who are Red Kite?

**We're a tenant-led, not-for-profit independent housing organisation with charitable rules. All homes that were previously owned and managed by Wycombe District Council (now Buckinghamshire Council) transferred to Red Kite in December 2011 and we now own and manage these homes.**

As a tenant-led organisation, tenants and leaseholders inspire and influence the design, delivery and outcome of everything that we do. We are accountable to you and are registered with Homes England and Regulator of Social Housing who monitor and regulate us. As tenants you have a really important role in making sure that we keep to the promises that were made in the Housing Transfer Offer Document and we have lots of ways that you can get involved to see that this happens.

## Our mission, vision and values

### Our vision:

Realising the potential in our communities.

### Our mission

Together, we will:

- Provide excellent quality affordable homes to the highest standards
- Work to ensure responsive, value for money services that deliver successful outcomes and are transparent
- Develop new and creative ways of working that respect all views, benefit communities and encourage involvement at a local level.

## Our values

Together, we will:

- Work in **partnership**. We will work with tenants, leaseholders, and staff; communicating and working in a fair and open way, building trust and mutual respect in all we do
- **Respect** each other. We will value our tenants, leaseholders and staff and be supportive, efficient and flexible in all we do
- Create **pride**. We will be innovative; creative; invest wisely and work to the highest standards, portraying excellence and pride in all we do.

## Our Behaviour Charter

This charter has been put together by tenants, leaseholders, staff and partners. Its aim is to reflect true partnership working and to make sure that everyone delivers our values to achieve excellent services for you and your communities.

We expect our staff to work to this charter and display these behaviours at all times. As tenants and leaseholders, we also expect the same in return.

# Behaviour Charter

**Partnership:** we will work with tenants, leaseholders, the wider community and staff; communicating and working in a fair and open way, building trust and mutual respect in all we do. We will:

- **Have a can do attitude -** Yes we can!
- **Be supportive -** Work as a team and focus on understanding others needs
- **Be flexible -** Think outside the box and challenge ourselves and each other
- **Be empathetic -** Put ourselves in others shoes
- **Be honest -** Be open and transparent

**Respect:** we will value our tenants, leaseholders and staff and be supportive, efficient and flexible in all we do. We will:

- **Listen -** Show respect, understand what is being said and be willing to appreciate others views
- **Be polite -** Show and care for others feelings
- **Be helpful -** Willingness to contribute
- **Be caring -** Be caring and empathetic to others
- **Be punctual -** Arrive on time

**Pride:** we will be innovative, creative, invest wisely and work to the highest standards, portraying excellence and pride in all we do. We will:

- **Be professional -** Have trust, high standards and respect, understanding each other's roles and respect each other's expertise
- **Have a smart appearance -** Look the part
- **Be skilled -** Develop the skills needed to do the job
- **Be self-motivated -** Provide excellent services

## Our Board

Our Board has overall responsibility for running Red Kite, including setting policies and directing activities and it has a duty to act in our best interests. The Board is a mix of tenants, leaseholders and independent members. You can find out more about who our Board members are on our website at www.redkitehousing.org.uk.

## Membership

We would encourage all of our tenants and resident leaseholders to apply to become a member of Red Kite. You are eligible to do this if you:

- Are a tenant or resident leaseholder
- Are 16 years of age or over
- Are not in serious breach of your tenancy agreement or lease
- Agree to be bound by the rules of Red Kite and to act in the interest of the association and for the benefit of the community. Each joint tenant can apply to be a member separately.

If you become a member you will be entitled to:

- Hold one share in Red Kite - each share is worth £1 which will be paid for you by us from a special fund
- Vote on key decisions – you can protect the interest of your community and influence the direction of Red Kite.

To become a member all you need to do is complete and return a membership application form which can be downloaded from our website www.redkitehousing.org.uk or call us on 01494 476100.

Each application will be considered by the Board and we will tell you once your application has been accepted. Your details will be held on a shareholders register and this information will be held securely and not shared with any other organisation.

# Your tenancy

**Your tenancy is with Red Kite Community Housing. Your tenancy agreement sets out your rights and responsibilities as a tenant and Red Kite as your landlord. It also tells you the type of tenancy you have with Red Kite. Please take time to read it and keep it in a safe place. It is important that you keep to the conditions of your tenancy, otherwise we can take action against you, which could result in the loss of your home.**

Examples of breaking your tenancy conditions are:

- Not living in your home on a permanent basis
- Falling behind with your rent payments and/or other charges
- Carrying out alterations to your home without our written agreement
- Causing or allowing others to cause damage to your property and the environment around you
- Using or selling illegal drugs at your home or on the estate
- Abusive, threatening or violent behaviour to others including our staff and contractors
- Not keeping your house and garden or communal area in a clean and tidy condition
- Being violent against your partner or joint tenant
- Carrying out or allowing others to carry out any illegal act in your property
- Refusing access to your home to carry out essential repairs and maintenance work, including gas servicing.

## Starter tenancies

For new tenants, we issue starter tenancies which means you will be on probation for 12 months after you sign up. (During the 12 months of your starter tenancy, we will visit you after 6 weeks and 6 months to check how you are settling into your new home.) If you break your tenancy conditions by falling into rent arrears or carrying out anti-social behaviour, for example, within the first 12 months, we will take action against you which may lead to the loss of your home or an extension of your probationary period.

If you are a starter tenant you will **not** have the following rights:

- Right to transfer, or mutually exchange your home
- Right to take in lodgers
- Right to assign the tenancy unless by a court order
- Right to make improvements
- Right to Buy or acquire your home.

## Fixed term tenancies

Once you have satisfactorily completed your starter tenancy period, you will be granted a fixed term tenancy for 5 years, or 2 years in exceptional circumstances.

Your fixed term tenancy will be reviewed before the end of the 5 years (or 2 years). As long as you haven't breached any of the conditions of your tenancy, we are not taking any possession action against you, your circumstances have not changed, and you still require the home you are living in, then you will be granted another fixed term tenancy.

## Appeal against a decision

You can appeal against a decision not to grant you a fixed term tenancy. Information on how to do this will be provided with the decision letter and notice.

## Joint tenants

If more than one person signs your tenancy agreement, you are joint tenants. This means you are all responsible for keeping to the terms in your tenancy agreement. As a joint tenant you are each responsible for paying all of the rent and other charges – not just your share. Even if you move out and your joint tenant remains in the property, you will all still be responsible for paying all of the rent and other charges. If any of the tenancy conditions are broken, we can take action against one of you, or both of you together. Action can result in the loss of your home. We can do this even if one of you no longer lives in your home.

## Who can apply for a joint tenancy?

Normally you can have a joint tenancy if you are married or are living together as a couple.

However, there is no legal right to have a joint tenancy. Normally you can't have a joint tenancy if you are not a couple, for example, if you are a father and son, or brother and sister.

These are general rules and we will consider special cases on an individual basis. Please speak to our Relationships Team on 01494 476100 or email them at relationships @redkitehousing.org.uk or visit our website at www.redkitehousing.org.uk.

Please remember that you are responsible for the behaviour of your household and visitors, even if they are not a named tenant. This also includes communal areas and our communities generally.

## Ending your joint tenancy

If you are an assured joint tenant, one of the joint tenants can end the tenancy without the agreement of the other joint tenant, by giving us four weeks written notice. If this happens it ends the whole tenancy. We may consider the other joint tenants housing needs and decide if the other tenant's can have a new tenancy and carry on living in the home, or if they need to make alternative arrangements.

However, if you are a fixed term joint tenant, you must **both** surrender your tenancy and we must accept it for your tenancy to end. We will send you a surrender term which must be completed and sent back to us.

## Death of a joint tenant

If one of the joint tenants dies, the other joint tenant/s may still live in the home. However, we need to know what has happened, so please contact us on 01494 476100 as soon as possible. We will need a copy of the death certificate to change our records so please make sure you get a copy to us as soon as possible. You are responsible for any rent and other charges due, both up to and after the death of your joint tenant.

If you die after your joint tenant dies, the tenancy will not pass to another member of your family, or to anyone else. This is because the law says the home can only be automatically passed on once. If your home was automatically passed on to you when your joint tenant died, then it could not be automatically passed on a second time.

## Relationship breakdown

If your marriage or relationship ends, both of you will need to decide what you would like to happen about your home. When making your decisions, you will also have to consider what the law says about your situation.

If you are married, the law is quite complex and it is important that you both get proper independent legal advice about your rights. You may both have separate rights to the tenancy, or to remain in the home.

If you are the tenant, do not give up your tenancy without taking legal advice first. Your partner cannot make you leave your home without a court order, even if you do not have a joint tenancy. The court would look at both of your circumstances, including the arrangements for any children, before deciding what should happen. If you are not married, the law does not give you the automatic right to stay in your home unless you are the tenant.

If your relationship breaks down, you can ask the court to give you 'occupancy rights', which means you can stay in your home while things are sorted out. The court will want to know how long you and your partner have been together. It will also want to know whether you have any children and any other information it thinks is relevant.

If you are the tenant, we strongly advise you do not give up your tenancy without getting proper independent advice. We may not be able to offer you another permanent home.

## Succession - what happens when a tenant dies?

As an assured tenant, when you die we can pass your tenancy on to:

- Your husband, wife or civil partner as long as the property is their only or principal home at the time
- Someone who is living with you as a husband, wife or civil partner if they are living with you at the time and it has been their only or principal home for at least 12 months before your death.

Where a tenant passes away, leaving someone in the home, we will look at each case individually. If the home is too large, or has been adapted for a person with disabilities, we will talk with the person remaining about the options available to them, which may include downsizing or transferring to a home that better meets their needs.

# How you use your home, communal areas and keeping pets

**You must use your home as your only or main home. You must not sublet your Red Kite home. If you do, legal action will be taken to recover possession of your home.**

If you want to use your home to run a business you must ask us and you will need written permission before you will be allowed to do this. Some businesses, such as taxis or car repairing which can cause a nuisance, will not receive permission.

## Lodgers

If you are an assured tenant, you have the right to take in lodgers. A lodger is someone who lives in your home, but does not have sole use of all of it. They usually get some sort of service from you, such as cooking or cleaning.

The law says how many people can live in one house and so you must make sure that a lodger will not make your home overcrowded.

If you are on Housing Benefit you **must** inform us if you are taking in a lodger. You also need to tell the Housing Benefit team at Buckinghamshire Council that you have taken in a lodger as this may affect your benefits. Also, you will need to let the Council Tax team know if you receive single persons discount.

If you want your lodger to move out, you will be responsible for organising this. When the lodger moves out, please let us know.

## Open flames

You must not use open flame burners, such as bio-ethanol, in your home. While they may seem an attractive feature, these modern decorative burners, often called table top fires, are extremely hazardous. They have a naked flame and the type of fuel is extremely flammable.

As a result, your Tenancy Agreement says that you cannot have one in your home as they

can lead to serious fires and accidents. There have been cases of people suffering serious burns and even deaths as a result of fires caused by this type of appliance.

## Communal areas

You are responsible for keeping any corridor, staircase or other communal area clean unless we provide a cleaning service. Where you see a repair that needs to be carried out or a problem in a communal area, please report it to us so we can get it put right as soon as possible.

To meet fire regulations, if you live in a flat or a sheltered scheme, you must make sure that all common areas are kept clear of rubbish and other items.

## Communal gardens

We are responsible for looking after communal gardens, but we would encourage you to help improve your communities by getting involved yourself. Each year, we hold a garden competition that any of you can enter.

It doesn't matter if you have a small border or hanging baskets – entries of all shapes and sizes are welcome. There are lots of different categories, which you can find on our website and in our digital newsletter.

## Pets

After asking for and receiving written permission, you may keep pets in your home, as long as they are not a nuisance to your neighbours or visitors and do not foul the pavement or communal areas. This includes pets that belong to visitors in your home. If they do cause a nuisance, we could ask you to re-house your animal. You are not allowed to keep wild or farmyard animals such as goats, sheep, horses, ponies, pigs and cattle. There are some homes which are not suitable for some animals, e.g. dogs in flats with no access to a private garden.

You are responsible for making sure that your garden is secure and the fencing will stop your animal from escaping.

You are also responsible for making sure that your pets do not foul in communal areas and if you have a dog, it is kept on a lead when not in your home. We have the right to take away permission to keep pets if you breach any of these conditions.

If you cannot take your pet with you on holiday, you must make arrangements for it to be properly looked after, for example, at kennels, a cattery, or by a responsible person in your own home.

# Gardens, parking and estate services

**You are responsible for keeping your garden tidy which means cutting the grass, keeping hedges and shrubs trimmed and free of rubbish. Generally, you should:**

- Keep your grass short
- Look after your hedges and shrubs to make sure they don't hang over footpaths or other public areas – you are responsible for cutting both sides of hedges that are planted within your own gardens on boundaries that separate your property from public areas such as paths and open spaces
- Not let your hedges grow too tall so that they block your neighbours' natural light or cause them a nuisance
- Not plant or let mature trees grow too close to your home as they may cause damage
- Not let any climbing plants such as ivy cover your home as this can cause serious damage and we will have to remove it and recharge you
- Not dump or store rubbish in your garden because it creates a health risk and is unsightly.

If you don't keep your garden reasonably tidy, we can take legal action against you and you could lose your home. If we have to carry out any work to your garden, we will recharge you for the full reasonable cost.

We would encourage you to ask your friends or family to help you if you find it difficult to maintain any outside areas. If, however, because of your age or a disability you find it difficult to look after your garden and you haven't got any relatives or friends who can help, please contact our Relationships Team on 01494 476100, who can provide you with the contact details of a gardening contractor, unless you choose to find your own.

## Fencing and walls

We will look after and maintain any fencing or gates that are next to a public area. It is your responsibility to look after and maintain any fencing or gates that are between your home and your neighbours.

You must not remove any fencing or walls without our written permission. If you would like to put up a fence or a wall, you must also write for permission to do this before you start any work.

## Boundaries

If you are not sure where the boundary of your garden is, please contact our Relationships Team on 01494 476100.

## Trees

You are responsible for looking after and maintaining any trees in your garden. If a tree in your garden becomes diseased, dangerous or overgrown, you must advise us by calling 01494 476100. You must not chop down a tree without our written permission.

We also ask that you do not plant any new trees in your garden. Please note - some trees are protected by Tree Preservation Orders and others are protected because they are in a conservation area. It may be a criminal offence to cut off parts of a tree, or chop down trees without proper permission.

## Rubbish disposal

Buckinghamshire Council provides a refuse collection service.

For more information about rubbish collection in your area, call the Council on 01494 461000.

## Bulky items

The Council will also collect bulky household items for a charge. For example, they will take domestic appliances, furniture and carpets. However, they will not take building or DIY waste, garden rubbish, stones, soil, sinks, baths or glass.

For more information about bulky items, please call the Council on 01494 461000.

## Fly-tipping

Fly-tipping on any land is illegal and we are committed to finding out who is responsible for any waste that is left on land without our permission and taking legal action. A prosecution will result in a criminal conviction.

Where we discover that you are responsible for the fly-tipping on our land, we will recharge you the full cost of removal and disposal and we may take legal action against you which could lead to you losing your home.

## Recycling

Every year in the UK we throw away over 28 million tonnes of rubbish. This weighs the same as 3½ million double-decker buses – that's enough to form a queue that would go around the world 1½ times! We live in a throwaway society, but we must change the way we deal with our rubbish because:

- We are fast running out of space to bury all our rubbish
- Methane gas is produced at landfill sites by rotting food and garden rubbish. This is a 'greenhouse gas' and contributes to our changing climate
- Burying our rubbish is wasting the natural resources that were used to make the products we buy.

Where you can, please try and recycle. We have some good household waste and recycling centres in the area. Recycling really is easy and it's free! Unless you are a contractor, you don't have to pay to get rid of your waste at recycling centres.

## Pest control service

Controlling pests is your responsibility as a tenant. Rats, mice and insects spread disease and cause considerable damage to property and food.

We will deal with pests in communal areas of properties, e.g. common rooms or stairwells, unless we are certain that you are responsible for the infestation. If this is the case, we will recharge you the full cost of the works.

Buckinghamshire Council offers a pest control service and can

give advice and help about a range of pests including, rats, mice, wasps, fleas, flies, and carpet beetles. There may be a charge for the service.

Please contact the Council on 01494 461000 for more information.

## Parking in your garden

No parking is allowed in your garden or on the land around your home unless you have a proper hard-standing parking space, such as a driveway or paved area, plus a dropped kerb and pavement crossing. If you would like to build a parking space, you must have our written permission. You may also need planning permission, building regulation approval and permission from Bucks Council to install a dropped kerb and pavement crossing. Your first step is to write to us at:

Red Kite Community Housing
Windsor Court
Kingsmead Business Park
Frederick Place
High Wycombe
HP11 1JU
or email the information to us at relationships@redkitehousing.org.uk, including a sketch of your planned parking space. Vehicles must be safe and of a reasonable size and weight for the parking space. They must not cause a nuisance or inconvenience to your neighbours.

Any vehicle kept by you must fully comply with all legislation and be taxed, SORN (if applicable), MOT'd (if applicable) and insured. All vehicles must be registered with the DVLA.

## Parking on footpaths and grass verges

We do not allow parking on footpaths or grass verges that we own and we will take action against anyone who parks on them.

## Commercial vehicles

We do not usually give permission to park a commercial vehicle, or a vehicle over 3,500kg when fully loaded, on any Red Kite land.

To ask permission to do this, please write to us at:

Red Kite Community Housing
Windsor Court
Kingsmead Business Park
Frederick Place
High Wycombe
HP11 1JU

or email the information to us at relationships @redkitehousing.org.uk.

We will need to decide if the parked vehicle would have an adverse impact on the area.

## Caravans, motor homes, boats, and trailers

You will need our written permission to park caravans, motor homes, boats, trailers, or similar vehicles, on:

- The land or garden around your home
- An unadopted road on the estate
- Land including parking areas owned by Red Kite
- A car park.

We will need to decide if the parked vehicle would cause a nuisance to your neighbours.

## Access for emergency vehicles

Please make sure that you and your visitors always park carefully to allow emergency vehicles and other vehicles such as dustcarts to get through easily.

## Service roads

You must not obstruct access to, block or park on a service road. These are for use by emergency vehicles, waste management vehicles and other vehicles like gardening contractors only.

## Garages

We have a number of garages for rent. If you rent a garage from us, you must only use it to store a private motor vehicle. We give our tenants priority when renting out garages, but anyone else can also rent a garage if one is available. If you are interested in renting a garage, please call us on 01494 476100.

If you are behind with paying the rent for your home, we will not rent a garage to you. You must keep up to date with your

garage rent payments. If you fall behind, we will write to remind you.

If you still don't pay, we will serve a Notice to Quit. This means you will have to pay what you owe, or clear and sweep out the garage and return the keys to us by the date set out in the Notice to Quit. If you don't pay what you owe or return the keys, we will take back the garage, change the locks, and dispose of anything left in the garage. You will also be charged for the cost of this work.

## Vehicle repairs

You can use your parking area or garage to carry out reasonable minor repairs to private motor vehicles belonging to people who live in your home - but not to other people's vehicles. You must not break up vehicles or carry out any repairs that cause a nuisance, annoyance or offence, for example, by using paint spraying equipment, hoists, welding equipment, powered tools or oil spills.

## Abandoned vehicles

Please don't abandon unwanted vehicles. To report an abandoned vehicle, please call our Relationships Team on 01494 476100 or report it on our website at www.redkitehousing.org.uk.

Please note - if you abandon your vehicle, or park it somewhere without permission, or if we think a vehicle or other object on our land is dangerous or unroadworthy, we will take action. We will give seven days notice (or 24 hours where the vehicle is dangerous) that we will remove and destroy it. You will have to pay all of the costs involved in this.

# Moving home

## Mutual exchange

If you are a Red Kite or housing association tenant in a rented property and would like to move, you may be able to swap your house or flat with another housing association or Red Kite tenant, either in or outside of the Wycombe district. This is called a mutual exchange.

You will need our agreement to exchange properties so you should call our Relationship Advisors on 01494 476100 for guidance.

You can use the HomeSwapper website to find someone you would like to swap your home with at: www.homeswapper.co.uk.

You can also advertise locally in the newspaper, local shops, on community boards or in newsletters etc.

## Transfer incentives

If your home is larger than you need and you would like to move to a smaller Red Kite property, you may be eligible to receive some incentives, including a payment, to help you with the costs of moving.

If you are of working age and receiving housing benefit, and you have spare bedrooms in your home, the Council may reduce your housing benefit. It is really important that you understand if this applies to you because it means that you will have to make up the difference between the amount of housing benefit you receive and how much rent you pay to us directly. If you can afford to pay the difference, you can continue living in your home. If you cannot afford the difference, you may need to move to a smaller property. You can also speak to one of our home budgeting advisers to see if they can help with budgeting.

Read more about this on our website: www.redkitehousing.org.uk – we are here to help you.

## Buying a home

Under the Preserved Right to Buy or the Right to Acquire, you may be able to buy your home at a lower price than the full market value.

For more information please contact our Homeownership Advisor on 01494 476100.

# Ending your tenancy

**This section explains what will happen and what you need to do if you want to end your tenancy and move out of your home.**

## We need four weeks notice

You must give us four weeks notice in writing to end your tenancy and your four weeks notice will end at 12 noon on a Monday. For fixed term tenants, we must accept your surrender notice for your tenancy to end.

Please remember - if you move out without giving us notice, we will charge you four weeks rent from when we are informed and receive the keys.

## Checking the condition of your home and garden area before you leave

We will arrange an appointment to inspect your home to make sure you are leaving it in a satisfactory condition for the next tenant. If your home needs repairs and decorating you will need to do the work before we allow you to move or transfer. If you are moving to other accommodation, we may recharge you for any damage and decoration which is not reasonable wear and tear. Please read our “Returning your home to us” standard, for more details.

If you are moving home under a transfer, you will not be allowed to do so if your property does not meet our lettable standard. You can find a copy of this on our website or request a hard copy by calling 01494 476100.

## Returning your keys

All of the keys and cards for your property (including garage key, shed key, door, entry key, gas and electricity meter keys and cards) must be returned to us on or before 12 noon on the day that your four weeks notice expires. Please leave window keys in the property.

You may return your keys before the end of your tenancy if you would like to, but you will still have to pay rent up to the end of the notice period.

If you return the keys after the end of your notice period, you will continue to be charged rent until the Monday following the actual day that the keys are returned. Please make sure you get a receipt when you return your keys and that you sign all of the necessary forms and give us your new address. This should be the first working day after the Monday on which your notice expires.

## Things to remember

When you move out, please make sure that:

- You have paid all the rent you owe and other charges
- Your home is clean and tidy
- Your garden is tidy and the grass has been cut
- You take all your things with you and clear any rubbish from your home and garden - we will charge you for the cost of removing any items that are left behind.

Remember to:

- Cancel direct debits or standing orders from when your notice period has ended
- Get final meter readings and bills for your gas, electricity, water, and telephone
- Cancel newspapers, cable TV or Sky and other deliveries such as milk
- Give your new address to the Department of Work and Pensions and Job Centre Plus if applicable, your bank, Council Tax team at Buckinghamshire Council, credit card companies, catalogues and other organisations you deal with
- Ask the Royal Mail to send your post on to your new address - there is a small weekly charge for this service
- Turn off your gas, water and electricity - run your taps after turning off the water to empty the tank and avoid burst pipes.

# Antisocial behaviour (ASB)

**You are responsible for the behaviour of everyone, including children, who lives in or visits your home. This includes how people behave in your home, on surrounding land, in shared areas, in any of our properties and throughout your local community.**

We are committed to taking action against tenants who are responsible for antisocial behaviour and we do this by working closely with the police to reduce antisocial behaviour and illegal activities within our communities. Taking action is expensive and we will expect those responsible to pay our costs.

## What is ASB?

Acting in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as themselves.

The Anti-Social Behaviour Crime and Policing Act 2014 expanded on this as follows:

- Conduct that has caused, or is likely to cause harassment, alarm or distress to any person;

- Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises; or

- Conduct capable of causing housing-related nuisance or annoyance to any person."

Antisocial behaviour can mean different things to different people. Examples include:

- Racial harassment
- Hate related crime
- Aggressive and threatening behaviour
- Drug/substance misuse and/or dealing
- Intimidation and/or harassment
- Verbal abuse

- Damage or threat of damage to property
- Graffiti
- Noise nuisance
- Stalking or unwanted attention
- People congregating in an intimidating way
- Fly-tipping (illegal dumping of rubbish)
- Nuisance caused by pets
- Inconsiderate parking of vehicles
- Abandoned vehicles.

## Who can help?

If you are experiencing antisocial behaviour you can report it in the following ways:

## Online

At www.redkitehousing.org.uk at any time of the day or night.

## By telephone

On 01494 476100. The team will send you an Incident Report Form to complete and return. You can also report by letter too.

Please log each incident on a separate form and give as much information as possible about the incident including; the date, time, location, details of what happened and how it made you feel.

If the antisocial behaviour incident is a police matter, please call Thames Valley Police on the non-emergency

# Notes