



**Welcome to Red Kite
Community Housing!**

Your Tenant Handbook

February 2025 - all information correct at time of printing - for the most up-to-date information please visit www.redkitehousing.org.uk/welcome

If you need this document translated, please contact us.

Jeśli potrzebujesz przetłumaczenia tego dokumentu, skontaktuj się z nami.

Dacă aveți nevoie de traducerea acestui document, vă rugăm să ne contactați.

यदि आपको इस दस्तावेज़ के अनुवाद की आवश्यकता है तो कृपया हमसे संपर्क करें।

اگر آپ کو اس دستاویز کا ترجمہ کرنے کی ضرورت ہے تو، براہ مہربانی ہم سے رابطہ کریں۔

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Hello and welcome to Red Kite!



We are delighted to have you as a tenant, and we want you to be happy in your home.

Here at Red Kite, we pride ourselves on being truly tenant-led, which means tenants and leaseholders inspire and influence the design, delivery and outcome of everything we do.

You may have lived in your home for many years, or you could be new to the area and to social housing. Whatever your background it is important that you understand your responsibilities as a tenant, what help we can provide, and what we expect from you in return.

Your tenancy agreement will give you more detailed information, and you should read it alongside this booklet. It provides you with lots of useful information about paying your rent, repairs and maintenance, getting involved, and much more.

We hope you enjoy living in your home.



A handwritten signature in black ink that reads "T. Morrow".

Trevor Morrow
Group Chief Executive



How to contact us

	Phone	Email
General enquiries	01494 476100	contact@redkitehousing.org.uk
Report a repair (Including emergency repairs)	01494 476100	repairs@redkitehousing.org.uk Monday to Thursday: 8.45am – 5.15pm Friday: 8.45am - 1pm <small>(Out of hours calls will transfer to our out of hours call centre)</small>
Rent payments (Automated line)	0161 484 1142 (local rate)	
Rent enquiries	01494 476100	contact@redkitehousing.org.uk
Gas fault and servicing	020 8269 5981	repairs@redkitehousing.org.uk
Antisocial behaviour	01494 476100	contact@redkitehousing.org.uk
How to get involved	01494 476100	volunteering@redkitehousing.org.uk
Right to buy	01494 476100	righttobuy@redkitehousing.org.uk

During busy times, there may be a wait to get through. If so, consider contacting us through web chat on our website www.redkitehousing.org.uk

If we cannot answer your call, we will return it within two working hours when you select the callback option.

Our address

Red Kite Community Housing
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](https://www.instagram.com/red_kite_community_housing)



[Red Kite Community Housing](https://www.facebook.com/RedKiteCommunityHousing)



[@RedKiteHousing](https://twitter.com/RedKiteHousing)



[Red Kite Community Housing](https://www.youtube.com/RedKiteCommunityHousing)

Rent

You will have been told what rent you need to pay each month when you became a tenant. Rent reviews usually take place each April and we will write to you in advance of this to let you know what your rent will be. The best way to ensure you rent is paid on time is by setting up a direct debit.

Find out more on our website www.redkitehousing.org.uk/your-rent or if you have any questions please call the rent team on **01494 476100**. If you're having difficulties paying your rent, we're here to help. Please contact us soon as you can - the earlier you let us know the easier it will be for us to support you. We have a dedicated team who are here to help, so please do get in touch.

More about us

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.

We work in partnership with our tenants and are committed to resident empowerment. Your input shapes every aspect of our work, from service design and delivery to measuring our success.

We are accountable to you and regulated by Homes England and the Regulator of Social Housing.

We strive for strong partnerships with our residents to create thriving communities where everyone feels valued.

Our newsletter

If you'd like to receive our quarterly tenant email newsletter, which includes information about the help and support we can offer as well as updates about what's been going on at Red Kite, you can sign up by filling out the form on our website, www.redkitehousing.org.uk/newsletters or letting us know when you call.

We send our newsletters out each quarter, so to make sure you don't miss out sign up today!



Our Board

Our Board has an overall responsibility for running Red Kite, which includes setting policies and directing activities. All our Board members have the same voting rights as each other and have a duty to act in the best interest of Red Kite.

You can find out more about who our Board members are on our website at www.redkithousing.org.uk/board



Membership

We have ambitious plans for our future, and to get there, we need your input. Being a Red Kite shareholding member is more than just a 'tick-box' exercise, it's about being part of something bigger, and an exciting future where your voice will truly be heard.

We 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.

If you become a member you will be entitled to:

- Help us make business decisions, such as how we share important news, the materials and choices we offer for improvement work, and which days we close over the Christmas period
- Attend our Annual General Meeting.

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

Our volunteers

We couldn't achieve everything we do without our amazing tenant volunteers. They make a positive difference in their community by helping to shape the services we provide. Our volunteers have an important role in making sure that we remain truly tenant-led through everything that we do. We have a wide range of opportunities, with something to suit everyone.

Volunteering can help you learn new skills, gain experience and really help make a difference. Find out more www.redkithousing.org.uk/volunteering

Visit our website or scan the QR code to find out more, and to fill out the form to apply to become a volunteer.



Your Tenancy



As a Red Kite tenant, it's important to understand your tenancy agreement, which outlines your rights, responsibilities, and type of tenancy. We encourage you to read it carefully and please keep it safe.

Failing to follow the conditions of your tenancy may result in legal action and loss of your home.

Some examples of actions that would breach your tenancy agreement include:

- Not living in your home permanently
- Falling behind on rent or other payments
- Making alterations to your home without written consent
- Causing damage to your property or the surrounding environment
- Engaging in illegal activities
- Abusive or violent behaviour
- Refusing access for essential repairs, gas and boiler checks, and maintenance work.

Types of tenancy

As a Red Kite tenant, you'll sign up to one of the following types of tenancy, this outlines all our responsibilities, as well as ours:

Starter Tenancy

We issue a 'starter' tenancy to those who are renting for the first time.

The first tenancy you have with us will be for a probationary period of 12 months and it'll be reviewed during that time.

As long as we have not taken any possession action against you (for example, for antisocial behaviour, rent arrears or fraud) and your circumstances remain unchanged (for example, your family composition, or your eligibility for social housing) then you'll usually be offered a fixed term tenancy of five years (or two years in exceptional circumstances).

Your tenancy agreement explains what rights and responsibilities you have.

Fixed Term Tenancy

A fixed term tenancy is known legally as an 'Assured (shorthold) Fixed Term Tenancy' and is granted for a specified period.

We grant fixed term tenancies usually for five years, or two years in exceptional circumstances.

We'll review the tenancy within the fixed term. As long as we've not taken any possession action against you (for example, for antisocial behaviour, rent arrears or fraud), and your circumstances remain unchanged (for example, your family composition, your eligibility for social housing, and your income), then you'll usually be offered another fixed term tenancy.

Your tenancy agreement explains what rights and responsibilities you have.

Your Tenant Information Pack contains information to help you better understand your 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.

(PASS) Preserved Assured Right to Buy

(PASS) Preserved Assured Right to Buy tenancies were issued to pre-stock transfer tenants from the council with secure tenancies.

These tenancies are no longer issued and can only be passed on through succession.

(NASS) Assured Non-Shorthold

(NASS) Assured Non-Shorthold tenancies are issued to individuals who have the right to a secure tenancy, such as those who have mutually exchanged into Red Kite from another housing association with a PASS tenancy or those transferring to another Red Kite home with this type of tenancy.

These tenancies come with the right to acquire.

Using your home

You **must** take occupancy of your home and live there as your main and principal home.

You **must not** leave your home and/or live elsewhere without telling us you have left.

You **must not** sublet your Red Kite home. If you do, legal action will be taken to recover possession.

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. Your tenancy agreement will state the maximum amount of people allowed.

If you are on Housing Benefit/Universal Credit 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 a single person 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. You are responsible for your lodger's behaviour, and we may take action against you for any breaches they cause.

Joint tenants

As joint tenants, all signatories are equally responsible for the terms of the agreement, including rent and other charges. This remains true even if one tenant moves out. Breaching the tenancy conditions may result in legal action against both tenants, leading to the loss of the home.

Who can apply for a joint tenancy?

Joint tenancy is typically **only** available to people who are married, in a civil partnership, or who are living together as partners. However, there is no legal right to joint tenancy, **and it is not** available to non-couples, such as father and son or siblings.

Tenants are responsible for the behaviour of their household and visitors, even if they are not named tenants.

Ending your joint tenancy

One tenant can end a joint tenancy by giving four weeks' notice, without the other tenant's agreement. This ends the whole tenancy.

We may consider the other tenant's housing needs and decide if they can have a new tenancy or need to make other arrangements.

Please contact us if you want to end a joint tenancy and we can advise you on the next steps.

Death of a joint tenant

In the event of the death of a joint tenant, the surviving tenant(s) may continue to live in the home. However, **we must** be notified and provided with a copy of the death certificate. The surviving tenant(s) will be responsible for all rent and charges, both before and after the death. The tenancy **cannot** be passed on to another family member or individual if the surviving tenant also dies, as the law only allows for the tenancy to be automatically passed on once. Please contact us if you need advice or information following the death of a joint tenant.

Succession - what happens when a tenant dies?

When a tenant dies, their tenancy can be passed on to their spouse, partner, or civil partner if the property is their principal home - this is called **statutory succession**. You will need to prove that you lived with the tenant at the time of their death and/or were married to or in a partnership with the tenant in order to succeed.

If the tenancy is assured **and** started before 1st April 2012 **and** you are a son, daughter, sibling, or other approved relation you can apply for succession of the

tenancy - this is called **contractual succession**. You will need to prove that the property has been your main and principal home for at least 12 months prior to the death of the tenant and that you are related to the tenant. We will look at each case individually and may offer options such as downsizing or transferring to a home that better meets the needs of the person remaining. If you have a question about your tenancy, please contact us.

Absence from your home

Please inform us, in writing and if possible in advance, if you are or expect to be absent from your home for four consecutive weeks or more.

Priority moves

We will only consider a priority move if there is a serious risk of harm to the tenant(s). We would need to see evidence of this from the police and other agencies working with you. If you think you need to move due to a risk, then please contact us for advice. If there is a serious risk to your life, then the council will offer you temporary accommodation to keep you safe until we find another suitable property for you. We need to agree a management move for you before you approach the council. You must not leave your home without telling us unless the police or other agencies assist you in an emergency to keep you safe.

You then need to contact us, and we will work with you and other agencies to find a solution to your housing needs.

We **do not** offer priority moves when the property is deemed unsuitable for housing need, such as overcrowding or not liking the area or property, or where there are outstanding repairs.

If you wish to move from your home, then you can either consider a mutual exchange or make an application with Bucks Home Choice to consider a transfer.

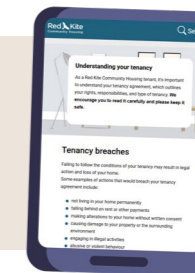
Relationship breakdown

In the case of a relationship breakdown, both parties must decide what to do about their home while considering the law. We would advise tenants to seek independent legal advice about their rights when ending or assigning a tenancy.

A court order may be required to remove a joint tenant from the tenancy if there is a dispute over who will remain as a tenant. We are unable to remove joint tenants without agreement to assign the tenancy or a court order.

We will consider each request on an individual basis, but it is important to understand that a joint tenant cannot be removed just because they have left the home, or your relationship has broken down.

Visit our website or scan the QR code to find out more.



Living in your home and being a good neighbour



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 for us to recover possession.

Communal areas

As a tenant, you play an important role in keeping corridors, staircases, and other communal areas clean and clear of rubbish and belongings.

Where you see a repair that needs to be carried out or a problem in a communal area, please let us know so we can get it put right as soon as possible.

We have a legal duty to make sure that we reduce the risk of fire in our flats and schemes, and that tenants are able to escape in an emergency.

We take safety very seriously and because of this, we're strict about what is stored in communal areas.

This applies to things such as mobility scooters, pushchairs, walkers, pot plants, bicycles, furniture and ornaments which are in corridors, hallways, cupboards and other communal areas.

We do provide a cleaning service for all communal areas, but please ensure these areas are kept tidy.

Pets

You must ask for and receive written permission before keeping a pet in your home. 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. You are also responsible for making sure that if you have a dog, it is kept on a lead in the 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 pet.

You are not allowed to keep wild or farmyard animals such as goats, sheep, horses, cockerels, 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. All tenancy agreements issued by Red Kite have a clause on keeping animals. Tenants on a PASS tenancy do not require permission for ordinary domestic pets, but there are standards that apply that if not met will result in Red Kite taking enforcement action.

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

We have the right to withdraw permission to keep pets if you breach any of these conditions.

Repairs

Our responsibilities:

- External walls, doors, window frames, and sills
- Drains and gutters
- Access paths and steps
- External decorations
- Outbuildings part of the original structure or provided by the landlord
- Communal area repairs and improvements
- Installations for water, gas, electricity, and sanitation (up to the meter)
- Room and water heating installations
- Lifts and shared lighting (unless adopted by the council or privately owned)
- Fences and gates dividing your home from public paths
- Floor coverings in kitchens, bathrooms, and toilets (if a trip hazard).

If a contractor needs to enter your home to enable them to carry out a repair on a neighbouring home, we ask that you allow them to do this. This will help to ensure that repairs are carried out quicker and in a more cost-effective way. Your home will always be left as it was found and disruption to you kept to a minimum.

Lightbulbs and fluorescent tubes:

You are responsible for replacing defective lightbulbs or fluorescent tubes and starters.

Making changes to your home

Before making changes, you will need to seek written permission from us.

Permission is needed for:

- Adding a driveway
- New kitchen or bathroom
- Electrical or plumbing installations
- Major works (extensions, wall removal)
- Bathroom tiling
- Adding a cat flap
- Garden changes (decking, shed).

Open flames

Your tenancy agreement requires you to manage fire within your home in a safe and responsible manner by minimising the associated risks.

Open flames such as bio-ethanol and paraffin heaters are discouraged, and under a fixed term tenancy are prohibited.

Storage of large quantities of flammable gases and/or liquids is strictly prohibited.

Loft spaces

In most cases the use of loft spaces is not permitted or recommended. Red Kite will not be held liable for any damage to personal items should you decide to use the loft space and we always recommend that you obtain appropriate contents insurance to protect your belongings.

You may also be charged for any damage caused by your possessions or presence in the loft.

What is a good neighbour?

Red Kite considers that being a good neighbour means that you are:

- Behave responsibly and are tolerant and understanding of others in your community whose views, lifestyles and family composition, and personal circumstances may be entirely different to your own
- Consider how your behaviour and that of others in your home affects your neighbours and the wider community.

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 communal 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 causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household as yourself.

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.

Noise

Noise is a common cause of complaints, and you should be considerate by ensuring that noise, especially in very built-up areas is reduced as much as possible.

Make sure that you:

- Let your neighbours know if you are having a party, family event or doing any noisy DIY work. Your neighbours will be more understanding about noise if you have told them about it first and informed them of likely time frames. Avoid doing it at antisocial hours and be mindful of the kind of property you live in and how the noise will transfer to others
- Keep the noise from devices such as radios, stereos and televisions at a reasonable level and be conscious that the later at night it is, the more the noise will impact upon others because of the lack of other background noise
- Keep TVs and music speakers away from neighbours' walls and keep speakers off the floor if you live in an upper floor flat. TV's that are attached to party walls can cause vibration and flanking noise very easily so to ensure you move the TV casing away from the wall with a clear gap (if wall mounted)
- Avoid using other loud equipment at night time or in the early morning.

Are you having a problem with your neighbour?

If you are having a problem with a neighbour, try to sort it out between yourselves as soon as possible. Your neighbour may not realise that they are causing a problem to you. By being calm and thoughtful when raising an issue, the communication will normally be received on more positive terms and provide an opportunity for compromise and agreement. If this does not work, please contact us and we will do what we can to assist. We work closely with an organisation called Alternatives to Conflict (formerly Mediation Bucks) to deliver a free conflict resolution and mediation service to our tenants. We encourage the use of this service to provide advice, one-to-one coping strategies, coaching; and, if appropriate, mediation between neighbours to seek consensus and agreement through workable and constructive solutions to demanding situations.

Who can help?

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

Online

Find out more at www.redkitechousing.org.uk/asb at any time of the day or night.



By telephone

On **01494 476100**.

Please make a note of incidents 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, you should call the police on **101**, or in an emergency **999**.

When assessing ASB complaints, we might ask you to enter conflict resolution or mediation through our approved contractor.

This is used in situations where neighbour disputes are occurring and/or where they don't meet the ASB threshold.

It is important that our tenants engage fully with this process to resolve the problem.

Please contact us if you require further information.

Gardens, parking and estate services

You are responsible for keeping your garden tidy which means cutting the grass, and 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' access to natural light or cause them a nuisance
- Not plant or let mature trees grow too close to your home as they may cause damage. You are responsible for maintaining trees, including trees that are already in situ when you sign your tenancy
- Not let any climbing plants such as ivy cover your home as this can cause serious damage. You are responsible for removing this. Failure to do so, will result in us removing it and recharging you
- Not dump or store excess items in your garden because it creates a health risk and can cause pest issues and neighbour complaints

- Ensure that bins are not overflowing and used in accordance with your local area recycling policies
- Clean your external bins on a regular basis.

If you don't keep your garden tidy and maintained, we could 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 costs.

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 Relationship Advisors on **01494 476100**, who can provide you with details of housing options suitable for your needs or circumstances.

Fencing and walls

We will look after and maintain any fencing or gates that share a boundary with a public area.

It is your responsibility to look after and maintain any fencing, boundary or gate that is between your home and your neighbours.

You must not remove any fencing, hedges or walls without our written permission. If you would like to put up a fence or a wall, you must contact us for permission to do this before you start any work. In the unfortunate event of unavoidable damage to a tenant-maintained fence through extreme weather it still falls within the tenant's responsibility to fund any repairs or a replacement. In certain circumstances our Recharges Policy can apply which means we may seek a repayment of costs from you.

Boundaries

If you are not sure where the boundary of your garden is, please contact us.

Trees

You are responsible for looking after and maintaining any trees in your garden, including if a tree in your garden becomes diseased, dangerous or overgrown. You must take the required action, using a qualified tree surgeon for larger trees, to make this safe. You are not permitted to plant any new trees in your garden. Please note - some trees are protected by Tree Preservation Orders.

It may be a criminal offence to lop parts of a tree or fell trees without the proper permissions in place. If you are unsure, please check with your local authority.

Waste and recycling

For information about waste collection and recycling services in your area, contact your local authority or visit our website www.redkithousing.org.uk/waste

Bulky items

Your local authority may collect bulky household items for a charge. For example, they will take domestic appliances, furniture and carpets. In certain circumstances, they may take DIY, and building rubbish and garden waste.

For more information about bulky items, contact your local authority, or visit our website www.redkithousing.org.uk/waste

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 our land without our permission.

We work in partnership with the local authority to support prosecutions.

A prosecution may result in a criminal conviction.

Where we discover that you are responsible for 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.

Where we are unable to identify who is responsible for fly-tipping, the charges will be attributed to the block and/or scheme. If you see someone fly-tipping on our land, please report this to us.

Recycling

The local authority provides recycling bins across all of our homes and estates. We encourage our tenants to make good use of these facilities and dispose of their recycling in a responsible manner, in accordance with the local authority's recycling policies.

Recycling bins are colour-coded and labelled with clear instructions to identify what waste goes into each bin. Contamination of bins is classed as fly-tipping.

Pest control service

Preventing pests is your responsibility as a tenant. Rats, mice, bed bugs and insects spread disease and cause considerable damage to property and nuisance to visitors to your home and neighbours.

We will deal with pests in communal areas, (e.g. common rooms or stairwells, communal gardens), 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.

We discourage the feeding of wildlife in communal gardens, as this can attract vermin.

The local authority may offer 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 local authority or visit our website www.redkithousing.org.uk/pests 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 the local authority to install a dropped kerb and pavement crossing.

Your first step is to fill in a permission form:
www.redkithousing.org.uk/change

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, 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 of our land. If you'd like to do this please contact us. We'll need to decide if the parked vehicle would have an adverse impact on the area.

Some of our newer estates may have covenants that include additional parking clauses.

If you are unsure, contact our Relationship Advisors on **01494 476100**.

Caravans, motor homes, boats, and trailers

You'll need our written permission to park caravans, motor homes, boats, trailers, or similar vehicles on the land or garden around your home.

- Whether the land is suitable for parking, and capable of taking the weight of the vehicle
- Whether you have a history of tenancy breaches or neighbour disputes
- The position of the parking area.

Access for emergency vehicles

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

No tenants or visitors should ever park within a hatched area dedicated for emergency vehicles.

Service roads

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

Garages

We have a number of garages for rent. We give our tenants priority when renting out garages, but anyone can rent a garage if one is available.

If you are interested in renting a garage email garages@redkithousing.org.uk or visit www.redkithousing.org.uk/garages



Parking on garage forecourts is strictly prohibited.

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 report any abandoned vehicles to us that are on our land.

You can report an abandoned vehicle on the public highway using the FixMyStreet app or website.

If you abandon your vehicle, or park it somewhere without permission, or if the vehicle or other object on our land is dangerous or unroadworthy, we will take steps to establish who owns the vehicle, and report this to the local authority.

Any costs associated with this process will be recharged to the registered keeper.

Moving Home



Mutual exchange

If you would like to move from your Red Kite home, you may be able to swap your house or flat with another housing association or Red Kite tenant, either in or outside of Buckinghamshire. This is called a mutual exchange.

You will need our agreement to exchange properties so you should call us for guidance.

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

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

For tenants who simply need fewer bedrooms, we can offer a cash incentive if you downsize by mutually exchanging with someone who has the right sized home for you and who also lives in a Red Kite home.

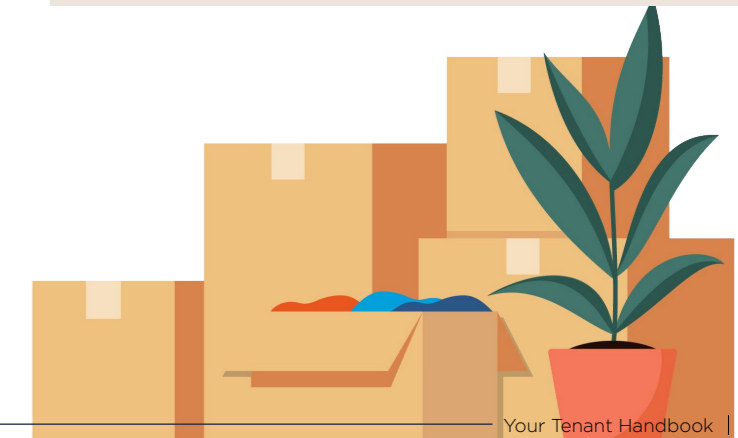
Please contact us for further information on this or visit our website www.redkithousing.org.uk/MX

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 visit our website; www.redkithousing.org.uk

To find out more about mutual exchanges and buying your home, please visit our website or scan the QR.



Feedback



Feedback

Feedback can come in the form of a complaint, compliment or general comment – but whatever it is that you want to tell us, we're here to listen and do something about it. By giving us positive feedback, you let us know where we're performing well and giving you a good service.

You can email feedback@redkithousing.org.uk, call **01494 476100** or visit our website www.redkithousing.org.uk/feedback

You can also fill out our feedback form online. Please scan the QR code to find out more and fill out our digital form.



The Housing Ombudsman

The Housing Ombudsman is a free, independent and impartial organisation which resolves disputes between tenants and landlords. For unresolved complaints or advice you can contact the Ombudsman by calling **0300 111 3000** or emailing info@housing-ombudsman.org.uk

You can also write to the Ombudsman:

Housing Ombudsman Service
PO Box 1484
Preston
PR2 0ET

We're here to support you. If you can't find the support you need within this booklet then please contact us and we'll be happy to help. We hope you enjoy being a Red Kite tenant and living in your home.

Ending your tenancy



You must give the required notice period in writing to end your tenancy.

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. 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 Home Return Standard, for more details.

If you are moving home under a transfer, you will not be allowed to do so if your current home does not meet our lettable standard.

You can find a copy of this on our website www.redkithousing.org.uk/ending-a-tenancy or request a hard copy by calling **01494 476100**.

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

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 ends
- Get final meter readings and bills for your gas, electricity, water, and telephone
- Cancel newspapers, and other deliveries such as milk
- Inform any subscription services – e.g. digital TV – of your change of address
- Give your new address to the Department of Work and Pensions and Job Centre Plus (if applicable), your bank, the Council Tax team at Buckinghamshire Council, credit card companies, catalogues and other organisations you deal with
- Ask Royal Mail to send your post on to your new address - there is a 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.

Ending a tenancy following bereavement

We know this is a difficult time so we have prepared a special booklet to help with everything you need to do following a bereavement.

Let us know if you would like a printed version of this.

www.redkitehousing.org.uk/ending-a-tenancy

We hope this will help make the process of ending a tenancy and returning the home to us as easy as possible, and help you avoid unnecessary charges against the estate.

You will need to give us four weeks' written notice - this can be done either by the executor or by the individual who has been granted probate.

If neither of these apply to you, then you should still inform us.




We hope this handbook provided you with valuable information.

We are committed to providing a positive and supportive living environment for all our tenants.

If you have any questions or concerns, please don't hesitate to contact our office. We are always happy to help and can provide guidance on any aspect of your tenancy.

We hope you enjoy living in your home and that your tenancy is a happy and successful one.

For more information, please contact us:

 contact@redkitehousing.org.uk  01494 476100  www.redkitehousing.org.uk



We're committed to ensuring our communications meet all our tenants' needs.

We can offer support in multiple languages, Braille, large print, and more. Whether you prefer email, phone, text, or other accessible formats, we're here for you.

Please let us know if we can help.



If you need this document translated, please contact us.

Jeśli potrzebujesz przetłumaczenia tego dokumentu, skontaktuj się z nami.

Dacă aveți nevoie de traducerea acestui document, vă rugăm să ne contactați.

यदि आपको इस दस्तावेज़ के अनुवाद की आवश्यकता है तो कृपया हमसे संपर्क करें।

اگر آپ کو اس دستاویز کا ترجمہ کرنے کی ضرورت ہے تو، براہ مہربانی ہم سے رابطہ کریں۔



www.redkitehousing.org.uk

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