

services. If you have suffered a loss you may be able to claim compensation. More details on both of these rights are given in separate leaflets available at any of our offices.

Alongside your rights as a tenant you have responsibilities. These are set out in the terms and conditions of your tenancy, you handbook and in a separate leaflet in our policy and service range available from any of our offices. If you are uncertain about any of your rights or responsibilities then please speak to your estate officer at your housing office.

### Our Housing Offices:

9 Little Park Street,  
City Centre, Coventry  
Tel 024 7676 7111

192 Torrington Avenue,  
Coventry  
Tel 024 7649 6700

29-31 Riley Square,  
Bell Green, Coventry  
Tel 024 7663 8201  
Tel 024 7663 8202

St James Lane,  
Willenhall, Coventry  
Tel 024 7651 6700

### Your Area, Your Service - Helpful Numbers:

Repairs (Normal Hours) Tel 0845 850 6090	Repairs (Out of Hours) Tel 0116 242 4399	Leaseholder Services Tel 024 7676 7220
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Allesley/Whoberley Tel 024 7649 6700	Canley Tel 024 7649 6700	Cheylesmore Tel 024 7651 6700
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Ernesford Grange Tel 024 7651 6700	Henley Green/ Wood End Tel 024 7663 8201 Tel 024 7663 8202	Hillfields/ Stoke Heath Tel 024 7622 6471 Tel 024 7625 6959
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Radford Tel 024 7659 6554 Tel 024 7659 5940	Spon End Central Tel 024 7676 7111	Stoke Aldermoor Tel 024 7676 7111
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Tile Hill Tel 024 7649 6700	Wyken Tel 024 7676 7111
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### Need help in your own language?

French  
**Pour vous  
assister en votre  
propre langue**

Farsi  
**برای کمک به زبانتان**

Portuguese  
**Assistencia na  
sua propria lingua**

Arabic  
**لعمركم في لغتكم**

Kurdish  
**بۆیارمه ئیدان به زمانی خووت**

Somali  
**Luqadaadoo lugugu caawinaayo**

☎ 024 7676 7000

**Whitefriars Housing Group Ltd**  
9 Little Park Street, Coventry, CV1 2UR  
Web [www.whitefriarshousing.co.uk](http://www.whitefriarshousing.co.uk)  
Email [info@whitefriarshousing.co.uk](mailto:info@whitefriarshousing.co.uk)  
a charitable, industrial & provident society

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# Your Tenancy & Your Rights



## Your Tenancy and Your Rights

**When you become a tenant of ours, we give you the right to live in the property as your home. We aim to make sure that while you are our tenant you are pleased with the quality of your home and the service you receive.**

If you keep to your tenancy agreement, then it is your home for as long as you wish to live there. Only if you seriously break the conditions of the agreement would we consider ending your tenancy, and that would only be possible through an order of the court.

### Your tenancy agreement covers the following main rights and responsibilities

- Breaches of tenancy - actions by you that will break the agreement.
- Complaints.
- Your right to be consulted about changes.
- Your rights as a tenant.
- Period of the tenancy.
- Rent and action for non payment.
- Nuisance behaviour and harassment.
- Repairs and Improvements.

### Your Rights - in brief

To live in your home without interference from us, as long as you keep to your tenancy agreement. You may sometimes have to let us in to check or carry out repairs and maintenance of any gas appliances, but we will give you notice

of this unless it is an emergency.

To stay in your home unless the court says you must leave because you have broken the conditions of your tenancy agreement.

### Examples of when this may happen are:

- You have failed to pay your rent - see leaflet on rent arrears for further details.
- You have caused a nuisance to or harassed neighbours.
- You have obtained the tenancy by deception.
- You are no longer living there.
- We need to move you out as part of area regeneration plan.
- You have used the property for illegal or immoral purposes.

### Your rights - continued

- To have your home repaired and maintained. See leaflet on repairs
- To be kept informed and consulted about what we are doing as an organisation and how we are performing in delivering services. We will also consult you on any changes we propose to make to our services. More details are given in our leaflet 'Influencing what we do'.
- To buy your home. Most of our tenants have the right to buy their home, although there are some exceptions. The law gives you your rights and we will deal with any applications

according to those rules. Our Leaseholder team on **024 7676 7216** who will be able to give you more information.

- To exchange your home with another tenant of ours, other social landlord or local authority. You must have our agreement and, that of any other landlord, before you do this. You should check that you do not lose any of your rights as a tenant before you exchange homes.
- To take in lodgers or let out part of your home as long as you tell us and do not overcrowd your home. Permission will not normally be given if you want to rent out all of your home to someone else.
- To pass on your home when you die. If the tenancy is held in joint names with someone else then the tenancy will continue to the death of the last tenant, but surviving tenants must notify us. In other cases where members of your family have lived with you for at least 12 months prior to your death they have the right to take over the tenancy. One further succession is allowed under our policy.
- To receive a management service, including repairs and services that you specifically pay for e.g. some services in sheltered housing.
- To improve your home. You may carry out improvements to your home with our permission. In some cases you may be able to claim compensation for this work when your tenancy ends.
- To complain if you consider that we have done something wrong in the delivery of our