



North & East Housing Association

Building & Supporting Communities

Tenant Handbook July 2019



Welcome

Ceád Míle Failte

Bienvenue

Bienvenido

Powitanie

Vítejte

Willkommen

North & East Housing Association are delighted to welcome you to your new home. Moving home is an exciting time, but it can be stressful so it is important to do all you can to make sure it does not become an overwhelming experience. As part of our commitment to good practice in housing services, North & East created this handbook as a guide for you which can be referred to throughout your tenancy. It will help you to get to know more about the Association. It contains practical advice like how to pay your rent and how to report a repair. It also contains information about your responsibilities as a tenant and ours as your landlord. We hope that you will find it easy to read, interesting and useful.

Please keep it in a safe place so that you will always have it handy to refer to.

North & East has always strived to provide and maintain quality housing within the community and

we hope you will enjoy many happy years in your home. Your assigned Housing Officer will be on hand to answer any queries you may have and you can also check out the FAQ page on our website www.northandeast.ie.

If you think there is anything that we have left out or if you have any questions, comments or suggestions on how the information could be better presented, please let us know.



Please note: This handbook forms no part of your tenancy agreement and is intended only as a general reference on landlord-tenant relationships. It is not intended as a legal interpretation of the rights, responsibilities and conditions of any North & East Housing Association Tenancy Agreement. Handbook updated March 2019

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About North & East Housing Association

North & East Housing Association (North & East) was incorporated in 1993 having been established by a small number of volunteers. North & East has developed from a small-scale, mainly voluntary organisation into a well-established housing provider with a proven track record in the delivery of high-quality homes, comprehensive housing services and tenant supports.

North & East believes that everyone has a right to a quality home within the community. We strive to achieve this objective by working in partnership with local authorities as well as community and voluntary organisations. Our first housing development comprised 12 homes in Killelland in Ashbourne in 1995. We currently have over 500 homes in management.

We are primarily a general needs housing provider and all the families and persons that we house are approved applicants from the local authority housing waiting lists. We provide housing that meets a wide spectrum of needs, including families, older people, homeless households and people with physical and learning disabilities. We continuously strive to innovate in the areas of housing design and maintenance. We constantly review our services and procedures against the sector to ensure best practice.

Community is at the heart of what we do, we remain an association that works hard looking after the neighbourhoods where we have homes and we strive continuously with our tenants to support the development of vibrant, sustainable communities.



1

Customer Service

North & East staff will endeavour to provide quality and efficient service to all our tenants. We are continually reviewing our service to find ways to improve.

You can expect our staff to:

- Listen to you.
- Treat you with courtesy and respect.
- Give you helpful advice on any issues you may have.
- See you at arranged times and answer phone calls and letters as promptly as possible.
- Explain documents and procedures in a clear manner.
- Respect your privacy and confidentiality wherever possible.

We would expect our tenants to

- Be good neighbours.
- Treat our staff with respect and courtesy.
- Be honest and give us correct information we legitimately require.
- Keep appointments or advanced notice of cancellation.
- Help us improve our service by giving us feedback.

North & East Housing Association is committed to dealing effectively with any concerns or complaints you might have about our service. If you need to make a complaint, we want the process to be easy, effective and fair. You can download our Complaints procedure from our website at <https://www.northandeast.ie>



Telephone:
(01) 820 0002



Website:
www.northandeast.ie



Our Address:
**287 Block G,
Blanchardstown
Corporate Park 2,
D15 P229.**



**Out of Hours
Emergency number:**
(053) 937 4811



Email:
supportdesk@neha.ie

Confidentiality and Data Protection

In order that we can provide housing accommodation to our tenants and the other occupants of our properties, we require certain personal information. We take our obligations to protect that information very seriously and the company has a Data Protection Policy.

In addition we take steps to ensure that we are compliant with the Data Protection Act 2018 and the EU General Data Protection Regulations (GDPR).

More information on this is contained in our Privacy Statements, available on request, or on our website.



2

Your Tenancy

When you become a tenant of North & East you are entitled to quiet and exclusive enjoyment of your home. Your tenancy agreement sets out your rights and responsibilities and those of the landlord (North & East). **You agree to these conditions when you sign the tenancy. Your tenancy agreement is an important legal document and you should keep it in a safe place.**

General Information

- You cannot give the tenancy of your dwelling to anyone else.
- You cannot use your house, outer-buildings or garden for business purposes.
- You cannot take in lodgers or sub-let.
- Large trucks or vans cannot be parked outside the dwelling.

Being a Good Neighbour

When you sign a tenancy agreement with North & East, you make a commitment to us as your Landlord. But of equal importance are your obligations to your neighbours and community. This involves respecting and co-operating with other tenants and their right to a peaceful enjoyment of their home and also respecting any garden/communal area in your estate.

Why do I need to know details of my tenancy agreement?

Your tenancy agreement is a legally binding document that protects you. We would advise you to get legal advice in relation to any queries you may have about it. Continuous serious breaches of your tenancy agreement may result in you losing your home.



Can I buy my home?

No. North & East generally do not sell their homes.

Can I make Alterations?

You will need to get permission from North & East in writing before beginning any improvements, alterations or additions to your home. All structural changes become the property of North & East and as such cannot be removed by you upon termination of your tenancy. Should you carry out any unauthorised alterations, North & East may require full re-installment to the original condition.

Guests

You are entitled to invite guests to stay in your home if you wish to do so. However if your guest is staying for more than two weeks or on a regular basis, you will need to advise North & East.

Can a tenancy change from sole to joint?

Yes.

In order to have a sole tenancy transferred to a joint tenancy, a number of factors are considered by North & East.

- The sole tenant and the proposed tenant must apply in writing.
- The rent account must not be in arrears.

- There have been no incidents of anti-social behaviour during the sole tenancy.
- The property is used as the main residence.
- The proposed tenant must have a Garda check carried out before they are authorised to become a new tenant.
- The proposed tenant must have a satisfactory previous landlord check.

If the proposed tenant is authorised to become a joint tenant, they have joint responsibility to ensure that all terms of the tenancy agreement are adhered to.

Can I Keep Pets?

While we understand that you may want a pet, we must consider the impact this can have on the pet, the property and your neighbours.

If you live in a house, bungalow or ground-floor flat with access to a garden that is for your use only, you can keep one domestic pet without asking our permission.



The following breeds (and strains/cross-breeds) of dog are **not permitted**.

- American pit bull terrier.
- English bull terrier.
- Staffordshire bull terrier.
- Bull mastiff.
- Dobermann pinscher.
- German shepherd (Alsatian).
- Rhodesian ridgeback.
- Rottweiler.
- Japanese akita.
- Japanese tosa.
- Bandog.

If you wish to keep more than one domestic pet, you must request permission.

Where you live in an apartment managed by an agent, house rules will apply. In general, if your home has no direct access to a garden or open space, permission will not be granted, but please check with your Housing Officer.

If it is found that your animal is causing a nuisance or annoyance to others, we may withdraw permission for you to keep a pet.

No exotic animals or farm animals are permitted at any property owned or managed by North & East.



Transfers

If you need to move from your current home, you can apply for a transfer with the relevant Local Authority. Eligible applicants are placed on the Local Authority list. If North & East have a suitable property, we will liaise with the local authority if this is deemed a positive solution.

We also facilitate **mutual transfers** where two tenants apply to swap dwellings. Both party's circumstances would be considered and subject to criteria being met, a transfer can be supported. Both parties must accept the properties in their current condition.

Criteria

- Exceptional medical grounds.
- Older persons, downsizing.
- Overcrowding.
- A minimum of two years living in your current home.
- A clear rent account for a minimum of 6 months, prior to application.
- Complied with the terms of your tenancy.
- Must have kept the dwelling in a satisfactory condition, an inspection will be carried out.

Succession Rights

In the case of joint tenancy if one tenant dies the tenancy automatically reverts to the surviving tenant.

Where a sole tenant dies, North & East Housing Association are entitled to take the property back. Succession is not an automatic right, and only those who are bona fide members of the household will be considered. An application for a succession of tenancy must be made in writing.

The following criteria are assessed in the case of a potential succession.

- Was the proposed new tenant listed on the original application form?
- Has the dwelling been used as their main residence for a minimum of the preceding 6 months?
- Has the applicant been included for rent purposes for a minimum of the preceding 6 months?
- Is the proposed new tenant eligible for social housing?
- Does the proposed new tenant have an up to date Garda check?
- Is the property suitable for the needs of the surviving tenant(s)?

Please contact your Housing Officer for further information.

Residential Tenancies Board:

Under the terms of the Residential Tenancies (Amendment) Act 2015, North & East are obliged to register their tenancies with the Residential Tenancies Board (RTB). To register your tenancy with the RTB, North & East will be asked to provide details including your PPS number (Public Service Number). Once registered the RTB will send out written confirmation of the registration to you as the tenant.

The RTB's main functions are:

- Maintaining a register of private residential tenancies and tenancies of approved housing bodies like North & East.
- Providing a dispute resolution service (including mediation) for tenants and landlords (including approved housing bodies).



TERMINATION OF TENANCY

Ending a Tenancy:

During the first 6 months of your tenancy, you do not have security of tenure. This means that the tenancy can be terminated within that time without reason. At the end of the 6 months you will acquire statutory protection providing no notice of termination has been served on you.

A tenancy can only be terminated by one party serving a valid notice of termination upon the other. The notice period will depend on the duration of the tenancy; the longer the duration of the tenancy, the longer the notice period required. It is also possible for the landlord and tenant to agree a shorter period of notice, but this can only be agreed at the time of notice. However, in the case where the landlord wishes to terminate the tenancy as a result of serious anti-social behaviour or behaviour which threatens to damage or does actually damage the property then only a 7 day notice period is required.

Should your tenancy be terminated prior to the leaving date, your Housing Officer will inspect the property with you, and agree what repairs, if any, are your responsibility under the tenancy agreement. Provided these are completed satisfactorily, if a deposit has been paid, within an agreed time frame, your deposit will be returned after the return of the keys.

Breach of Tenancy:

North & East will work closely with a tenant in the event of a breach in their tenancy agreement and provide opportunities for the tenant to remedy

any breach. If this is not successful, North & East will use the disputes resolution service provided by the RTB. This service is also available to the tenant should any dispute regarding tenancies arise. Should either party breach their tenancy agreement, there are legally defined notice periods set out in the Residential Tenancies Act (Amendment) 2015.

Neighbour Nuisance

Incidents of neighbour nuisance are often confused with anti-social behaviour. What causes annoyance or distress to one person may hardly be noticed by another and often may not be a nuisance in a legal sense. However, repeated neighbour nuisance can lead to more serious issues and therefore should be dealt with promptly.

Common causes for concern include:

- Loud music.
- Arguing and door-slamming.
- Dog barking and fouling.
- Operating noisy machinery or any other noisy activity for an excessive amount of time or at unreasonable hours.
- Rubbish dumping.
- Children playing ball games.

Should you have concerns, stop and think. Is your concern justified?

If yes, speak to your neighbour in a calm polite manner. People are often unaware that they are causing a problem and will usually remedy their behaviour.

Stay clam and try not to accuse or blame.

Listen to what they have to say. There may be reasons for the behaviour.

If this does not resolve matters or the situation continues, contact your Housing Officer with full details of your concerns including what you did to improve the situation. Wherever possible we will try and help tenants and their neighbours to resolve disputes informally.

You will be asked to keep an incident diary, reporting dates and times of incidents that disturbed you. As it is unlikely that your Housing Officer will be present during disturbances, you should contact the Gardaí who will advise you accordingly.

If the person causing the neighbour nuisance is one of our tenants and there is a breach of their tenancy agreement:

- We will visit them to discuss the problem.
- We may also write to them asking them to stop the nuisance.
- We may use mediation as neighbours are generally more satisfied with solutions that are mutually agreed.

If the person causing the neighbour nuisance is not one of our tenants, we are limited in what we can do. However, we will offer you advice on action you can take.

Anti-Social Behaviour

In accordance with section 16(h) of the Residential Tenancies Act 2004 you are obliged not to behave in a way that is anti-social. You are also obliged not to allow other occupiers of, or visitors to your home to behave within it, or in its vicinity, in a way that is anti-social.

North & East consider anti-social behaviour to be a serious breach of your tenancy. If you breach your tenancy agreement, we may take action against you, which could result in you losing your home.

Anti-social behaviour includes either or both of the following as defined in the Housing (Miscellaneous Provisions) Act 1997:

- "the manufacture, production, preparation, importation, exportation, sale, supply, possession for the purpose of sale or supply, or distribution of a controlled drug (within the meaning of the Misuse of Drugs Acts 1977 and 1984)".
- "any behaviour which causes or is likely to cause any significant or persistent danger, injury, damage, alarm or loss or fear to any person living, working or otherwise lawfully in or in the vicinity of a house, or a housing estate in which the house is situate or a site and, without prejudice to the foregoing includes:
 1. Violence, threats, intimidation, coercion, harassment or serious obstruction of any person
 2. Behaviour which causes any significant or persistent

impairment of a person's use or enjoyment of his or her home or

3. Damage to or defacement by writing or other marks of any property, including a person's home

Making a complaint

Anti-social behaviour complaints can be made by phone, in writing or face to face with North & East staff. Please note: incidents of anti-social behaviour must also be reported to the Gardaí.

It is important that we are provided with all the relevant information including:

- The date and time of the incident.
- Nature of the incident.
- Details of any witnesses.
- Details of other agencies to whom the incident was reported.

You will be asked to submit the complaint in writing and we will acknowledge receipt within 3 working days.

If your Housing Officer considers that the complaint falls within the definition of anti-social behaviour, we will agree a plan of action. This may include

- Agreement to discuss the incident with the tenant reported
- Speaking with any witnesses
- Seeking supporting evidence from other agencies involved including the Gardaí
- Referring the case to the RTB (Residential Tenancies Board)

We will use all remedies available to us to deal effectively with the situation.

IF YOU ARE AT IMMEDIATE RISK OR IN DANGER, CONTACT THE GARDAI AND/OR THE EMERGENCY SERVICES.

Anonymous complaints will be recorded but not investigated.



3 Your Rent

Your rent is used to contribute to the ongoing costs of the upkeep of your home, future maintenance costs and associated administration costs.

Paying your rent

Rent is charged on a weekly basis, beginning on Monday and is payable in advance. That means all payments must be made by the end of the previous week. You can also pay rent fortnightly or monthly, however this also has to be paid in advance.

Where and how to pay rent

There are currently three ways to pay your rent, your housing officer will discuss these with you:

- Household Budget: people who receive their welfare payments through the post office can have their rent deducted from their weekly payment. If you are in receipt of such a payment you will be required to complete a household budget form at tenancy sign up.
- Standing Order: from your bank, building society, or credit union, your Housing Officer can give you the details required to set one up.
- Bank Lodgement: A unique lodgement book will be allocated to you, which you can use to pay your rent either in a branch of AIB or at the local post office.

Always use your Account number on ALL lodgements to North & East. Amounts paid in by you may not be allocated to your account if we cannot identify the payee.

You will find this information on correspondence sent to you by North & East.



Please ensure that your rent account number is recorded on all payments and keep your receipts.

All your payments are recorded on our computerised Housing Management System and you will be sent a rent statement every quarter which will detail charges made and any payments received. Please check this statement carefully to ensure all payments made by you have been correctly allocated to your account. This is why it is important for you to keep any receipts of payments made. You can also contact the office and request a statement at any time.



How is your rent calculated

Your Housing Officer will inform you which of the listed schemes applies to your tenancy.

North & East's Differential Rent Scheme

Rents are determined based on the income of the household and the rent structure will be similar to the local authorities' differential rent system. These rents are reviewed every year. Your rent is calculated using a standard formula and taking account of the household income and family make up. Rent is assessed on the total income of the principal earners' (you and your partner or joint tenant) and an additional weekly amount is applied for all other earners within the household.

Local Authority Differential Rent Schemes

In some estates, rents are calculated according to the local authority's Differential Rent Scheme. A similar process applies to that detailed in North & East's Differential Rent Scheme above, however the formula used and review times may vary.

Capital Assistance Scheme

Rents are determined by taking into account the household size and the cost of providing and maintaining the dwelling. These rents are fixed and generally the only change will be if there are changes to the annual service charges.

Some estates have additional service

charges included in the rent. Where a charge is applied they are unique to that particular estate or apartment block and depend on the costs of the services provided. If you want to find out more about what is included in your service charge, speak to your Housing Officer.

Rent Reviews

If you are experiencing financial difficulties, please call us straight away. Not paying your rent puts your home at risk. The earlier you tell us about your situation, the easier it is to help you.

Rent is reviewed on an annual basis and revised rents take effect usually in either March or August. You will be sent a Tenant Income Information form which must be completed and



returned to North & East with all the relevant requested documents within the given timeframe.

Failure to return a completed Tenant Income Information form or to return one without the required proof of income when requested, is a breach of your tenancy agreement. Continuous failure to provide this information may result in you losing your home and will result in an automatic penalty rent increase on your weekly rent, until the form with proof of income is submitted

You will be given 4 weeks' notice in writing of your revised rent charge, including penalty rents if applicable.

If your income increases or decreases you should immediately notify your Housing Officer. This will lead to a re-assessment of your rent; except for those living in a CAS funded property. If you fail to notify North & East promptly about a rise in income this may lead to the weekly rent increase being back-dated.

Rent Arrears

Your rent helps North & East pay for improvements to homes and for the day-to-day services we provide for you. Therefore it is imperative that you pay your rent each week. Please don't forget, your rent needs to be paid in advance. This means that when North & East apply the rent to your account each Wednesday, your balance should be zero.

If your rent account falls into arrears, you are in breach of your tenancy

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agreement and you will be contacted by your Housing Officer. While we will endeavour to establish a suitable repayment plan, we will follow procedures to deal with arrears.

Please do not ignore the problem. Do not ignore our letters or telephone calls regarding rent arrears. We would advise you not to borrow money from door-to-door or payday lenders as this will make your financial problems worse due to the high interest-rates you have to pay back on any loans.

There are other organisations that can help you with your finances. MABS (Money Advice & Budgeting Service), who work nationwide offer advice on the steps you will need to take to deal

with your finances effectively. The service is free and confidential and your Housing Officer can help you arrange an appointment to help you complete any necessary forms.



4

Tenant and Landlord Obligations

Tenant Obligations

- Pay rent weekly in advance.
- To keep the terms of the tenancy agreement.
- Provide details of your household income.
- Provide correct notice on termination of tenancy.
- Do not interfere with any neighbours' peaceful enjoyment of their home.
- You are responsible for the upkeep and décor of the inside of the house.
- You must ensure that your home and gardens are cared for and respected by all members of the household and visitors to the property.
- To wait for written approval before carrying out any alterations to the property.
- To pay all utility bills including gas/electricity/water/refuse etc.
- To give access to North & East to carry out repairs, maintenance and servicing.



Landlord Obligations

- To keep the terms of the tenancy agreement.
- To give adequate notice of any rent changes.
- Complete repairs which are the responsibility of North & East.
- To have structural insurance for the property. (The tenant is liable for any contents insurance should they wish to insure the contents of the home).
- To carry out annual inspections to ensure North & East are compliant to current regulations e.g. boiler service.
- Provide adequate notice to end the tenancy.

5

General Housing Maintenance & Safety

The upkeep and maintenance of your home is important for both you and North & East. It is a shared responsibility, we are committed to working with you to maintain all aspects of your home to the highest standards. To do this we also require your co-operation in upkeep and maintenance matters that are your responsibility.

House Inspections

During the course of your tenancy North & East will carry out house visits. There are two types of inspections that can be carried out.

1. A home visit by your North & East Housing Officer. A home visit is a limited, inspection of the condition of a home. As time goes on, parts of your house will wear out, break down, deteriorate, leak, or simply stop working, this visit will help you keep your home in good condition and prevent it from suffering serious, long-term damage from minor issues that should be addressed now. Your Housing Officer may arrange to have some repairs carried out by North & East or may encourage you to carry out some improvements yourself to prevent further damage.

2. A house inspection by a member of North & East technical staff. This may be in response to a repair highlighted by the tenant or the Housing Officer or prior to carrying out maintenance work; or a Stock Condition Survey carried out periodically over the course the tenancy.

Stock Condition Survey

A stock condition survey is a periodic

technical inspection of the elements of the building to determine their condition; assess when they will need replacing; and to plan and prepare budgets so the work or improvements identified can be carried out.

Fire Safety

North & East will inspect smoke and heat alarms annually at your property. Tenants need to replace batteries when necessary. We will also provide a fire blanket which should be kept in the kitchen and easily accessible should it be needed. Some homes are also provided with a fire extinguisher which North & East will have serviced annually.

North & East will install a CO, (carbon monoxide), detector where the gas boiler is located or where there is a fire or stove.

It is the tenant's responsibility to check these on a regular basis and report any faults to North & East.

Other fire safety tips:
(from <http://firesafetyweek.ie/>)

STOP stands for:

- **S** – is for Smoke alarms. Make sure you have at least one on every level/floor.
- **T** – is for Test your smoke alarms weekly or ask someone to check it for you.
- **O** – is for Obvious dangers. Look out for fire risks like overloaded sockets, candles and unattended appliances.
- **P** – is for Plan your escape route. Keep access routes clear and have your keys at the ready.

Avoid:

- Smoking when tired.
- Leaving burning candles unattended.
- Leaving young children unattended.
- Leaving matches and lighters where children can get them.
- Leaving chip pans, frying pans, etc unattended.
- Standing too close to fires, heaters, etc.
- Using faulty electrical appliances.
- Overloading sockets.

Make sure to:

- Carry out regular fire safety checks on our home.
- Have your chimney cleaned at least once a year.
- Use a sparkguard with open fires.
- Use proper holders when burning candles.

- Have a suitable fire extinguisher and fire blanket in your kitchen.
- Have faulty electrical appliances repaired or replaced immediately.
- Close all doors at night time.
- Carry out a routine fire safety check before going to bed.

Never burn plastic or other toxic materials in an open fire or stove.

Look for obvious dangers. A **“Routine Fire Safety Check”** should only take a couple of minutes but it could mean the difference between **Life** and **Death**.

- Walk around your house with a view to keeping your home safe and secure.
- Unplug all unnecessary electrical appliances.
- Turn off all unnecessary gas appliances.
- Make sure all candles and naked flames are extinguished.
- Place a sparkguard in front of any open fire.
- Empty all ashtrays.
- Are all escape routes completely clear of obstructions?

Close all doors to reduce the spread of fire and smoke.

Electrical Faults

Please do not take risks with electricity. Do not try to fix an electrical fault yourself. Contact North & East and we will arrange for the fault to be seen by a qualified electrician.

1. Do not overload plugs.
2. Do not use electrical appliances in the bathroom.
3. Do not use damaged plugs and frayed flexes.
4. Always unplug electrical appliances when not in use.
5. Always ensure plugs are correctly fused.
6. Never attempt to use an electrical appliance without a correct plug.
7. Never tamper with the electrical installation.

In the event of a burst pipe:

1. Turn off the water mains stop-cock (know where the stop-cocks are).
2. Turn on all the taps to drain the water tank.
3. Turn off the immersion and central heating system.
4. Look for the source of the water leak.
5. Try to stop the water by wrapping the pipe with towels etc.
6. Contact North & East immediately.

Gas Leaks

**If you smell gas –
Contact Gas Networks
Ireland immediately**

1850 20 50 50

What to do if you smell gas?

(from <http://www.gasnetworks.ie/en-IE/Safety/Gas-Safety-in-the-home/What-to-do-if-you-smell-gas/>)

- Ensure gas appliances are turned off and have not been left on and unlit.
- Don't smoke or use naked flame.
- Don't unplug or switch anything electrical on or off.
- Open windows and doors
- If the smell persists turn off the gas at the meter, call our 24 hour Emergency Line 1850 20 50 50.
- If you can't get through, dial 999.
- Don't use a phone in the immediate area of the leak, use a neighbour's or call from outside.

North & East Response times

Type of Repair	Response time	Example
Emergency <i>(An immediate threat to people or property)</i>	24 Hours	<ul style="list-style-type: none"> ● Electrical Fault (fuse box receiving water or fault/expose wiring/socket). ● Uncontrollable Plumbing Leak. ● Displaced Roof Tile. <hr/> Fire emergency – please call 999 . <hr/> Gas emergency – Please call 1850 205050 , before contacting North & East.
Urgent	5 working days	<ul style="list-style-type: none"> ● Partial failure of the heating system. ● Toilet not flushing (<i>where no other toilet is not flushing at the property</i>). ● Leaking pipes.
Routine	20 working days	<ul style="list-style-type: none"> ● Dripping tap. ● Ease a window or door.

Reporting a repair

When there is something in your home that needs repairing that is the responsibility of North & East, please call **01 820 0002**, Monday-Friday 9am-1pm and 2pm-5pm to speak to a member of our Tenant Support Desk.

The Tenant Support Desk will:

1. Get all the details of the repair and log it with our contractors.
2. Tell you if a pre-inspection is required.
3. Tell you the estimated time frame for completion.
4. Follow up with you to make sure that the repairs have been carried out to your satisfaction.

Out of Hours Emergency

**EMERGENCY
REPAIRS ONLY**

053 937 4811

Examples of an emergency repair include, fire, flood, burst pipes or total failure of electrics.

What repairs are the responsibility of North & East Housing?

Except where the damage is caused by the tenant, the landlord is responsible for the following:

External

1. Structure and exterior of buildings.
2. Roof leaks.
3. External cracks only where they are of a structural nature or allow water ingress.
4. Chimney stacks/pots & cowl.
5. Downpipes, gutters, external pipes.
6. Paths, driveways, steps.
7. Boundary walls & fences.
8. Communal areas.
9. Open spaces, paths & roads (unless taken in charge by Council).
10. Painting of external houses.
11. Door entry systems, unless damage is by a tenant or third party (where the dwelling is one of a number of dwellings in a multi-unit development, these responsibilities will fall on the owners' management company).

Provision of Services

1. Means of supplying water, gas and electricity to the dwelling.
2. Fixed source of space heating.

3. Primary source of heating of water.
4. Communal lighting (unless taken in charge by Council or the dwelling is one of a number of dwellings in a multi-unit development).
5. Unblocking drains and sewers unless it is a block as a result of a build up of grease or other waste material.
6. Waste and recycling bins, (where the dwelling is one of a number of dwellings in a multi-unit development, these responsibilities will fall on the owners' management company).

Plumbing & Heating

1. Servicing of boilers.
2. Repair of boilers & hot water tanks.
3. Heating/Hot water pumps & timers.

In the case of multi unit developments these responsibilities will fall on the management company.

4. Radiators.
5. Electric shower (only if provided by North & East).
6. Sinks and wash hand basins.
7. Toilet bowl & cistern.
8. Repairs to burst pipes.

Electrical

1. Wiring, sockets & switches.
2. Fuse board/circuit breaker.
3. A fire blanket and either a mains-wired smoke alarm or at least two 10-year self-contained battery-operated smoke alarms. Carbon monoxide alarms. If the dwelling is part of a multi-unit building, the landlord will provide emergency lighting in all common areas and an emergency evacuation plan.

Other

1. Internal & external doors and frames.
2. Window frames and glazing unless damaged by tenant or third party.

Internal

1. Adequate means of ventilation inside the house.
2. Repairing fixtures and fittings that were provided to the dwelling by North & East.



In the case of multi unit developments these responsibilities will fall on the management company.

Repairing and Maintaining Your Home

1. The tenant shall repair and maintain any item that belongs to the tenant or that the tenant provided to the dwelling.
2. The tenant shall ensure that the dwelling is regularly cleaned.
3. The tenant shall not cause any damage to the dwelling or its fixtures and fittings and will be liable for costs of repairs beyond normal wear and tear e.g. internal door handles /cupboard hinges.



4. If there is a garden or outdoor area, the tenant shall cut the grass and maintain the area in good condition.
5. The tenant is responsible for the installation of fixtures and fittings, such as dishwashers, washing machines and cookers, where they are gifted to the tenant by the landlord. **All gas or electrical appliances must be installed by a certified contractor.**
6. The tenant shall replace light bulbs during the tenancy.
7. The tenant shall report to the landlord any repair issues which arise in the dwelling that are the responsibility of the landlord.
8. The tenant shall pay the utility charges for electricity, gas and water.
9. The tenant is obliged to adequately ventilate the dwelling, to prevent excessive condensation in the dwelling.
10. Do not cover or block any vents.
11. It is the responsibility of the tenant to replace keys or any locks which may need replacing due to loss or theft.
12. In the event of North & East incurring costs due to repairing or replacing items as a result of your actions, we reserve the rights to charge any costs to your rent account. For example, if you run out of credit on your prepay meter and your boiler has to be reset.

Tenants' Responsibilities

Tenants must repair, renew or replace as necessary any parts of the structure, installations, fixtures and fittings inside or outside of the building that are damaged by them, a member of their household or someone they have allowed into the property. If North & East carry out any such works they will be re-charged to the tenant. Tenants are responsible for the following repairs:

- Resetting trip switches
- Lost keys to door and window locks
- Repairing of damage caused by break-ins
- Plugs and chains to sinks, wash hand basins and baths
- TV aerials
- Surface damage to internal plasterwork caused by Tenant
- Pelmet, picture and curtain rails
- Gate and shed latches and bolts
- Replacing glass and window panes including where breakage was caused by a third party
- Cleaning gulley's for rain water, washing machines etc.
- Replacing lost/missing gulley grids
- Cleaning chimneys where there is an open fire
- Replacing fire grates
- Unblocking sinks and wastes
- Replacing broken hoses and shower heads
- Replacing bulbs to external security lights to the property
- Replacing internal light bulbs
- Replacing broken toilet handles
- Replacing broken toilet seats
- Fixing loose handles to internal doors
- Easing doors to fit over carpets or other floor coverings
- Installing washing machine, cooker, dishwasher etc.
- Replacing meter cupboard doors – contact your utility provider
- Removing scale from taps, sinks, baths and toilet pans.
- Lubricating door and window hinges and locks
- Replacing backup batteries to fire alarms
- Replacing letter plate covers
- Carrying out internal decorations
- Grass cutting in private gardens

In furnished accommodation the tenant may be liable for keeping in repair fixtures and fittings supplied by North & East/Local Authority in accordance with terms set up in the lease. The Tenant is also responsible for general and preventative responsibilities as follows:

- Taking reasonable steps to prevent pipes freezing in winter
- Properly installing washing machines and electrical and gas appliances. For legal and safety reasons tenants may use only suitably qualified persons to carry out work involving electricity and gas and North & East may ask for proof of the tradesperson's qualifications.
- Taking reasonable steps to prevent drains from becoming blocked. Tenants will be recharged for blockages caused by toys/toilet fresheners, nappies etc.
- Ensuring that the property is treated in a reasonable manner and repairing or replacing any item damaged by the tenant, a member of the household or any visitor to the property
- Allowing North & East's staff, agents and contractors access at reasonable hours of the day to the property to inspect or carry out repairs or to undertake annual servicing of appliances.

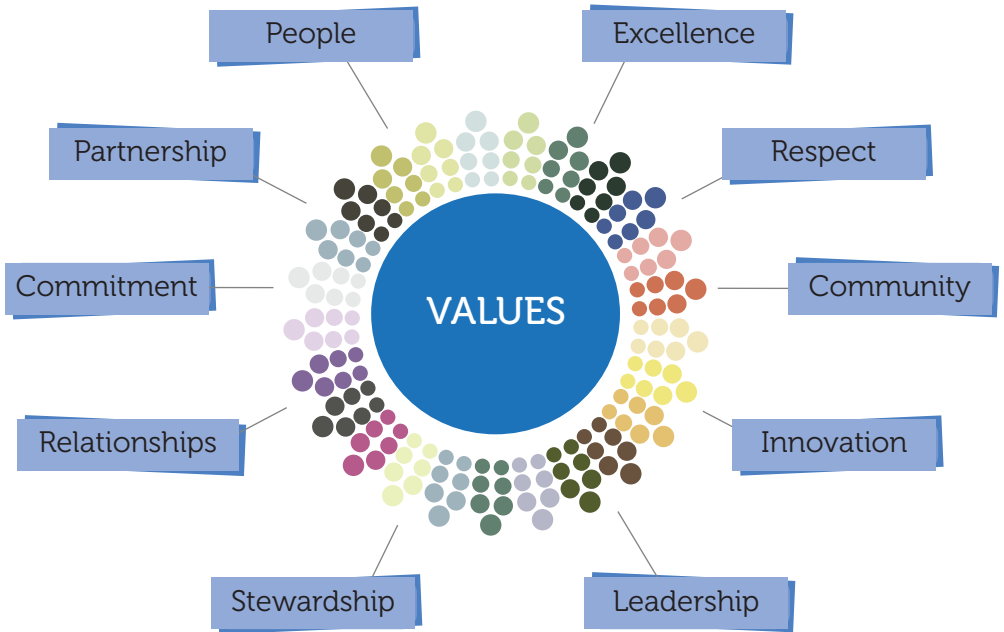




To provide quality homes and support communities.



Everyone is entitled to a quality home within the community.
North & East will lead the way in providing quality homes and supporting communities.



COMMITMENT, EXCELLENCE, INNOVATION

These values are centered on a focus of quality and improvement across the organisation and maintaining our ongoing commitment to this way of working.

This means;

- We aim to develop relationships that make a positive difference in our tenants' lives.
- We improve our performance continuously and strive to be the best in everything we do.
- We continuously try to improve by embracing new ideas and reviewing our approach and knowledge gained from feedback.

We will:

- Be innovative in everything we do, from new homes to services.
- Admit our mistakes and learn from them.
- We will strive to better ourselves by being open to new ideas and approaches.
- We will dedicate ourselves to doing better.
- We will ask for feedback from our stakeholders.

We won't:

- Resist feedback and opportunities to improve ourselves.
- Ignore or discourage new ideas and thinking.
- Avoid difficult conversations.
- Hide our mistakes.

COMMUNITY, PEOPLE, RELATIONSHIPS, RESPECT

Central to our approach will be the ability to build genuine relationships with all stakeholders and strive to maintain that by listening, considering every person's contribution and liaising with them in a professional, supportive and constructive way.

This means:

- We conduct our business as responsible members of the communities in which we operate.
- We treat everybody equally and with respect.
- We work openly and transparently.
- We will put people first in our decision making.

We will:

- Remain tenant focused in everything we do.
- Treat everyone with honesty, dignity and respect.
- Deal with conflict in a proactive and mature manner.
- Give clear and appropriate advice.
- Respect everybody's opinions.
- Listen for people's concerns.
- Be empathic.



We won't:

- Resist feedback and avoid difficult conversations.
- Dismiss concerns that others may have just because the concern is of less importance to us.
- Discriminate against others.
- Knowingly mislead.

PARTNERSHIP, LEADERSHIP, STEWARDSHIP

We value our responsibility to oversee and protect our homes to the highest standard possible working in conjunction with other relevant stakeholders.

This means:

- We work openly and transparently in line with the principles of good governance.
- We accept our responsibility to support the communities we work in.
- We will work with all partners to ensure the buildings in our care are passed to future management and users in a good condition and standard of repair.
- We will take responsibility for our work, decisions, mistakes and successes.
- We will work with our partners to ensure North & East's financial assets are prudently managed so they can be invested to maintaining the existing housing stock, acquire new housing and to sustainably grow the Organisation.

We will:

- Earn the confidence of our stakeholders by behaving ethically.
- Foster good cross team working relationships.
- Be trustworthy in all we do.
- Strive to set a good example.

We won't:

- Hide/withhold information.
- Shy away from our social responsibility.
- Put our own interests above what is the correct decision for the management of the properties in our care.



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