

# My GHA Home

Your easy read guide to the  
GHA Tenancy Agreement



## Foreword

GHA is committed to improving customer service and ensuring that we provide information in a wide range of formats.

We are pleased to provide this easy read guide to our Tenancy Agreement. It has been designed to help tenants get the most from their tenancy and provides information and contacts where more assistance is needed.

This guide sets out what you can expect from GHA as your landlord and what we expect from you as a tenant living in a GHA house.

I hope you find this easy read guide helpful.

Sincerely  
Sandra Forsythe.

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# What is this booklet about?

Easy Read  
words and  
pictures



## What is this booklet about?



This is my GHA Home – an easy read guide to the GHA Tenancy Agreement



It does not replace your original Tenancy Agreement



If you need more information on any of the points speak to

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## Key Words

Get to know some of the main words in the Tenancy Agreement:



**We/us:** The landlord



**You:** Tenant



**Tenancy:** when you live in a house and pay rent



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**Neighbour:** people living near to you



**Neighbourhood/Locality:** local area



**Common Parts:** close, close door, stairs, bin area, roof and other areas you share with neighbours.



**Partner:** Husband, wife, boyfriend, girlfriend, including someone of the same sex.



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**Lodger:** someone who pays you rent to live in your house.



**Overcrowding:** When too many people live in the house.



**Repairs:** fix something that is damaged or broken.



**Family:** Husband, wife, brother, sister, cousins.

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# Paying your rent





# Paying your rent



You must pay the rent. You must not get behind with my payments.

You must pay the rent from the day you get your keys.

Your rent is  every month.



You have to pay your rent in advance by the 28th day of the month, for example, you have to pay February's rent by January 28th.



# Paying your rent



## How you will pay your rent:

- ☐ Housing Benefit
- ☐ At the Post Office
- ☐ In Person
- ☐ Direct Debit
- ☐ By Paypoint
- ☐ By Post
- ☐ Cheque
- ☐ Rent Card



We have to talk to you before we decide to increase the rent.



We will write to you 4 weeks before we increase the rent.



# Looking after your house



## Looking after your house



You have to keep your house and garden clean and tidy.



You must ask your landlord if you want to keep a pet.



You must ask the landlord if you want to make big changes to your house or if you want to use your house for business.





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You are responsible for decorating your house.



You must not do anything that breaks the law, in your house, or neighbourhood

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# Repairs to your house





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## Repairs to your house



If you damage your house you have to pay to get it fixed.



If there is any damage to your house or common parts you have to report it to your landlord.



For repairs call this freephone number **0800 595 595**.



### **We have to:**

Make repairs to your house to keep it safe to live in. We usually do this within 1 to 7 days.

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## Respect for others





## Respect for others



You must not bully or frighten anyone in your neighbourhood.

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You must not make too much noise, or disrupt, or damage your house, or neighbourhood.

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You must not do anything that breaks the law, in your house, or neighbourhood.

### We have to:



Investigate if you tell us your neighbours have been bullying or frightening you.

Investigate if your neighbours make a complaint about you.



# Subletting, Joint Tenancy



## Subletting, Joint Tenancy



You must ask us if you want to sublet (have a lodger) in your house.



Joint Tenancy (where you and other people share the tenancy for the house).



You need to ask us if you want to share the tenancy with someone else.

You must tell us if you want to change from a shared tenancy to your own single tenancy.

# Ending the Tenancy



## Ending the Tenancy



If you want to end your tenancy you have to tell us 28 days before.



If you have a joint tenancy the other tenant must also agree to end the tenancy.



We have to agree in writing when you want to end your tenancy.



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## We have to:



Get permission from a court if we want to force you to leave your house (evict you).



We will only do this if you have broken the rules in the Tenancy Agreement.

# Information



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# Information



The Data Protection Act 1998 is a law that protects the way we use your information



This law means you can ask to see certain information we keep about you. You have to put this in a letter

There is a **£10 charge** for this information.

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## We have to:



Give you the information we have about you within 40 days.

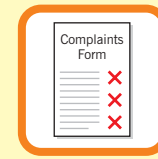


Talk to you before we make any decisions which might affect our tenancy agreement with you.

# Complaints







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# Complaints



We will give you a free copy of our complaints procedure.

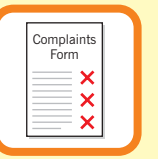
If you think we have broken our agreement with you, you should complain.



You can get help to complain from the Citizens' Advice Bureau or tenants association.



You can phone your local housing office if you need help to complain.



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## We have to:



Take any complaints you make seriously.

Investigate any complaints you make.

Let you know what action we are taking.

# This is your **GHA Home** – an easy read guide to the GHA Tenancy Agreement

## Helpful Numbers

Local Housing Office:

GHA Customer Service Centre:

Support Worker:

This booklet was prepared for  
Glasgow Housing Association by:

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**Picture Meeting** [www.picturemeeting.com](http://www.picturemeeting.com)  
made with **[www.photosymbols.com](http://www.photosymbols.com)**

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