

PEAKS & PLAINS
Housing Trust



Tenancy Agreement Visual Summary



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Your Tenancy Agreement



Read this document

**Ask us questions, if you
don't understand**



PEAKS & PLAINS
Housing Trust



Paying your rent



You should pay your rent,
on time, and stay in advance.

You must tell us if your
finances change, like
a loss of benefits.



If you are struggling to pay your
rent, contact us via:
phone: 0800 012 1311
email: trust@peaksplains.org

Our responsibilities



Make sure your home is safe when you move in, and throughout your tenancy.

Repair the roof, walls, and heating if they break.



Clean and maintain hallways, stairs, and outside spaces that are used by everyone

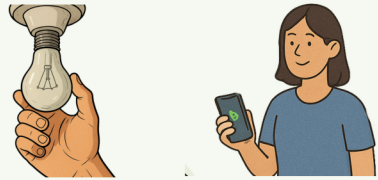
Paint and keep the outside of your home in good order, as part of our maintenance plan



Your responsibilities



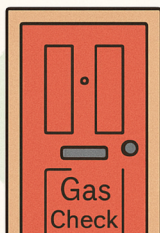
You must always pay rent and any other charges, on time.



Do small repairs yourself. Tell us about any bigger issues. Ask before making any changes to your home.



Keep your home and garden clean and tidy.



Let us in to check or fix things when needed.



Don't use your home for any illegal activities.

Your rights



You can live in your home without being disturbed.

We will fix things we are responsible for, like heating, water, and the roof.



We will tell you about any changes to your tenancy that might affect you. If you think we are not keeping to this agreement, you can complain to us.



If you're not happy with how we handle it, you can contact the Housing Ombudsman



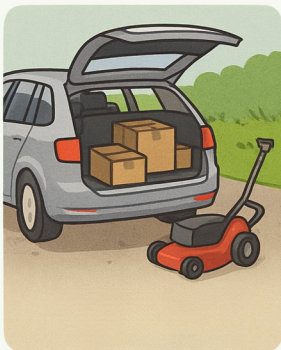
Ending your tenancy



4 weeks

You must write to us at least four weeks before you plan to leave. There may be rent and/or recharges to pay

Clean the house and tidy the garden



Remove all your belongings

If we believe you've abandoned your home, or you are not following the rules of your Tenancy Agreement, we can take steps to regain possession.

Other important rules



You must let us know who is staying in your property.



Get our permission if you would like to keep a pet.



Only do minor vehicle repairs at home.



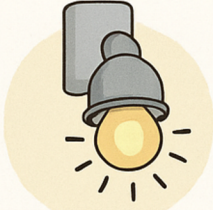
Keep your garden tidy by mowing the grass and trimming any hedges.



Don't park any vehicles on grass or block any roads.

Service charges

The services might include;



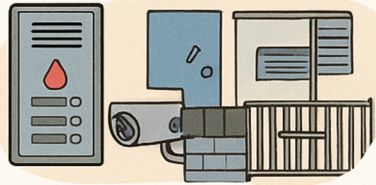
Electricity used in shared areas



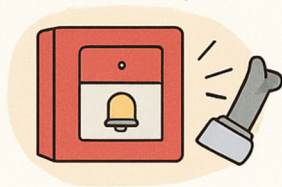
Looking after the building and shared spaces



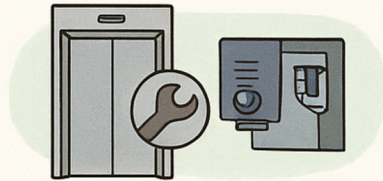
Caring for shared gardens and outdoor spaces



Checking shared door systems



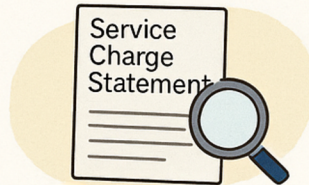
Checking shared fire safety equipment



Checking shared lift equipment



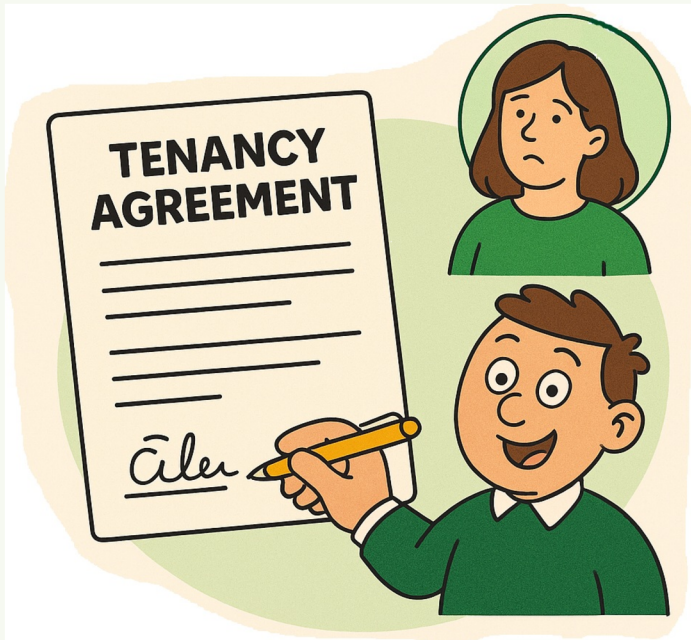
Water safety



And others

Signatures

By signing the Agreement, you agree to follow the rules above, and those of your Tenancy throughout.



If you have any questions, ask us at your sign up or call our Customer Experience Team, at any point.

Extra Information

Peaks & Plains Head Office

**The Ropewalks,
Newton St,
Macclesfield
SK11 6QJ**

**Link to tenancy agreement details
peaksplains.org/tenancyagreement**

**Our Privacy Statement can be found here
peaksplains.org/privacy**

If you wish to contact the Housing Ombudsman;

Housing Ombudsman Service

PO Box 1484

Unit D

Preston

PR2 0ET