

Easy Read



# An easy read guide to your tenancy agreement



This document was written by **Mid Suffolk District Council**. It is an easy read version of 'Your tenancy agreement guide'.

**January 2025**

# How to use this document



This is an easy read document. You may still need support to read it. Ask someone you know to help you.



Where the document says **we**, this means **Mid Suffolk District Council**. For more information contact:

**Address:** Mid Suffolk District Council,  
Endeavour House,  
8 Russell Road,  
Ipswich,  
Suffolk,  
IP1 2BX

**Phone:** 0300 123 4000

**Website:** [www.midsuffolk.gov.uk/housing](http://www.midsuffolk.gov.uk/housing)



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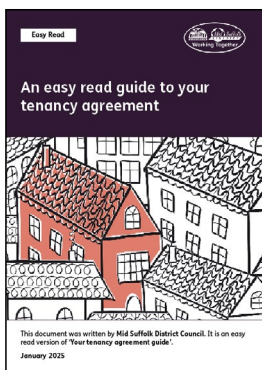
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# About your tenancy agreement



We are **Mid Suffolk District Council**.



This our guide to your **tenancy agreement**.



A **tenancy agreement** is a contract between us and the person who rents a home from us.



This guide will help you to know more about your **tenancy agreement**. It will tell you when you live in one of our homes:

- what rules you must follow
- and what rules we must follow.



These rules are called an **agreement**.

You will need to:



- Pay the rent.



- Look after the house or flat.



- Follow other rules in this agreement.

**This is an agreement between:**



**Us – Mid Suffolk District Council.**



**And you - the person who rents a home from us.**

**Your name:**



**Your address and postcode:**



**Details of the house or flat:**



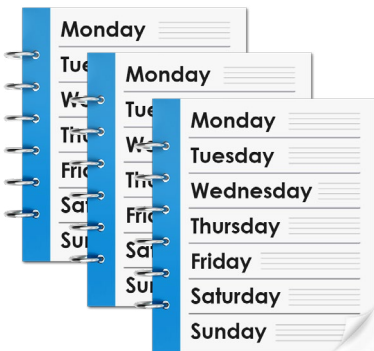
**The date your tenancy agreement starts:**



# About your rent



Rent is what you pay to live in your house or flat.

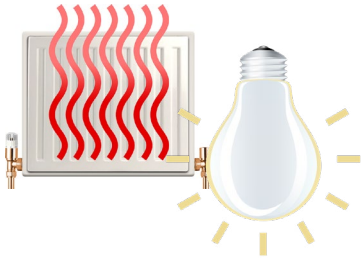


You must pay your rent every week.



**Your rent is:**





There is also a charge for services.



**Your rent and service charge together will cost you:**



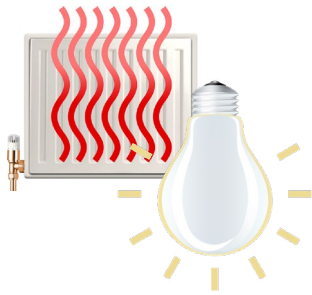
If we decide to make any changes, we will tell you first.

# About service charges



**The boxes that are ticked are included in your agreement.**

Your service charge pays for things in and around your home. Things like:



Lighting and heating



Hot water



Alarm system and fire safety equipment



Cleaning of shared areas



Gardening of shared spaces



Insurance for the building, equipment and furniture. Insurance covers the cost of repairing damage to the building, equipment or furniture.



Other things:

# What Mid Suffolk must do



Keep your house or flat in good repair and fix things that are broken. This includes the heating, plumbing and electrics.



Tell you how to make a complaint if you are not happy with something.



Follow all rules. This includes policies and procedures. Please ask a colleague for more information.

# What you must do in your home



Live in your home and keep it clean and tidy.



Tell us if repairs are needed.



Let us in to do any repairs.



Let us carry out health and safety checks such as gas checks.



If you want to keep any pets, ask us first.



Follow all rules that are in this agreement. This includes health and safety and fire safety.

# What you must not do



You must not damage your home or the things in it.



You must not cause a problem for other people.



You must not be too noisy.

# If you are moving out



If you want to move out, you must tell us at least 4 weeks before. You must write to tell us.

If you are moving out of the house or flat, you should:



- Give us all the keys back.



- Take all your things with you. You must also get rid of rubbish.



- Leave everything clean and tidy.



# Repairs, decoration and equipment

## What you must do

If you need us to do a repair, you can:



- Let us know on our website.



- Phone us on 0300 123 4000.



You must let people who work for us into your home to do repairs. We will tell you when someone is coming.



It is your job to do the painting and decorate inside your home.



When you live in a shared building, we usually decorate any shared areas. **Shared areas are:**



## What Mid Suffolk must do:

Make repairs to the building when work is needed.  
This includes things like:



- Walls



- Roof



- Windows and door



- Drains and gutters



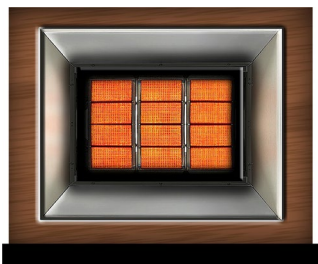
- Pipes that are outside the building



Make sure the heating, water, electricity and gas are all working properly.



Make sure the sinks, basins, baths, showers and toilets are working.



Do gas safety checks once a year to make sure gas appliances are working properly. This includes things like central heating boiler, gas fire and cooker.



Test the plugs and leads on electrical items once a year.

# Emergency repairs



An emergency repair is any problem that could be a risk or cause harm to you, another person or to your home.

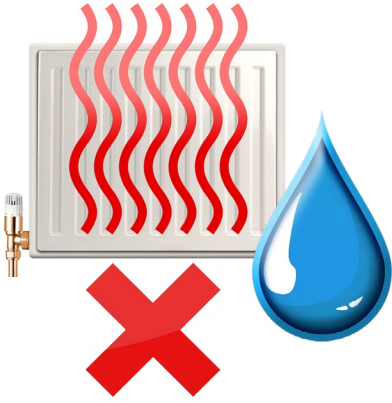
## Emergency repairs include:



- Gas leaks



- Water leaks you can't control



- Full loss of heating and hot water



- Electrical or fire risk

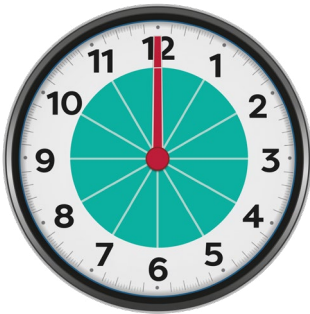


- Security to your home.

## How to contact us if you need an emergency repair:



You must report all emergency repairs by phone. Please phone straight away on **0300 123 4000**.



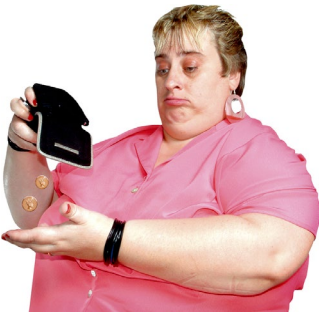
You can phone us from 8.45am to 5pm, Monday to Friday. On Tuesdays, our phone lines open from 10am to 5pm.



Outside of these hours, please call: **0808 168 7794**.

# Money support

You can contact us on **0300 123 4000** if you are:



- Struggling with money



- Or not able to pay your bills



# About your rights



Our staff must respect your privacy and your space.



We will keep your information confidential. We will only share information to people that need it to help you.



You can get involved in how the service is run and have your say.



We will share information about other service which can help you.



You can tell us if you are worried about something or want to make a complaint.

# Questions or complaints



If you have any questions about this agreement or our services, you can contact us.



You can contact us if you have a question or if you are unhappy about something like:

- Things in the house or flat that are broken or not working properly
- The service or the team
- Or other people living with you, or nearby
- If you don't feel safe.



If you can't do this yourself, you can ask a friend or relative to help you.

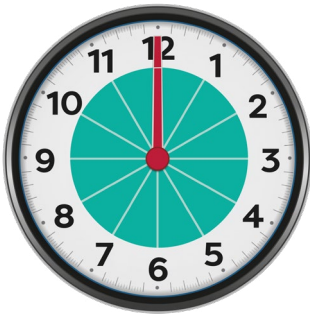
# How to contact us



You can report things on our website:  
[www.midsuffolk.gov.uk/housing](http://www.midsuffolk.gov.uk/housing)



You can phone 0300 123 4000.



You can phone us from 8.45am to 5pm, Monday to Friday. On Tuesdays, our phone lines open from 10am to 5pm.



Our phone lines are closed on weekends and public holidays.



**You can write to us at:**

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