

your rights & responsibilities

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What does it mean to be a tenant of Ashton Pioneer homes?

When you become a tenant of Ashton Pioneer Homes you will sign a legal contract known as a Tenancy Agreement. This is a legal document which sets out the terms and conditions of your tenancy. It explains your rights and responsibilities as well as those of Ashton Pioneer Homes.

The terms and conditions of your tenancy are very important. We use them to protect all tenants so that we can deal effectively with any problems. Below is a summary of tenancy obligations:

Your responsibilities as a tenant

- Your property must be your only and principle home.
- You can not run a business from the property.
- You must adhere to all APH's policies such as the Pet Policy.
- You must pay your rent in advance. If you are eligible for Housing Benefit it is up to you to complete and return your benefit application forms. Any changes of circumstances that may affect entitlement must be reported to APH.
- You must not cause or allow your visitors to cause nuisance or antisocial behaviour.
- You must report faults or damage to your property as soon as it occurs and allow reasonable access to carry out repairs or inspections.
- If you wish to end your tenancy you must give a minimum of 4 weeks notice in writing.
- It is a legal requirement for Ashton Pioneer Homes to carry out an Annual Gas Safety Check. You must allow our contractors access to carry out this check.
- You must allow Ashton Pioneer Homes and their contractors reasonable access to your property to allow improvements to be carried out.

Our responsibilities as a landlord

- You must receive at least one calendar months notice of any rent or service charge increase.
- You have a right to occupy the property where you are the legal tenant. APH will give you possession from the start of your tenancy and we must not interfere with your right to live there peacefully. This also means giving you reasonable notice should we wish to inspect your tenancy.
- APH must keep the structure and exterior of your tenancy in good condition, and maintain kitchen / bathroom fittings as well as heating and electrical systems.
- APH will consult you and give you all relevant information before we make changes in the way we manage your tenancy, and before we carry out any major improvements.

Please refer to your Tenancy Agreement for more detailed information, alternatively speak to our Customer Services Team