



Tenancy Issues FAQ

What notice period do I have to give to Sadeh Lok to vacate the property?

Answer: *You* must give four full weeks notice in writing to end your tenancy as stated in your tenancy agreement. Your tenancy will end on a Sunday.

I am not able to give you four weeks notice because my tenancy with another housing association commences next Monday. Will I be charged four weeks rent for the notice period?

Answer: Yes, you will have to pay the remainder of the rent until your tenancy agreement ends. The exception to this would be if you were transferring to another Sadeh Lok property.

[Click here to view the leaflet how to terminate your tenancy](#)

How can I get my partner on my Sadeh Lok tenancy?

Answer: You will need proof that your partner has lived with you for at least twelve months. There must be no breaches of any tenancy conditions relating to your property. You need to contact your Neighbourhood Officer.

My neighbours left their property four months ago and have not returned since. Can you take any action to get the property back.

Answer: Contact your Neighbourhood Officer with the details and an investigation will be carried out to establish the present circumstances of the property.

I am in rent arrears. Am I eligible for a transfer?

Answer: No transfer or mutual exchange is possible if you are in rent arrears.

Can I make an alteration to my home, like putting up a new TV aerial, building a fence or building a driveway?

Answer: If you want to make an alteration to your home, you must apply to us in writing. You should send your written request, giving as much details as possible, to your Neighbourhood Officer. Your tenancy agreement states that "You must not alter or improve the property unless you have written permission from us".

We will always write to you, telling you if you can or cannot make the



alteration. If we say no, we will always tell you why.

You do not need written permission to decorate your home, but if you are in any doubt you should contact us

Can I sublet my property?

Answer: You must not part with possession or sublet all of the property.

You may part with possession or sublet part of the property if you have written permission. If permission is refused, you will receive notification of this and an explanation why.

Can my tenancy be passed to someone else when I die?

Answer: On the death of a assured tenant/secure tenant, who has not already had the tenancy passed to them by someone else, the tenancy is transferred to the person eligible to succeed. A person is eligible to succeed if they lived in the home as their principal home at the time of the tenant's death and must be:

- The tenant's husband or wife
- A member of the tenant's family, who has lived with the tenant for 12 months before the tenant's death (the person who has lived in the home the longest will succeed to the tenancy).

This is referred to as succession.

For more information on succession contact your Neighbourhood Officer.

My relative/friend is recently deceased. They were a sole tenant. What needs to be done to end their tenancy?

Answer: If you are responsible for clearing the property, please let us know when you will be returning the keys. We will also need to see a copy of the death certificate. Please be aware that rent continues to be payable until the keys are handed in. Sadeh Lok will claim any outstanding rent from the estate left by the deceased person. When the keys are returned, we will be able to say how much rent is outstanding on the property. Please be aware that Housing Benefit payments cease on the first Sunday after death - full rent is due each week after that. Please remember to have the gas and electricity meters read before returning the keys.

I have a messy garden - can you help?

Answer: If your property is a new letting we will carry out a first cut and thereafter it will be your responsibility to maintain your garden to a reasonable condition.

They will leave it in a condition that you will be able to manage and maintain it

in a good order.

If you have been in the property for a considerable amount of time (i.e. not taking on a new tenancy) we will not support any removals or tidying. If you are disabled and unable to manage your garden we may be able to help you to maintain the garden. There may be a small charge for this service. For more information contact your Neighbourhood Officer.

What does the service charge cover?

Answer: Service charges cover all works and services carried out to the structure of the block and communal areas, including cleaning of communal areas, lighting, lift maintenance and upkeep of gardens.

I have a pest problem - who should I contact?

Answer: You should contact your local council see below:-

<http://kirklees.gov.uk/>

<http://wakefield.gov.uk/>

<http://rotherham.gov.uk/>

I require equipment or a major adaptation for my property - who provides this service?

Answer: Your local council provides equipment and major adaptations by means of qualifying for a 'Mandatory Disabled Works Grant'. To find out if you would qualify for a grant, you must be assessed by an Occupational Therapist from your local council. They will visit you at home and assess your need to see how best they can help you.

For more information visit the websites above