



# Kennett CLT

## Tenant's Handbook

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## Tenant's Handbook

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The Secretary,  
Kennett Community Land Trust,  
66 Station Road,  
Kennett CB8 7QF

Registered Charitable Benefit Society  
With FCA Number 7443

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# Welcome

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From everyone at Kennett CLT, we welcome you into your new home. We hope that your time with us leads you to your independence and a settled way of life.

We aim to operate within a set of values that ensure we are authentic, accountable, fair, aspirational, connected and compassionate.

This tenancy handbook will guide you in what you can expect from us and how to let us know if we fall short of our values. It also outlines some of the things we expect from you as our tenant.



# About Kennett CLT

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Kennett Community Land Trust (Kennett CLT for short) is an exempt charity registered with the FCA, manned by ordinary people (volunteer trustees), to develop and manage homes as well as other assets on behalf of our members.

Kennett CLT acts as a long-term steward of housing, ensuring that it remains genuinely affordable, based on what people actually earn in their area, not just for now but for every future occupier.

It will also provide workspace buildings and/ or land to provide employment opportunities and to promote community development.



# The team

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You're likely to come in to contact with different members of the team during your tenancy. Here's a guide to who you need to know:

**Housing Manager:** Lisa Leonard

**Email:** [lisa.leonard@palacegreenhomes.co.uk](mailto:lisa.leonard@palacegreenhomes.co.uk)

The Housing Manager will have day-to-day responsibility for your accommodation and your tenancy. If something isn't right, and you want to tell us, the Housing Manager will deal with it.

The Housing Manager will deal with the day-to-day support of your tenancy. They will help you to settle in, help you with any queries regarding your rent, and help to move you on successfully when your tenancy has ended.

The Housing Team will make sure the houses are ready to move in to, assist with health and safety and carry out general housing-related tasks.





# Privacy & confidentiality

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At Kennett CLT, we are committed to protecting and respecting your privacy.

We need to handle personal, confidential and sensitive information about you in order to offer you housing.

Our Data Protection Policy outlines this commitment. The full versions of this policy are available on our website [www.kennettclt.org](http://www.kennettclt.org) or by e-mail request at [kcltsec@yahoo.com](mailto:kcltsec@yahoo.com).

## Our commitment

- We will only collect information that is necessary for what we do
- We will be fair in the way we collect information about you
- We will tell you who we are and what we intend to do with the information about you
- Where practicable, we will collect information directly from you
- If we collect information about you from someone else, we will make sure you know that we have done this wherever possible

## In general

- We will comply with the Data Protection Act 1998, General Data Protection Regulation 2018, and any subsequent legislation on information handling and privacy
- We will do this through our Data Protection Policy
- We will help you with any questions or problems that you may have with the Data Protection Act 1998, Human Rights Act 1998, Freedom of Information Act 2000 or General Data Protection Regulation 2018
- If we cannot help you, we will give you advice on where to write to get the information you may need



# You and your tenancy

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This handbook is intended to give you extra information about your tenancy, but it is not a legal document. We may occasionally update both this guide and your tenancy agreement. If we do, your tenancy agreement would take priority.

## Your tenancy

If you are renting a house from Kennett CLT, you will have a legal agreement in place for your tenancy. You will start with a probationary Temporary Fixed Term 12-month tenancy and then proceed to a Periodic Tenancy thereafter.

If you are in a shared ownership home, you will have a shared ownership lease. This is a type of homeownership arrangement where a buyer purchases a portion of a property and pays rent on the remaining share. This allows individuals to take their first steps toward homeownership at a reduced cost.

## **Your responsibilities**

As a tenant, we expect you to:

- Keep to the conditions of your tenancy agreement
- Pay your rent in full and on time.
- Be a good neighbour, and respect other people's right to live in peace and quiet
- If you are joint tenants, each of you is equally responsible for keeping to all conditions of the tenancy agreement or lease

## **Our responsibilities**

As a landlord, we must:

- Keep the structure of your home in a good state of repair
- Carry out repairs that we are responsible for
- Allow you to live in your home in peace and quiet, as long as you keep to the conditions of your tenancy agreement
- Give you at least 24 hours' notice if we want to inspect

## Your rent

### Paying your rent

Your rent is the monthly charge that pays for the home you are living in and any housing services you are receiving. What you pay for depends on the type of housing you are in. It is your responsibility to pay your rent. In a joint tenancy, both people are equally responsible.

### How to pay

You can make rent payments online via a bank transfer or by setting up a standing order. Ask for a copy of our form or ask for help in setting it up through your online banking.

#### Bank Details



**Name of bank:** Lloyds Bank

**Address:** 180-182 High Street, Walthamstow, E17 7JH

**Payee name:** Kennett Community Land Trust

**Sort code:** 30-99-08

**Account number:** 23357568



## **Difficulties in paying**

We want you to let us know as soon as possible if you think you are unable to pay all or some of your rent. Letting us know means we can work through a solution with you.

When rent is not paid over a long period of time we will write to you about this. We may ask you to meet with us in person to resolve the situation.

For some people we may need to take more formal action and this is explained in your lease or tenancy agreement. Formal action could prevent you from renting again in the future.

There are organisations that can offer you free and impartial advice about rent-related money worries, such as Citizen's Advice or Step Change.

We encourage you to speak with us first, but you are entitled to independent advice at any time.

## Moving on

### **Ending your tenancy agreement**

Tell us in writing 1 month before you want to go.

### **What happens when you give notice**

When you tell us in writing that you wish to end your tenancy, we will write back to you and confirm the date your housing will end. If you move out early, you still need to pay your rent. Be aware that Housing Benefit and Universal Credit will only pay the rent on the property you are living at, unless you are eligible for an overlap.

If you tell us you want to move out before the date we have agreed, we will try to find a new tenant to move in. If that happens, we will change the date that your tenancy ends.

We will carry out a property inspection to see if any repairs are needed. You will have the chance to rectify any damage; failure to do so may result in you being charged for the work.

## **Before you move out**

- Make sure your rent is paid and up-to-date
- Ensure the property is left clean, tidy, and you have repaired any damage that you were responsible for
- Check that you have all of your personal belongings; we will hold them for 28 days and will charge you for the removal and storage of any items kept beyond that
- Return your keys: If you do not return them we will change the locks and charge this to you
- Update all important contacts and agencies, especially Council Tax
- Take final meter readings for water and electricity and update your supplier
- Secure all windows and doors as you leave
- Tell us your new address in case we need to contact you or to forward your mail







# Repairs & maintenance

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## How do I report a repair?

Tell us about a repair by contacting someone from the housing team.

**Housing Manager:** Lisa Leonard

**Email:** [lisa.leonard@palacegreenhomes.co.uk](mailto:lisa.leonard@palacegreenhomes.co.uk)

You can help us resolve the issue quickly by:

- Reporting the repair as soon as you can, describing the problem as much as possible
- Taking pictures or a video that show the issue
- Giving us your current phone number
- Working with us to arrange a contractor to visit

## How long will it take to do my repair?

We will class your repair as one of the following and then give you a response time:

- **EMERGENCY**
- **PRIORITY**
- **ROUTINE**
- **PLANNED**

It is our legal responsibility to repair and maintain your home. Air Source Heat Pumps will be serviced annually for rented properties. For shared ownership properties, it is the responsibility of the occupier to have their ASHPs serviced and maintained.

## Emergencies

An emergency repair is when it is not safe to stay in your home or wait until the next day to report it, such as:

- Complete loss of power and heat
- A flood or a seriously leaking pipe
- A serious risk to your health and safety (and those around you)

If a repair cannot be fully fixed by a contractor, they may carry out a temporary fix before returning to complete the job.

### **Emergency Repairs** - Within 24 hours

A repair to avoid danger to health or damage to property, such as a gas leak or burst pipe.

### **Priority Repairs** - Within 5 working days

A repair which affects the comfort or convenience of the tenant.

### **Routine Repairs** - Within 28 working days

Anything which can safely wait to be dealt with.

## Planned Improvements

Repairs of a general nature that can be included in planned maintenance. For example, replacing a kitchen, bathroom, doors etc.



# Responsibilities

## **Your responsibility**

- Keeping the garden tidy
- Lock changes if keys are lost or stolen (we will carry this out and charge you for the cost)
- Keeping the inside of the property clean and tidy
- Ensuring fixtures, fittings, furnishings and decor are not damaged
- Reporting repairs and maintenance issues as soon as you notice them
- Making sure that your electrical equipment does not damage the property
- Carrying out minor repairs such as unblocking a sink or changing a light bulb
- TV licence and aerial for your own TVs

## **Our responsibility**

- Keeping the structure and exterior of the property maintained
- Looking after basins, sinks, baths and maintaining other sanitary fittings in the property
- Maintaining heating and hot water systems
- Maintaining the fixed electrical wiring

- Ensuring the safety of the electrical appliances (if fitted)
- Carrying out air source heat pump and electrical safety checks to the home before you move in
- Ensure contractors are signed up to and understand our Code of Conduct - you can find a copy of this on our website.

## **What we ask from you**

- If you are unable to keep an appointment, let us know before the contractor is due to come to your property
- Allow the contractor access to your home so that they can carry out the repair
- Respect the contractor - do not use abusive language, inappropriate behaviour or violence
- Check the contractor's identification before you let them into your home

We have a system in place for feedback about repairs. If you have an idea on how to improve this, let us know.

# Home safety

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Living independently involves keeping your home safe and secure. There are steps you can take to minimise any risk to you, other tenants and your family.

When you move in:

- Know where your electricity and water meters are and how they work
- Find your mains switch for electricity - this is usually next to the fuse box
- Locate your stopcock so that you can turn off your water supply in an emergency
- Keep a torch nearby in case the electricity supply goes off when it is dark

## Location in my house

Circuit Breaker	
Electricity meter	
Water meter	
Mains switch	
Stopcock (water)	



## Electrics

### **Appliances**

You should never:

- Get electrical appliances wet – this includes plugs and sockets
- Put anything in the microwave that is made of metal, or has a metallic finish or parts
- Leave them on at night – unless they are designed to be left on, like freezers





These could indicate a problem:

### **Plugs, sockets & cables**

- Hot plugs or sockets, scorch marks, fuses that often blow, or flickering lights.
- Badly wired plugs - make sure you can't see any coloured wire.
- Overloaded sockets - use one adaptor per socket.

The risks with cables and leads include:

- Frayed and damaged wires.
- Being badly positioned – they shouldn't be anywhere near water or heat.
- Overheating when placed under rugs or carpets.

## Circuit breakers

- Circuit breakers (also called RCDs) automatically switch off the electricity when there is a fault.
- Unplug or switch off at the wall anything you think may have caused the problem.
- Find the switch on the circuit board that has turned itself to 'off', and turn it back to 'on'.
- If the switch cuts off again, report it to us as a fault that needs to be checked by an electrician.
- If you think your appliance is faulty, try putting a new fuse of the correct voltage in the plug.



# Fire safety and prevention

## If you discover a fire

Follow this advice from Cambridgeshire Fire and Rescue Service:

- DO NOT tackle the fire
- Leave it to the fire brigade
- Stay calm and act quickly; get everyone out of the house as soon as possible; do not attempt to rescue valuables or find out what has happened
- If there is smoke, keep low where the air is clearer before opening a door, check if it is warm
- If it is, don't open it - fire is on the other side
- Call 999 when you are clear of the building and ask for the fire service

## GET OUT, STAY OUT, DIAL 999

As your landlord it is our responsibility to fit smoke alarms and CO<sub>2</sub> detectors. We will test them before you move in.

We advise you to also test your alarms regularly.



## Fire prevention in the home

- Never leave cooking unattended and avoid becoming distracted while in the kitchen
- Check the cooker is turned off when not in use
- Turn off and unplug electrical appliances (unless they are meant to be left on, like your freezer)
- Avoid using household appliances such as washing machines whilst you are asleep
- Take care with candles; extinguish them before going to bed or leaving the house, place on a flat surface and keep them away from curtains and other flammable furnishings
- Never leave a candle unattended
- Never dry clothes on cookers and heaters
- Make sure exits are kept clear
- Close inside doors at night to stop a fire from spreading
- Keep door and window keys where everyone can find them
- Make an escape plan of how to get out of your home and keep exit routes clear
- Extinguish cigarettes properly into a suitable ashtray and avoid smoking in bed or where you are likely to fall asleep

## Electrical Testing

We must also carry out 5 year regular electrical testing for the appliances that we provide as well as the electrical fittings. We will write to you with an appointment to let you know when your electrical safety inspection is due.

## Contents Insurance

Insuring your most valuable possessions is the best way to reduce the negative impact if something is lost, stolen or damaged. You must report all thefts and receive a crime reference number from the police. It is your responsibility to insure the contents of your home.



## Theft Prevention

- Make sure doors are locked when you are at home
- When leaving the property ensure all windows and doors are closed and locked properly
- Ensure the burglar alarm is on (if fitted)
- Report suspicious people to the police
- Do not leave valuables (your mobile phone, purse, wallet) on a windowsill where they can be seen from the outside

## Mould and Condensation

Condensation occurs when warm air contacts a cold surface or can be created wherever there is steam, like in a bathroom or kitchen. The key points are:

- Keep a window open when drying clothes indoors
- Avoid drying clothes on the radiator
- Keep bathrooms and kitchens ventilated when in use
- Keep your home warm and allow air and sunlight in
- Allow air to circulate around and inside of furniture

# Your neighbourhood

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We want you to feel safe, secure and happy in your home and in your neighbourhood. You have the opportunity to also make those around you feel safe and secure by being a good neighbour.

## Keeping the peace

It is a condition of your tenancy that you, and any visitors you have, do not cause any annoyance or disturbance. We expect you to show consideration and respect to those living with you or close by to you.

Remembering your bin day and keeping your garden tidy are your responsibilities. Paying attention to these can help avoid neighbour complaints.

## What is anti-social behaviour?

Anti-social behaviour is behaviour which has or is likely to cause harassment, alarm and distress or ongoing nuisance or annoyance to people.

We take all anti-social behaviour seriously and will move through a series of stages to address the issue. These will include verbal and written communication, formal advice letters, possibly good behaviour contracts and ultimately, if the situation cannot be resolved, we will issue an eviction notice.



## Speaking out

You have every right to make a complaint about the service you are receiving. We will try to resolve problems at the earliest stage possible to avoid formal complaints where we can. All complaints are confidential and can be made to Kennett CLT or to the housing team. Formal complaints will be dealt with by the CLT.



## General complaints and feedback

If you have feedback for us but do not want to make it official, we encourage you to have a private conversation with us.

This will be recorded and feedback given to you.

### **How do I make a formal complaint?**

- Using the contact details on page 2
- Verbally, in person or via telephone
- In writing, by email or letter
- Another reasonable format that meets your needs, such as audio or video
- Via an advocate, another person who speaks on your behalf

Your complaint will be passed to the Housing Manager and a written acknowledgement of this will be sent to you within 5 working days. Within that acknowledgement you will be given the outline of our complaints procedure and timescales involved. You can request a full copy of the procedure at any time via [kcltsec@yahoo.com](mailto:kcltsec@yahoo.com) or find it on our website [www.kennettclt.org](http://www.kennettclt.org).

# Tenant engagement

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We are developing a Tenant Engagement Strategy in line with our Tenant Participation Policy. We would like to hear your views on what tenant engagement should look like.

We want to improve the experience people have when they come to us. We'd like your ideas and suggestions on how to better involve you when it comes to how we deliver our housing. We're not looking for a one-size-fits-all method, but a variety of ways to find out what matters to you.

## Why we want you to be involved

- To build a relationship with you so that you can trust us to deliver what you want and need
- To provide chances for people to get involved in the organisation
- To achieve a better understanding the needs of our tenants
- To tell us how to provide better quality services
- To increase your satisfaction in how we deliver our service

## The benefits of getting involved

- Making a difference to the housing we provide
- Influencing our policies and procedures
- Developing your own skills, knowledge and experience

Contact [kcltsec@yahoo.com](mailto:kcltsec@yahoo.com) and [hello@kennettclt.org](mailto:hello@kennettclt.org).

## How to get involved

- Ask us about any current social activities you can attend, or suggest your own way of getting people together
- Speak to us directly: one-to-one, in person or through our email [hello@kennettclt.org](mailto:hello@kennettclt.org) and social media channels [www.facebook.com/groups/2214675862195935](https://www.facebook.com/groups/2214675862195935)
- Add your details to our list of people interested in focused discussions about our service via email to [kcltsec@yahoo.com](mailto:kcltsec@yahoo.com)



## Your voice matters

We know that most of our feedback and participation comes from within the one-to-one relationships that we have with our tenants.

We record your ideas and opinions and raise matters to the Board in order to influence how things are done.

We will ask you to give us more formal feedback on repairs, the support you are receiving, the quality of your home and housing service, as well as provide opportunities for you to comment on policies and procedures through periodic surveys.

You can find all the policies and procedures referred to in this handbook on the KCLT website.

## Pet Policy

We have developed our Pet Policy to allow tenants to have pets.

Please ask for a copy of our Pet Policy to learn more, or contact our Housing Manager.

## Group meetings

We encourage tenants to form groups e.g. parent and baby. Using a common interest is the best way to meet others and get more involved.

# Frequently Asked Questions

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## **When should I call a contractor out-of-hours?**

When there is damage or a repair that means it is not safe to stay in your home overnight.

## **I have lost my keys - what should I do?**

Let us know as soon as possible. We will arrange for a lock change which may be charged back to you dependent on how the keys came to be lost.

## **What do I do with post addressed to previous tenants?**

Do not open the post under any circumstance as this is an offence under the law. Simply cross out the name and address, write 'Not known at this address' and put it in the nearest post box.

## **How do I replace a missing wheelie bin?**

If there is a bin missing when you move in, or your bin is lost, stolen or damaged during your tenancy, you can request a replacement from East Cambs District Council.

## **Can I decorate my house?**

Decoration is allowed in our houses. Please refer to your tenancy contract for details.

## **Can I keep a pet?**

You can apply in writing to the Housing Manager, as per our Pet Policy. Please ask for a copy if you would like to read it.

### **Are my friends, family or partner allowed to stay with me?**

Yes of course, but they are only temporary visitors. If someone is going to be a permanent addition to your home, please contact the Housing Manager to discuss.

### **Do I have to tell you if I go on holiday?**

We would advise you to let us know about any longer than 2 week periods away from your home. It could impact your rent being paid. and we want to make sure your home or room is secure while you are away.

### **Do I need contents insurance?**

We insure the building and any contents that belong to Kennett CLT. We would advise you to take out your own insurance for your personal belongings.

### **Do I have to do my own gardening?**

We will maintain the open spaces, but we expect you to keep the garden tidy. In houses you are responsible for maintaining the garden.

### **I have an idea or suggestion about improving Kennett CLT housing; who should I speak to?**

You can make suggestions to us at any time, in any way that suits you: in person or in writing. Ask a member of the housing team if there are any groups happening, or more focused ways you can get involved. If not, tell us your ideas about how we can create a space for you to give us feedback.

# Useful numbers

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## **If you smell gas**

If you can already smell gas and/or think there could be a leak, you should call the National Gas Emergency Service at 0800 111 999 at any time of the day or night.

## **Important housing numbers**

**Housing Manager and Housing Team:** 07455 401091 or 01353 616475

## **East Cambridgeshire District Council:**

**Homeless prevention service:** 01353 665555

**Waste collection and disposal:** 01353 665555

**Birth, deaths and marriages Ely office:** 0345 04501363

## **Cambridgeshire County Council**

**Children's social care and safeguarding:** 0345 045 5203

## **Anglia Revenue Partnership**

**Council Tax:** 01842 756567 (please choose option 2)

**Housing Benefit or Council Tax Reduction:** 01842 756566

## **Emergency Services**

[www.cambs.police.uk](http://www.cambs.police.uk)

999 (emergency) 101 (non-emergency)

**Ely Police Station:** 5 Nutholt Lane, ELY CB7 4PL

**Fire (General enquiries):** 01480 444 500

**Fire (Emergency):** 999

**Ambulance:** 999

## **Local Helplines**

**KeepYourHead - local services signposting:**

[www.keep-your-head.com](http://www.keep-your-head.com)

**Cambridge Women's Aid - Safe Refuge:** 01223 460947

**Community Support:** 01223 361214

## **Lifeline**

**Helpline freephone:** 0808 808 2121

11am - 11pm Confidential and anonymous crisis and support line for people aged 17 and over in Cambridgeshire. Free from mobiles, landlines and call boxes.

**Centre 33:** 0333 4141809 free and confidential information and support for young people ages up to 25

**Citizens Advice Bureau Ely:** 0344 245 1292

## **National Helplines**

**Crimestoppers:** 0800 555 111

**Citizens Advice Bureau:** 0808 223 1133

**Childline:** 0800 1111

**NSPCC Helpline:** 0808 800 5000

**Cruse Bereavement Care:** 0808 808 1677

**Domestic Violence Helpline:** 0808 2000 247

**National Debtline:** 0808 808 4000

**The Samaritans:** 116 123

**Stepchange:** 0800 138 1111



## Is anything missing?



Is there anything missing from this handbook?

Was it easy to understand?

Was the information useful?

Let us know by emailing **[kcltsec@yahoo.com](mailto:kcltsec@yahoo.com)**