



Welcome

to your new home



www.leazeshomes.org.uk



in partnership with



Welcome to your new home!

We're thrilled that you've chosen Leazes Homes as your landlord and we hope you'll enjoy living in your new home.



Leazes Homes was launched in 2009, with the aim of providing affordable homes and support to those in need. We now have over 700 properties, ranging from general needs family homes to specialist housing for older people, those with mental health problems, and those with learning disabilities.

Although Leazes Homes is your landlord, you may come across other organisations that we work with to help you throughout your tenancy. For example, we commission Your Homes Newcastle to provide housing management services on our behalf, which includes things like taking rent payments, managing anti-social behaviour complaints, and providing advice and support where necessary.

We also commission Newcastle City Council to carry out repairs to our properties, We have a specialist grounds maintenance contractor to look after your communal garden a professional cleaning company to clean the communal areas in some of our developments.

We hope the information provided in this booklet will be useful to you as you settle into and continue living in your new home.

If you have any further queries about your home or your tenancy, please don't hesitate to contact us. You can do so by:

 0191 278 8600

 leazes.homes@yhn.org.uk

 www.leazeshomes.org.uk



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Moving in



So, you're in! You probably have some boxes left to unpack and some bearings to get, but there's plenty of time for that.

As you settle into your new home, it's important to remember a few things that will help you to get sorted. Your housing officer will have completed a checklist with you when you signed for the tenancy. If you have any queries about the things on the checklist, your local housing officer should be able to help so please do ask them any questions you may have.

Living here



Hopefully you're well settled in now, you've found the kettle, and maybe even met some of your neighbours, but what more might you need to know?

You'll find details below relating to some of the most common queries tenants have, but please don't be stuck if you're concerned about anything or need further information – just refer to the contact details on page 3 or speak to your housing officer.

Paying my rent



It's important that you start paying your rent as soon as you move into your property. There are many ways you can pay your rent, and your housing officer can talk through all of those with you.

We know that there is sometimes a delay when benefits payments need to be set up, and this doesn't cause an issue, but it's best to keep your housing officer informed if that is the case.

If you are having trouble paying your rent or are generally struggling with money, then please don't suffer in silence. We have a team of people who can offer advice about money management and provide support to help access any benefits you're entitled to so please do get in touch if you need to.

Repairing my property



It is important that all of Leazes Homes' properties are kept in a good state of repair, so we rely on you to let us know when something needs to be fixed. There are some minor repairs that are your responsibility to manage, and you'll find details of these in your tenancy agreement.

As a Leazes Homes tenant, you're entitled to a range of repairs, which will be carried out by Newcastle City Council. You can register to report your repairs through the city council's online system (visit www.yhn.org.uk for more details) or you can call 0191 278 7878, text 'Fix' to 80800 or email repairs@newcastle.gov.uk

We must also carry out checks on any gas appliances in your property on annual basis by law, so Newcastle City Council will contact you to arrange this. If you smell gas, you should call 0800 111 999.

Fire safety



It's important that you keep any smoke detectors in good working order and don't tamper with any other fire safety measures in your property.

You should be very careful about making sure you don't do anything to increase the chances of a fire occurring in your home, including making sure you extinguish cigarettes and candles properly, and never leaving lit flames when cooking.

If you live in a block, you should also make sure you're aware of the fire safety policies in place there in case of an emergency. And please do dial 999 if you notice a fire, this should be your first priority, rather than notifying a member of staff.

Being a good neighbour



We want the communities where we have properties to be nice places to live, so it's important that all of our tenants try to be good neighbours. This means treating those you live near with dignity and respect, and ensuring that everyone who lives with you does the same.

We take anti-social behaviour very seriously and have a duty to tackle it to protect all of our tenants. This is behaviour that could cause offence, upset, or fear, and includes:

- Loud noise or music
- Criminal behaviour and using our properties for illegal or immoral purposes
- Violence
- Harrassment
- Hate crime
- Domestic abuse

If you are experiencing anti-social behaviour, you can report it to YHN via 0191 278 8600.

It's also important that residents park considerately, and don't block important access routes.

Staying safe



We want all of our tenants to live full and happy lives, so we have lots of additional support services that you can access through YHN if you need them – speak to your housing officer or check out www.yhn.org.uk for more details.

We have a safeguarding policy to ensure our vulnerable tenants are not at risk and if you think you or any other Leazes Homes tenants are at risk you should report this to your housing officer or by calling us on 0191 278 8600.

Getting involved



Leazes Homes will be a better organisation if it truly listens to its tenants, so we'd always encourage you to engage with us whenever you get the opportunity. We have a tenants' panel, which is chaired by our tenant board member, challenges decisions made and reviews our performance – you can find out more about this by calling 0191 278 8600.

Our tenants can also access any involvement opportunities promoted by Your Homes Newcastle, so please look out for details of these and take advantage of any opportunities you can.

Making a complaint



As much as we want everything to be perfect all of the time, we know that things can sometimes go wrong. But when that's the case, we want to hear about it! This will help us to improve our service and stop things going wrong in future.

Our full complaints policy is available on our website, but you should contact Your Homes Newcastle in the first instance to raise your complaint, and can do so by:

Writing to: Customer Service Team,
YHN House, Benton Park Road,
Newcastle upon Tyne, NE7 7LX

Phoning: 0191 278 8600

Emailing: yhnccc@yhn.org.uk

Or via **www.yhn.org.uk**

You can of course also use those routes to notify us when something has gone well – we always love to hear positive feedback!

Moving out



We hope that you'll stay in your home for many years, but there may come a time when you want to move on.

Here is a list of the things you need to do when you move out – you must:

- **Give us 4 weeks' notice** and provide us with a forwarding address
- **Let us into your home** to carry out an inspection
- Pay your rent, including anything you will owe for your notice period
- **Inform your gas, electricity, water and telephone companies** that you are moving and give them final meter readings and a forwarding address.
- **Inform the benefits agency and council tax that you are leaving** and give them a forwarding address. You will need to make a new claim for benefits from your new address.
- **Leave your property clean and clear of all your belongings** - If you don't you may be re-charged and we will dispose of any items left.

Make sure that you have returned all of the keys to us. If you don't do this, we will have to change the locks and you will be recharged for this.

Useful contacts

Housing Options Centre



To speak to someone about applying for a new home, contact us on **0191 277 2020**.

Housing Advice Centre



If you need housing advice, are at immediate risk of homelessness or are homeless and have nowhere to stay, please contact the Housing Advice Centre on **0191 277 1711** or visit us at 112 Pilgrim St, Newcastle NE1 6SQ.

Income



If you've made a claim for Universal Credit, want to make a rent payment, set up a Direct Debit, need some budgeting help or have any queries about your rent account call your income officer on **0191 278 8600**.

Envirocall



Envirocall are your single point of contact for environmental services delivered within Newcastle. This includes things like reporting fly tipping, street cleaning, rubbish and recycling, planting and vandalism

Call Newcastle City Council on 0191 278 7878 or report and track online at www.newcastle.gov.uk.

Both our privacy policy and further general information are available at www.leazeshomes.org.uk



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