

# Everything you need to know about your rights and responsibilities.



---

## What's inside?



---

Your rent	2
Your house	2
Respect for others	3
Sub-letting, passing on or exchanging your home	3
Repairs, improvements and alterations	4
Ending your tenancy	4
What if a tenant dies?	5
Information and consultation	5
Customer Service Commitments	6
Complaints	8

---

## My tenancy

As a tenant you need to be aware of your responsibilities, and also your rights. You'll find all the details in your Tenancy Agreement, which is a legal document. Here is a quick guide to the important bits. We hope you find it useful.



We can produce information on request in large print, Braille and audio formats. Visit [lorettoha.co.uk](http://lorettoha.co.uk) or contact your local Housing Officer.

---

## My tenancy

### Your rent

If you become a tenant you will be required to pay one month's rent on the day you get your keys.

We carry out a rent review each year and consult you. We listen to tenants' views before making a decision on rents. We are entitled to increase rent after consultation as long as we tell you in writing at least four weeks before the increase starts.

You must make sure you do not break the terms of your Tenancy Agreement. This includes paying your rent. If you break the terms of your agreement, we may raise legal action which could lead to eviction proceedings.

You and a joint tenant are equally responsible for paying rent, service charges and keeping to the terms of your Tenancy Agreement.

### Your house

You must live in the house and use it as your only home. You must tell us who is living with you and any changes to people living there.

Reasonable care must be taken to avoid damage to your own and neighbours' homes. Please tell us in advance if you are leaving your home unoccupied, particularly in freezing weather.

You must not use your house for illegal or immoral purposes including dealing in drugs, running a brothel, dealing in stolen goods, illegal betting or gambling.

You must take your turn in cleaning the common areas and keep the garden tidy. You must dispose of your rubbish properly.

### Respect for others

You, people living with you and visitors must treat neighbours, other residents and our staff with respect. This means you should never:

- ▶ harass or act in an anti-social manner towards them
- ▶ threaten them with violence
- ▶ pursue any course of anti-social conduct towards them.

If you have a complaint about other people's behaviour, report it to us. We will investigate and take appropriate action if necessary.

We will not discriminate unfairly against you. If you believe we have acted unfairly, you can make a complaint.

### Sub-letting, passing on or exchanging your home

You must make a written request for permission before you:

- ▶ sub-let your tenancy to someone else
- ▶ pass on or assign your tenancy to someone else
- ▶ exchange your house
- ▶ take in lodgers
- ▶ add, change or remove the joint tenant.

## My tenancy

### Repairs, improvements and alterations

Before your tenancy begins we will inspect the house and carry out work to ensure it is wind and watertight and ready for you to live in.

You must tell us about repairs needed in your house. We will arrange to fix things within our repairs timescales.

You must report any damage to the house and common areas. We are not responsible for repairing damage caused by you. If we do, we will charge you for it.



You can find out more about repairs timescales on the repairs page of our website [lorettoha.co.uk](http://lorettoha.co.uk)

Every year we will inspect the gas installations provided by us.

You must get written permission before you carry out any alterations or improvements to your home.

You are responsible for redecoration in the home.

### Ending your tenancy

Your tenancy can be ended in the following ways:

- ▶ by you, and any joint tenant, giving us at least 28 days' written notice
- ▶ by written agreement between you, any joint tenant, and us
- ▶ by court order for eviction after having first given you a written warning
- ▶ by your death, if the house does not transfer to someone else
- ▶ by conversion to a short Scottish Secure Tenancy.

### What if a tenant dies?

If you die, the tenancy may be inherited by:

- ▶ your husband or wife if it was their only home or
- ▶ a joint tenant if it was their only home or
- ▶ your partner if it was their only home or
- ▶ any other member of your family who was living with you and it was their only home or
- ▶ a live-in carer if it was their only home.

### Information and consultation

The Data Protection Act 1998 entitles you to inspect information held about you in your housing file. Copies of the information can be provided to you and we may charge you £10 for this.

You are entitled to check information you have provided in connection with your housing application free of charge.

You can read more about how we use your information at [lorettoha.co.uk](http://lorettoha.co.uk)

We will consult you about housing management issues. We will also consult you on any proposal to transfer your homes to another landlord. Any such transfer would only take place if a majority of tenants were in favour of it.

## Customer service commitments

We are committed to great customer service and exceeding your expectations in everything we do. Our commitments tell you how we will do this and what you can expect from us.

Customer service commitments We will	When
Process your housing application	within five working days
Attend emergency repairs	within 3.5 hours
Check all gas appliances in your home	once a year
Customer reception points in our offices will always be staffed	during opening hours
All our staff and contractors visiting your home will wear corporate uniforms and present identification	on every visit
Our staff will be polite, courteous, respectful and approachable	on every visit
Our Customer Service Centre facility is available to give you access to advice and assistance	24 hours a day, seven days a week

We will	When
Answer 73% of telephone calls via our customer contact centre	within 30 seconds
Respond in full to your telephone enquiry	within one working day
Respond to or acknowledge any letters, emails, faxes, texts, facebook or twitter posts from you	within two working days
If unable to respond in full within this time, we will keep you advised of progress	every five working days
If you visit one of our offices, we will ensure you meet a member of staff who can assist you	within 15 minutes
We are very happy to visit you at home	on request, within five working days
If you make a complaint, we will acknowledge the complaint...	within two working days
...and give our decision (or advise you if further investigation is needed)	within five working days
If further investigation is needed to resolve your complaint, we will provide you with a full response	within 20 working days
We will provide publications and other information in different formats or languages	within five working days of your request
We will acknowledge Subject Access Requests and respond in full to requests made under Section 7 of the Data Protection Act 1998	within 40 days

---

## My tenancy

### Complaints

If you think we have broken the Tenancy Agreement or failed to do anything we agreed to do, you can complain by using our complaints procedure.

If you are not satisfied with the way we handle your complaint, you can complain to the Scottish Public Services Ombudsman.

You may also take advice from an independent source such as the Citizens' Advice Bureau or a lawyer.

If you want to know more about your rights and responsibilities, talk to your Housing Officer or call us on **0800 952 9292**.

---

## Need to get in touch?

Here's all the ways you can contact us



Speak to your  
**Housing Officer**



Visit us at  
**lorettoha.co.uk**



Call us free on  
**0800 952 9292**



Email us on  
**talk@lorettoha.co.uk**



Find us on Facebook  
**facebook.com/LorettoHA**



Write to us  
**Loretto Customer Service  
Centre, Lipton House, 170 Crown  
Street, Glasgow G5 9XD**

---

# Sign up for My Loretto

Creating an account only takes a few minutes, you can pay your rent, report a repair and much more, at a time that suits you.

Register at [lorettoha.co.uk](https://lorettoha.co.uk)