



Tenant Welcome Pack

Inspiring Housing Community Land Trust

Welcome to your new home!

The Board and Staff at Inspiring Housing CLT hope you're excited about your move and that you enjoy living here.

This welcome pack is designed to help you settle in and give you all the information you need about the property and the area.

The pack contains important information about your tenancy and describes the main services we can give you in relation to your housing.

If there is anything you do not understand or you would like more information, please contact us.

If English is not your first or preferred language or any member of your household, has specific needs due to a hearing or visual impairment, please let us know. You may if you wish be supported by a representative or advocate in interactions about landlord

Our main address:

Inspiring Housing Community Land Trust
Innovation Forum
Frederick Road
Salford
M6 6FP

Telephone number: 0774 245 4258

E mail: office@inspiringhousing.co.uk

Our website: www.inspiringhousing.co.uk

Our homes are currently managed by [Salix Homes](#)



Who we Are

Inspiring Housing CLT was established in 2019 for the benefit of the community to operate as a Community Land Trust in Greater Manchester providing and managing social homes.

Community-led housing is where:

- People and communities play a leading and lasting role in addressing their own housing needs.
- Meaningful community engagement and consent occurs throughout the process.
- A local community group or organisation owns, manages or stewards the homes in a manner of their choosing

Inspiring Housing CLT is a not for profit community led organisation established as a subsidiary of Inspiring Communities Together

Inspiring Communities Together anchor organisation which provides neighbourhood based programmes of work.

Whilst both organisations are governed independently of each other there is a recognition that the values and principles of both are aligned and where possible the services they delivery complement each other.

Our Visions	
Inspiring Housing CLT	Inspiring Communities Together
Providing housing to create a place where everyone feels they belong	A place where everyone has the opportunity to achieve their full potential and participate in making a positive difference to their neighbourhood.
Our Missions	
Inspiring Housing CLT	Inspiring Communities Together
Providing and managing housing (including social housing) and providing assistance to help house people and associated facilities, amenities and services	We will achieve positive outcomes for local people based on the knowledge understanding and information that the community have about their area, through empowering individuals and groups to release their potential to develop their own solutions
Values	
<ul style="list-style-type: none"> • We will be accountable to and representative of the local community • We will be innovative and provide value for money in our approach to delivery of everything we do • We will value all volunteers, staff and members of the organisation 	
Difference we want to make	



Equal Opportunities

Inspiring Housing CLT is committed to making sure everyone can access the housing and services it provides.

This commitment is equally important to the development and encouragement of customer participation. A copy of our Equality and Diversity policy is available on request.

We are committed to developing ways in which all customers may have an input into service design and provision:

- In addition to working with customers directly, we meet with statutory and voluntary bodies who represent the interests of those who might feel excluded from services. This includes asking them to assist in policy review and formulation.
- Making sure that members of the governing body (the Board) and staff are aware of issues relating to equal opportunities and taking action to deliver on objectives that have been agreed.
- Making sure, where possible, that new properties meet the specific needs of current and future customers.
- Taking steps to ensure that offices are accessible for people who may have a disability.
- Making sure that all contractors who provide services on our behalf meet legal duties relating to equal opportunities.

Our governance

Inspiring Housing CLT is headed by a Board of Directors. Membership of the Board consists of people from the community and tenants who are committed to providing affordable homes for people in housing need. It is voluntary and unpaid. Board members devote a considerable amount of free time to the running of the organisation.

Membership of Inspiring Housing CLT is available to tenants. To become a member you can apply to purchase a £1 share in Inspiring Housing CLT. Once membership has been approved you have the right to stand for election to the Board of Directors and/or to vote for others who wish to stand for or be re-elected to the Board of Directors.

As a member you will be invited to nominate prospective Board members and to attend the Annual General Meeting. You will also receive a copy of the Annual Report.

General Data Protection Regulation (GDPR)

This is an important law which protects your data. It gives you rights in relation to how information about you is gathered, used, recorded and shared by organisations. It also places certain requirements on organisations that collect and process information about you.

You have a right to information about certain issues and can make a request to see the information we hold on you

Your Tenancy Agreement

A legal contract, your Tenancy Agreement is a very important document. It sets out the terms and conditions of your tenancy and the rights and responsibilities of Inspiring Housing and you.

By signing a Tenancy Agreement, you agree to what is contained within it. If you are a joint tenant, there is an equal responsibility to keep to the terms and conditions in your Agreement.

For example, if you move out of the property you will still be responsible for rent payments if your name is still on the Tenancy Agreement.

Many of your rights and responsibilities are put in place through Statute (that means they are set down in law). Other rights and responsibilities are written down in your Tenancy Agreement and these are called contractual terms. In other words, these terms and conditions exist because you have signed your Agreement.

The following notes give you a summary of the main parts of your Tenancy Agreement.

Security of tenancy

You have a legal right to stay in your home. You cannot be forced to leave your home unless a Court has agreed to this. We will only take action like this where there has been a serious breach of the Tenancy Agreement.

If you leave your home without letting us know (abandon your tenancy) we will follow a set procedure to get the tenancy back.

When you are allocated a property, you must use it as your main home and you must make sure that the property is looked after. This includes any common areas that can be shared with others.

Rent

Your Tenancy Agreement shows the rent you need to pay when you sign for your tenancy. However, following consultation with tenants and with agreement from our Board, rents and service charges are reviewed annually.

We will give you at least 28 days written notice of any changes to your rent charges.

Joint tenancies

You can apply to have a joint tenancy with someone who lives, or intends to live, in your home with you. You must ask for permission, but we will not refuse any request, unless there is good reason for doing so.

Succession

Certain people living in the home of a tenant who has died may have rights to take over the tenancy. It is important that you keep us up to date about who is living in your home as this will affect their ability to succeed to your tenancy.

To be eligible, Inspiring Housing CLT must have been informed of the occupant living in your property 12 months prior to application is made for a Succession and the person applying must be over the age of 16.

You do not necessarily have to be a member of the tenant's immediate family to qualify and succeed to the tenancy. Carers may also be able to succeed to a tenancy under certain circumstances.

Sub-letting and taking in a lodger

Under certain circumstances, you can let all or part of your home to others. However, you must write to us for permission before doing so.

We have 28 days to let you know if you can go ahead with this.



Looking after your new home

Repairs

Inspiring Housing CLT is responsible for ensuring your property is in a good state of repair. As the tenant you need to make sure you report repairs in good time and that you and anyone else living in the property looks after the property. Current our repairs and emergency call out service is provided by Salix Homes

To book and emergency repair call - tel: **0800 218 2000**

To book a repair log into your Salix Homes account Sign in · [Customer Portal](#)

Alterations/improvements

You may want to make alterations or improvements to your home. If this is the case, you must ask for permission before you make any changes. In certain circumstances, you might be entitled to compensation for any alterations you have carried out when you end your tenancy.

Property adaptations

If you are you finding it difficult to get around at home or you have a disability Salford City Council specialist housing team may be able to help you.

What is the specialist housing services team?

The specialist housing services team provides a range of equipment such as grab rails, bath seats and walking frames. This equipment helps people stay independent in their own homes. In some cases, where equipment is not enough to keep people independent, the team can make adaptations to a person's home. For example, they might add ramps for wheelchair access.

What help can they offer?

The specialist housing services team is committed to helping you stay in your own home by providing services such as:

- lending you equipment that will help you with daily tasks, such as going to the toilet or having a bath
- helping you with minor adaptations (small changes) to your home, such as fitting handrails and ramps.
- helping you with major adaptations (large changes) to your home, such as fitting a lift and converting rooms
- helping you to move to a house that is easier for you to live in
- regularly checking and repairing lifting equipment in your home

Where can I get more information?

You can contact the specialist housing team direct on **0161 607 1499**. Or, visit www.salford.gov.uk/disabled-adaptations for more information

Gardens/common areas

Where it is your responsibility, you must make sure gardens and common areas are kept clean and tidy and used properly.

In some areas Inspiring Housing CLT will clean common areas or cut grass for you. A charge will be made for these services. Where this is the case, your service schedule (part of your Tenancy Agreement) will say so. However, you must make sure that you, and members of your household, use these areas responsibly.

You must not store any items on the landing or in any of the communal areas if you live in a flat. If you do, we may ask you to move them or we may ask the Fire and Rescue Service to remove them if we think that they may be a danger to you and your neighbours if a fire was to start.

Respect for others

All tenants must make sure they, and anyone living with them, or any visitors, do not act in a way that causes a nuisance to anyone living in the area. We will take action where this happens and in extreme cases this can include ending your tenancy.

Ending the tenancy

You must always provide Inspiring Housing CLT with at least 28 days' notice of your intention to end your tenancy.

Before leaving, your rent must be paid, and a check of the property must be arranged with us.

You may also be asked to let a new tenant look around your home before you leave.



Paying to live in your new home

Rent

Inspiring Housing CLT Rent Policy makes sure that rents are low enough for most tenants working 35 hours per week to afford while still covering our costs.

To ensure our tenants are involved in the rent setting process we will invite those tenants who wish to do so to be involved in a focus group

We review the rent levels on 1 April each year. You will be given 28 days' notice of any change.

Service charges for things like communal stair cleaning are also reviewed every year. We will make sure the services provided are best value for money.

Rent payment

Inspiring Housing CLT offers you a number of ways to pay your rent, however we do not take cash payments:-

- Direct Debit
- Standing Order
- Debit or Credit Card
- Sumup mobile card reader

Get help paying your rent - Universal Credit & Housing Benefit

You may be able to get help paying your rent if you are on a low income. This was formerly known as Housing Benefit, but this is now being phased out and replaced by Universal Credit. If you have not made an application for assistance with your rent before, then you need to make an online application for Universal Credit.

If you receive Housing Benefit it is up to you to let both the Council and Inspiring Housing CLT know of any changes in your circumstances which may affect how much Housing Benefit you get, for example if you start working.

Rent arrears

If you are unable to pay all or some of your rent when it is due, you should let us know immediately. We are keen to help you avoid getting into rent arrears. We will help you as much as possible to make sure you stay in your home if you are having money problems.

Confidential help and advice is always available so please contact us as soon as possible. We can set up payment plans to help you pay off any rent arrears. However, where you do not keep to any arrangement made and your arrears continue to rise, we may take further action against you. This may lead to court action, and you may lose your home.

Through our partnership arrangements we can refer you to other organisations who can provide advice and guidance to support you.



Safety and security in the home

Most accidents can be avoided by following these simple rules.

Electricity

- Make sure all plugs are correctly wired.
- Switch off appliances when they are not in use.
- Do not overload your power points or use multiple outlet adaptors.
- Always use the correct fuse in your plugs.
- If you get an electrical shock or if you have any electrical problems, contact us immediately.
- Before reporting an electrical fault remember to check any trip switches which may have been triggered by faulty appliances or light bulbs. Failure to do so could result in you being charged for the repair.

Gas

If your home has a gas central heating system we will arrange to service it every year. We are required by law to do this so you must let us in to carry out this work.

Gas leaks are serious and can be dangerous. You should not try to deal with a gas leak on your own. If you smell gas:

- Put out any cigarettes or naked flames.
- Do not use a naked flame to find the gas leak.
- Do not touch electrical switches.
- Phone the National Gas Emergencies number on 0800 111 999. Only use a mobile phone from outside the property. The number is free and available 24 hours a day.

If you want to install a gas appliance such as a gas cooker, you must get written permission from Inspiring Housing CLT first. Approval will only be given if the work is carried out by a Gas Safe engineer (known as a CORGI registered engineer in the past) and the installation fully complies with all current gas and statutory regulations.

If a gas appliance that you have fitted fails to pass the safety checks that we make, we will make sure that it is turned off and cannot be used. We have the right to turn off the gas supply to any gas appliance in the event of a leak or illegal installation.

Fire

- When you leave the kitchen, make sure that the heat has been turned off.
- Do not hang clothes over or around naked flames, heaters or cookers.
- At night, close all the doors in your home. If a fire starts in your home, closing doors can give you and your family more time to get out of your home.
- Your home will be fitted with a heat / smoke detector. We will check this every year. You should make sure it is working by testing it regularly. If you do not have a smoke detector, or you think it is faulty please contact us immediately

In the event of a fire

- Get everyone out of the property.
- Call the fire and rescue service (999).
- Close all doors and windows if possible

Burst pipes

Frozen pipes can burst and cause serious damage to your home. To lessen the chances of this happening you should consider the following:

- Check that your stop tap is working properly. It is normally located under the kitchen sink or in the bathroom or a hallway cupboard. In flats there may also be another stop tap in a service cupboard outside your flat door.
- If you are not sure where it is, please contact us as soon as possible. Do not leave it until you have an emergency.
- Make sure that everyone in your household knows where the stop tap is and how to turn it off.
- If you are going away during a cold weather period leave the heating switched on. Alternatively, switch your heating off and turn off the stop tap and drain off the hot and cold-water systems

In the event of a burst pipe

- Turn off the water at the stop tap.
- Open all the taps to sinks and baths in order to drain the system and flush your toilet.
- Make sure the water heater is switched off.
- Switch off electricity at the mains if the water leak is close to your appliances, connections or wires.
- Warn neighbours who may suffer damage as a result of burst pipes in your home.

Security

When you go out, close all your windows and lock all doors.

- Do not leave your door key under a doormat, stone or on a piece of string behind the letterbox. If someone is trying to break in to your home they will know to look in these places.
- If someone who you do not know calls, you should ask them to provide identification which will prove that they are who they say they are. Do not be afraid to ask to see proof of identity.
- Remember to cancel your newspaper delivery if you go away.
- In blocks of flats with door entry systems, do not let anyone into the building unless you know who they are

Being a good neighbour

All tenants should respect the right of their neighbours to enjoy a peaceful and quiet life. Unfortunately, there may be times when disputes between neighbours happen. Even small problems can grow into major issues.

If problems arise it is best if you try to speak to your neighbour about how their behaviour is affecting you and try to resolve the matter between you. It may be necessary to talk to your neighbour again if the problems continue.

If the problem does not stop, or you do not feel that you can approach your neighbour, you should contact ourselves. If it is an ongoing problem then you should keep a diary, noting dates and times of incidents and how the issue has affected you.

If other neighbours are also being affected, then it is helpful if they contact us as well. All complaints will be dealt with sensitively and wherever possible in confidence. However, if the case is so serious that it leads to Court action, those involved may be asked to give evidence.

By far the largest cause of neighbour disputes is noise. Most noise issues can be avoided by you being aware of the possible effects of noise on neighbours.

Mediation

We will always try to resolve all issues informally in the first instance. However, in situations where there is ongoing conflict between two or more neighbours it can be very difficult to resolve the problem.

With the agreement of those involved we may consider independent mediation to try to resolve the problem.

Anti-social behaviour

Inspiring Housing CLT views any form of harassment (racial, sexual or otherwise) as a very serious matter and may consider court action against any tenant responsible for such behaviour.

Inspiring Housing CLT works closely with a number of partners including Salford City Council as a member of the Salford Housing Partnership and the Police through neighbourhood Resilience meetings.

If you suffer harassment, you should contact ourselves or Citizens Advice or Salford City Council. You should also report the matter to the Police.

We aim to ensure all tenants can live in a peaceful environment. Actions of anti-social behaviour such as drug dealing, criminal activities, unprovoked assault and harassment will be treated seriously and could result in those tenants involved losing their home.

You should always report any criminal activities to the Police or if you do not want to give your name call Crimestoppers anonymously on 0800 555 111.

If you are suffering from any form of domestic abuse, please make sure that you seek help and advice.

Women can call the National Domestic Violence Helpline on **0808 2000 247**

Men can call the Men's Advice Line on **0808 801 0237** for further advice and assistance.

Refuse and bulk items

Please ensure that all bin stores are kept tidy and that all refuse is taken out in time for it to be collected.

If you have large domestic items to be removed (e.g. fridge, cooker, bed) you should telephone Salford City Council or take the item to the local recycling centre

If you do not get rid of your refuse properly or dump large or bulky items, then we will charge you for any costs we have for cleaning or uplifting these items.

Keeping pets

Permission is required to keep a dog or cat, and a request should be made in writing to Inspiring Housing. Only one dog and / or cat is permitted at any one time.

Tenants must make sure that pets do not cause a nuisance to neighbours.

You must clean up any dog mess or a Council Warden could issue you with a fixed penalty notice and you could be asked to find another home for your pet



Repairs and maintenance

Inspiring Housing CLT is legally responsible for ensuring your home is kept in a good state of repair, however we currently outsource our repairs and maintenance services to Salix Homes. You can report issues through your online my way account [Welcome to MySalix · Customer Portal](#)

Inspiring Housing CLT is responsible for:

- Repairs to the structure and exterior of the property including the roof, walls, doors, windows and chimneys.
- Repairs to internal walls, floors, ceilings, doors, door frames, internal staircases and landings.
- Repairs to gutters, pipes and drains.
- Repairs to baths, showers, toilets, sinks, basins and kitchen units.
- Repairs to electrical wiring and central heating systems.
- Repairs to our fixtures and fittings, including communal TV aerials and door entry systems.
- Repairing damage caused by acts of vandalism/criminal activity provided this has been reported to the Police within 24 hours of happening.

Tenants are responsible for:

- Repairing any damage that has been done to the property by you, your household or visitors to your home.
- Advising us as soon as a repair is required.
- Keeping their home in a good clean condition.
- Replacing or repairing any damage that has been caused through carelessness or neglect.
- Clearing blocked pipes if the blockage is caused by misuse (for example by putting nappies or wet wipes down the toilet).
- Replacing lost or broken keys. Where a key system is used you will only be able to get a replacement key from Salix Homes. A small charge will be made for this.

Charges for repairs

Inspiring Housing CLT has the right to check your property at a reasonable time and with 24 hours' notice.

You will be charged for repairs that have been caused by neglect, carelessness or deliberate damage by you, your household or visitors to your home.

You may also be charged if we have to make an insurance claim for something that was due to you, or someone living or visiting you, not taking care of things or causing damage.

You may also be charged if we arrange for workers to repair your home, and you fail to keep to the agreed appointments without good reason.

Planned Maintenance

As part of our commitment to maintaining our properties in a good condition we have a planned maintenance programme. This includes external decoration and installing central heating systems, etc. When carrying out such work, tenants are responsible for removing their floor coverings, moving furniture and redecorating.

Service charges

For some properties there is an additional charge for services which are shared between tenants for example

- Electricity costs for lighting the communal areas of flatted accommodation. The costs will vary across the year as communal lights will be on at different times and electricity costs also vary, however we only change the charge once a year. Where we don't have your actual bills at the time of applying the charge (for example for a new building) we will estimate the costs.
- Open space maintenance (gardening) contract for communal areas. Every property in your development pays a share of the contract cost (where applicable). Open space maintenance is generally provided by contractors, we re-tender the contract every three to five years to ensure we are providing value for money and will amend the specification where needed to ensure a good quality service is provided.
- Cleaning the communal areas inside your block. Costs will vary from block to block depending on the floor area and number of surfaces to clean, these costs will be reviewed annually. Specialist cleans may be required from time to time for example, to clean carpets, graffiti removal, hygiene cleans (such as body fluid spills or pet mess) and high-level cleaning including difficult access windows.
- Maintaining the environment of your block and development. Costs here can include providing grit bins and grit supply, non-contract cleaning (e.g. hygiene cleans, carpet cleaning, graffiti removal) and non-contract open space maintenance costs (e.g. tree removal, pressure washing paths). Fly tipping uplifts are covered by Environmental Upkeep, as is the removal of untaxed or abandoned vehicles.
- Cleaning communal bulk bins in your development
- Admin charge all services are charges at cost, to help with the administration of these services an admin cost of 15% is charged by Inspiring housing

Note:

If you have items to be dumped, please remove them yourself or arrange uplift through your local Council, let us know or label your item to say an uplift has been arranged.

Please make sure your vehicle is taxed and fully road legal, SORN (Statutory Off Road Notifications) do NOT apply to Association car parks or property. Everyone pays a share of removing these items and costs can mount up.

We can only recharge an individual where we can prove they have dumped an item and either they accept responsibility to pay or a court has awarded costs to us.

New properties

If you have moved into a new or completely refurbished property, the contractor involved in the project has responsibility for certain repairs (defects) that arise during the first year after work has been completed. This is known as the 'defects liability period'. If you find any defects in your new or refurbished home, you should report them in the same way as any other repair through Salix Homes customer portal

Contents insurance

Inspiring Housing CLT insurance policy only covers the building. Tenants are responsible for insuring their own household contents and we strongly advise you to get contents insurance.

Allocation of properties

Inspiring Housing CLT has a policy and an obligation by law to allocate properties in an open and transparent way based on housing need. To do this we use Salford's online Choice Based Lettings system, which allows us to compare the housing needs of a large number of applicants based on their housing need.

We recognise that for a number of reasons tenants may need to move to other accommodation that better suits their needs. A transfer application needs to be completed and will be considered under the Allocation Policy.

As well as applying for re-housing, you can consider a mutual exchange with another tenant. This is like swapping homes and does not have to always be with another Inspiring Housing tenant. It can be with a Council tenant or a tenant of another housing association. If you find someone with whom you might like to exchange, you must get written permission from both landlords before exchanging.

We recognise we may not always be the right organisation to provide the housing support you need. We therefore work with a variety of partner organisations that provide services to young people, ex-offenders or those with a mental health problem or learning disability. It is vital that everyone can access good quality housing and services.

Customer participation

We are committed to making sure that the services we provide reflect the views of our customers as well as giving you a greater say in the decisions which affect your homes and the areas where you live.

As a tenant you have a legal right to certain information about our policies and services. However, as a community led housing organisation, we wish to go much further than this and we have developed a Resident, Tenant and Community Engagement Policy that gives a clear statement as to how tenants can become involved. The Policy also covers matters such as: -
The role of tenants on Inspiring Housing CLT governing body (the Board).
How we will seek tenants' views on a regular basis through the use of surveys.

We can also signpost tenants to our parent organisation Inspiring Communities Together who can provide support and advice on setting up tenants and resident groups

Compliments and complaints

Inspiring Housing CLT is committed to providing high quality customer services. We value complaints and use information from them to help us improve our services. If something goes wrong or you are dissatisfied with our services, please tell us.

if you were happy with a service you have received, whether it is from ourselves or a contractor we would love to hear from you.

Compliments and complaints are monitored by the organisation and are reported to the Senior Management Team and the Board.

If you have any comments about the organisation, its services or staff, that are not complaints or compliments, then please let us know! It is helpful for us to get an indication of what tenants and other customers think

Equality and diversity

We will apply this policy consistently and fairly and will not discriminate against anyone based on any protected characteristics, including those set out in the Equality Act 2010.

Complaints

Any resident or other stakeholder who is dissatisfied with how we have managed their properties is able to submit a complaint using our Complaints process.

Once our Complaints policy is complete and if they remain dissatisfied, then they can contact the Housing Ombudsman.





Connect with us

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Innovation Forum
Frederick Road
Salford
M6 6FP

Telephone number: 0774 245 4258

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