

## Society Deal



The Society wants to make sure that between us we do whatever we can to build a great relationship. We want to provide you with a great home that you can afford and manage and we want you to come and talk to us when you need to.

We've set out some expectations below. If you are happy to agree to these then we need you to sign up to them along with us.



### The Society will:

- ✓ Provide a quality, safe home and repairs service
- ✓ Look after your neighbourhoods
- ✓ Make it easy for you to get in touch
- ✓ Ensure staff and customers have a clear understanding on rights, responsibilities and expectations
- ✓ Have friendly, knowledgeable staff that do what they say
- ✓ Deal with any unacceptable behaviour quickly

Signed on behalf of the Society: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_



### Before I become a tenant of the Society I will:

- ✓ Show the Society that I can afford to live in my new home and that I have the relevant maturity and life skills to maintain a tenancy. I'll be able to budget and manage my finances and maintain a home and keep a tenancy
- ✓ Have a bank account and consider setting up a direct debit to pay my rent
- ✓ Have my first months'/two weeks rent ready to pay in advance (depending on my current financial circumstances)
- ✓ Understand and commit to the Society Deal

Tenant sign: \_\_\_\_\_

Tenant sign: \_\_\_\_\_

Date: \_\_\_\_\_



**Now that I have become a tenant of the Society I will:**

- ✓ Pay my rent every week/month in advance and by direct debit
- ✓ Let the Society know if I am struggling to pay my rent so that they can plan to help me
- ✓ Let the Society in when they need access for repairs or anything else
- ✓ Look after my home and garden and communal areas, keeping them tidy and clean
- ✓ Be good to my neighbours and treat them with respect
- ✓ Keep in touch by checking the Society's website regularly and if the Society contacts me get back to them quickly
- ✓ Let the Society know if I am struggling to stay in my home

I understand that where I fail to comply with the **Society Deal** I will need to discuss with my Housing Officer whether being a Society customer is suited to me and that my tenancy could be at risk.

I also understand that during this period a range of conditions and or limitations may be considered and agreed such as:

- × Repairs or improvements will be postponed to my home
- × Support from my Housing Officer will be put on hold
- × Any transfers and or mutual exchange application that I might make will be put on hold

Tenant sign:

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Tenant sign:

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Date:

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**Thank you for being part of the Society Deal - we look forward to a great future together**

