

Tenant Handbook



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Welcome to Prima Group

We are delighted to welcome you to the Prima family as one of our new tenants.

We have created this handbook to provide you with useful information, contact numbers and advice on getting the most out of your tenancy.

As a Prima Group tenant, you will have a Neighbourhood Housing Officer and an Income Officer who will both help you with managing your tenancy, home and rent. Their names and contact details can be found below.

We are here to help you every step of the way, so please contact us at the earliest opportunity if you fall into any difficulty with paying your rent, need to discuss your tenancy or need to ask us any questions.

You will also find a lot of information that will be able to help on our website - www.primagroup.org. Here you can look up information, see the latest news and live chat with us.

We also have a team of expert Customer Experience Advisors who are on hand to help. If you can't find what you are looking for, you can contact them by calling **0151 452 0202**.

Your Neighbourhood Officer

[Redacted]

Your Income Officer

[Redacted]

Office Phone Number

0151 452 0202

Website

www.primagroup.org

How to Contact Us

The quickest and easiest way of reaching us is through our website, where you can also self-serve by finding the answers to our most frequently asked questions.

There are also many other ways you can contact us here at Prima Group. All of which are listed below:



Via our website by heading to www.primagroup.org/contact-us



Our webchat service can be found in the bottom right corner of our website. This service is available during the office opening hours listed below.



You can phone us on **0151 452 0202**



Via social media (details below)



Head Office

8 Columbus Quay
Riverside Drive
Liverpool
Merseyside
L3 4DB

Opening Hours

Monday - 8:30am to 5:30pm
Tuesday - 8:30am to 5:30pm
Wednesday - 11am to 5:30pm
Thursday - 8:30am to 5:30pm
Friday - 8:30am to 5:30pm



@prima_grp



@PrimaGroupHousing



@prima_grp



@PrimaGroupHousing



Your Tenancy

When you move into your new property you will be given a copy of your tenancy agreement. This is a legal contract between yourself and us. You should keep this in a safe place.

We offer different types of tenancies. The type of tenancy you have will be written on the front of your tenancy agreement.

All new tenants will have a Starter Tenancy or an Assured Shorthold Tenancy. This gives you the right to live in the property for a period of 12 months. If there are no issues with the way you have conducted your tenancy throughout this period, the agreement will automatically convert to an Assured Tenancy on the anniversary of the commencement date.

If you have breached the terms of your tenancy within the first year, we may either extend your start tenancy period or serve notice on you to end your tenancy. If there is no improvement, then we may serve notice so that we can take possession of the property.



Paying Your Rent

Your rent is the weekly charge for your home. This may include a service charge for communal services. Your tenancy agreement will show your weekly rent charge and a breakdown of any service charges included.

If you do not know what you need to pay, please contact our Income Team.

We have a number of ways available for you to pay your rent:

- **Direct Debit**
- **Allpay app** - You can download this free from the App Store or Google Play Store.
- **Allpay payment card** - You will receive an Allpay payment card that will allow you to make payments via the Allpay App or at any PayPoint locations. Please note that paying using this method means it can take up to two days for the payments to appear on your statement.
- **Text payments** - You can register for this method of payment on the Allpay website.
- **Debit Card** - You can pay using your debit card via the automated payment line. We can also set up re-occurring card payments for regular automatic payments from a card you chose, so you don't have to remember to contact us to make a payment each week or month

Please note: All rent payments are due in advance depending on your payment frequency. For example, if you pay monthly, your payments are due monthly in advance.

It is your responsibility to ensure that rent is paid. If you have any problems paying your rent, please contact our Income Team as soon as possible on 0151 452 0202 so that we can gain an understanding of your circumstances, provide advice on benefit entitlements and discuss an affordable repayment plan.

If your rent is not paid this could put your tenancy and your home at risk. In the most serious cases it can result in you losing your home, as well as having extra costs to pay to cover court fees. Please let us support you if you find yourself in financial difficulties.



Simply search for **Allpay** on the App Store or Google Play Store to download the app and pay your rent with ease.



Moving In

What you need to do

So, you now have the keys for your new home, what do you need to do next? You will need to inform the following that you have moved home:

- Bank, Building Society or Post Office
- Your employer
- DWP, Child Benefit, Housing Benefit Departments
- Colleges, schools and nurseries
- Healthcare providers (GP surgery, dentist, opticians)

Council Tax

You will need to contact your Council Tax Department of your local authority to let them know the date you are moving home, your new address and who is moving with you. If you are moving to a different local authority area, you will need to let both your current and the new local authority Council Tax Departments know about your move. Remember, if you are living alone you may be entitled to a 25% discount on your bill.

Contacting your local council

Your local authority is responsible for providing you and your neighbourhood several services. You should contact your council regarding the following:

- Housing Benefit and Council Tax Support
- Registering for Council Tax at your new address
- Social Services and Occupational Health Services
- Refuse, recycling and bulky item collection
- Education
- Electoral services
- Environmental Health
- Highways



Your local council is:

Utilities

Your **water supplier** is **United Utilities**, who you can call on 0345 672 2999 (If you have a water meter you will need to give them a reading). This is unless you live in one of our Llandudno properties where the water supplier is **Welsh Water**, who you can call on 0800 052 0145. To find out who your **gas supplier** is, call 0870 608 1524. To find out who your **electricity supplier** is, call 0330 102 0300.

Numbers to the most common suppliers:

- **British Gas (PAYG)** | 0800 294 8604
- **British Gas** | 0333 202 9802
- **EON** | 0345 052 0000
- **npower** | 0800 073 3000
- **Southern Electric (PAYG)** | 0800 980 0414
- **Southern Electric** | 0345 026 2658

You must have both gas and electricity on at the property in order for your gas be uncapped and tested

Please use the Uswitch, MoneySuperMarket and Compare the Market websites to ensure the cheapest tariffs for your gas and electric.

Gas Supplier Information	Electric Supplier Information
Meter No:	Meter No:
Supplier:	Supplier:
Meter Reading:	Meter Reading:

Understanding pay as you go

If there is a pre-payment meter in your new home you must follow these steps:

- Contact the supplier register for the supply at the property and obtain a key/card/number so that you can purchase credit.
- Have the meter reset by the supplier and top the meter up by either buying at an outlet e.g. Post Office pay point or doing so with a bank card over the phone/internet once your account is set up.
- Contact Prima Group to arrange your Turn on and Test appointment.

Understanding a billed meter, you will need to do the following steps:

- Contact the supplier either by phone or internet, register for the supplier at the address.
- Contact Prima Group to arrange an appointment for your turn on and test.

Repairs & Maintenance

To help us get it right first time, we ask that you:

- Report the repair as soon as you can, putting it off can make it worse.
- Tell us as much as possible about the repair.
- Send us photographs of the issue.
- Make sure we have up to date contact details for you so we can keep in touch every step of the way.
- Work with us to make a convenient appointment time.

You can tell us about any repairs through our website, over the phone or by calling into one of our offices (although the other options are usually quicker, and easier for you).

We are constantly looking at ways we can improve the services that we offer, so we may contact you about the repair to get your feedback. We will usually contact you by text message, but we may call or email you.

As part of your tenancy agreement with Prima Group, you have obligations to keep your home in a good state of repair. We want you to tell us as soon as you realise there's an issue, but likewise we expect you to look after some of the smaller things.

We will contact you when components in your home are planned for replacement. Please note that all component replacements will be subject to survey. If we are unable to gain access to carry out a survey, your property will be removed from the programme of works.

Who is responsible?



KITCHEN

We are responsible for:

- Cooker socket
- Kitchen unit (unless fitted by tenant)
- Worktops (unless fitted by tenant)
- Sink bowl and drainer (unless fitted by tenant)
- Extractor fan (if fitted by Prima Group)
- Tiles (unless fitted by tenant)

You are responsible for:

- Cooker (unless provided by Prima Group)
- Fluorescent tubes and starters
- Fitting cookers (gas cookers must be fitted by a Gas Safe registered engineer)
- Fitting washing machines
- Fitting dish washers



BATHROOM

We are responsible for:

- Bath
- Toilet pan
- Wash basin
- Taps
- Extractor fan (if fitted by Prima Group)
- Tiles (unless fitted by tenant)

You are responsible for:

- Shower unit (unless provided by Prima Group)
- Toilet seat
- Plugs and chains
- Shower curtain



STRUCTURE

We are responsible for:

- Ceilings
- Damp proof course
- Floors (except floor coverings including laminate flooring)
- Outside woodwork (except fencing erected by the tenant)
- Skirting boards
- Stairs
- Steps to entrances
- Walls



DOORS & WINDOWS

We are responsible for:

- Inside doors
- Handles and latches to inside doors
- Communal keys (charge for replacement communal keys)
- Locks originally fitted by Prima Group
- Frames and fitting
- Standard window locks (except those fitted by tenant)

You are responsible for:

- Door bell (except door entry and shared system)
- Door chain
- Door nameplate
- Glass in door or screen (unless caused by a reported crime)
- Replacing lost keys (provided by Prima Group at start of tenancy)
- Broken glass (unless caused by a reported crime)
- Additional window locks



PLUMBING

We are responsible for:

- Cold water supply
- Downpipes (rain and waste)
- Drains
- Gutters
- Hot water supply

You are responsible for:

- Blocked sink, wash hand basin or bath
- Sink plugs and chains



OTHER

We are responsible for:

- Fences between gardens (unless erected by tenant)
- Footpaths
- Gates
- Outside decoration
- Brick and concrete sheds
- Smoke alarms (except battery replacement)
- Shared TV aerials
- Aerial sockets (excludes satellite dishes fitted by others)
- Communal gardens
- Trees (communal garden/estate)
- Trees (individual gardens)
- Trimming/shaving external doors after carpet being fitted (front and rear door only)
- Gas-fired warm air system
- Solid fuel systems
- Cylinder jackets

You are responsible for:

- Posts for clothes lines (unless fitted by Prima Group)
- Inside decoration
- Wooden sheds
- Timber garage
- Individual TV aerials
- Other TV aerials
- Alley gate keys (obtainable from the local authority at a charge)
- Wheelie bins (obtainable from the local authority)
- Individual gardens
- Damage to possessions (tenants are responsible for their own contents insurance)
- Trimming/shaving internal doors after carpet being fitted
- Any system fitted by a tenant (tenants need approval for all installations together with an installation certificate provided by a registered engineer)



CENTRAL HEATING

We are responsible for:

- Chimney and flue
- Electric storage system
- Gas-fired heating system with radiators
- Outside doors (including doors and flats to shared areas)

You are responsible for:

- Fireplace tiles

Damp & Condensation

It is sometimes hard to tell the difference between damp and condensation. Both can cause structural damage and mould growth if left untreated.

Damp is caused by water seeping into your home because the protection provided by the roof, walls, windows or floor has failed or been compromised in some way. **Condensation** occurs when warm moist air reaches a cold surface such as walls, windows or furniture. If moist air is allowed to form on cold surfaces for some time, and left untreated, it will develop into a black spot mould growth.

My home has damp and mould, how can Prima Group help?

If you notice any indication of dampness or mould, please get in touch with us by either sending an email through our website (www.primagroup.org) or calling us at **0151 452 0202**.

Our team will come to assess the situation and clean the affected areas. Additionally, we will investigate the root cause of the issue to prevent further occurrences of dampness and mould.

Determining the cause of dampness and mould can be challenging, but we have several options to explore, including: increasing ventilation, installing mechanical ventilation systems, conducting specialised treatment work, arranging for an inspection of your home's damp-proof course (DPC) and fixing it if it's inadequate or installing a device to locate the source of dampness.

How to Prevent Damp & Mould

- **Open bedroom windows of a morning** for a short time when you get out of bed to change the moisture content in the air - each person can put the equivalent of two pints of water in vapour into the air while sleeping for eight hours.
- **Keep rooms warm and use windows and extractor fans** (where provided) to ventilate your home when the heating is not used.
- If you are cooking, **keep the kitchen door closed** and try to **keep lids on pans** whenever possible to prevent steam escaping to other rooms.
- When using the bathroom **keep the door closed** and **ensure that the extractor fan is on** to prevent moist air and steam reaching other rooms.
- When drying clothes, it helps to **keep doors closed** to prevent moist air reaching other rooms, and to open windows to allow the moisture in the air to be exchanged for fresh air.
- **Keep air bricks or vents free from blockages** and any trickle vents on windows are open.
- **Don't place furniture against external walls** and allow a bit of space to allow air to circulate behind any furniture.

Repairs Timescales

We prioritise repair requests into categories that have different response times linked to the type of repair your home needs and any needs you may have that are impacted.

- **Emergency Repair** - within 24 hours of the repair being reported.
- **Urgent Repair** - within 48 hours of the repair being reported.
- **Routine Repair (5 days)** - within five working days of the repair being reported.
- **Routine Repair (15 days)** - within 15 working days of the repair being reported.
- **Major Repairs** - within 90 working days of the repair being reported.

Emergency Repair

We will attend within 24 hours to ensure that the property is in safe condition. Any follow on work that may be needed once the initial emergency has been attended to will be carried out as a routine repair and will be completed within 15 working days.

Emergency repairs are those that:

- Put people in danger
- Make tenants home unsafe or insecure
- Damage the property
- Make the existing damage worse; or
- Create unreasonable risk, suffering or difficulty.

Examples of emergency repairs include:

- Total loss of electrics
- Bare or live electrical wires or fittings
- Faulty electric cooker point
- Water leak from the storage tank
- No single form of heating or hot water (between October-April)
- Escape of gas or fumes
- Broken doors or windows causing the property to be insecure.

Emergency out of hours

We have an out of hours service for emergency repairs that occur outside of our normal office opening hours. This is in place from 5:30pm in the evening until 8:30am in the morning, all weekends and on Bank Holidays. The phone service is also available on a Wednesday morning.

Urgent Repair

We will attend within 48 hours of the repair being reported when repairs are not of an emergency nature but will be required to be completed within a short time frame or on any specific needs of a resident.

Routine Repair (5 days)

We will attend within five working days where repairs are not Emergency or Urgent but may not wait for 15 working days.

Routine Repair (15 days)

We will attend to carry out these repairs within 15 working days when a repair does not pose an immediate danger or causes limited inconvenience, without serious discomfort. We will arrange an appointment with you within 15 working days, or outside of this time frame if otherwise agreed by the resident or where the work has been identified as part of a long-term programme of planned works.

Appointments

Will be offered between 8am to 12pm and 12pm to 5pm, Monday to Friday. Saturday morning appointments will be prioritised for residents who are unavailable during normal working hours. An 'avoid the school run' appointment slot between 10am and 2pm is also available.

Examples of Routine Repairs include:

- Central heating system (during cold months October-April) where backup heating (i.e. fire and hot water) is available.
- Roof leak: where no danger in relation to Health and Safety (falling objects) is present
- Minor plumbing leaks
- Insecure internal doors
- Re-glazing
- Re-fixing loose tiling, wall and floor
- Defective kitchen unit door/drawer
- Repairs to kitchen units; (Not handles or hinges)
- Easing and adjusting doors
- Gutter leaks.

Major Repairs

Within 90 working days of the repair being reported major repairs are works that require more planning, materials and resources than the typical routine repairs. The target for this type of work is, therefore, set longer at 90 working days.

Inspection

It may sometimes be necessary to inspect certain works to ensure we accurately diagnose the fault. If this is the case, we will arrange for an inspection to be carried out to assess the nature and scope of the work. This inspection may be in person or done virtually. As part of the inspection, we will confirm with the resident what works will be carried out and when we expect that the work will be undertaken. We will then contact the resident to confirm the appointment.



Compliance

Gas Servicing

It is important that any gas appliances and pipework within your home are safe, and we have a legal obligation to service gas appliances every year under the Gas Safety (Installation and Use) Regulations. These checks are for your safety and we take them very seriously.

We will write to you with an appointment to let you know when your annual gas safety inspection is due. If the appointment is not suitable you can contact us to arrange a more convenient date and time.



Electrical Testing

To keep your home safe, we must carry out regular electrical testing, ensuring that the electrical fittings within your home are tested, safe to use and meet the latest regulations. Current regulations state we must carry out checks no longer than five years apart, or when a new tenant moves in. These checks are for your safety and we take them very seriously.

We will write to you with an appointment when your periodic electrical inspection is due. If the appointment is not suitable you can contact us to arrange a more convenient date and time.

Important Information

As part of your tenancy agreement, you must allow our employees and contractors access at all reasonable times to inspect the property or to carry out repairs or other works - such as when we need to carry out these regular safety checks and inspections.

These inspections are a legal requirement and are essential for your safety and the safety of your neighbours. If you do not allow us access, you will be in breach of your tenancy agreement and we may have to take further action. You could be charged any extra costs we have to pay whilst trying to gain access.

Living in Your Home

You can be a good neighbour by being reasonable, tolerant and understanding of different lifestyles and cultures within our neighbourhoods and communities.

- Keep the noise down, especially late at night and early in the morning.
- Let your neighbours know if you are planning on doing noisy DIY, or organising any gatherings, celebrations or special occasions.
- If you have children, make sure they do not cause a nuisance when playing outside.
- Ask any visitors to come and go quietly when visiting your home.
- Keep your gardens and outside spaces clean and tidy.

Remember, you are responsible for all visitors to your home.

Home Contents Insurance

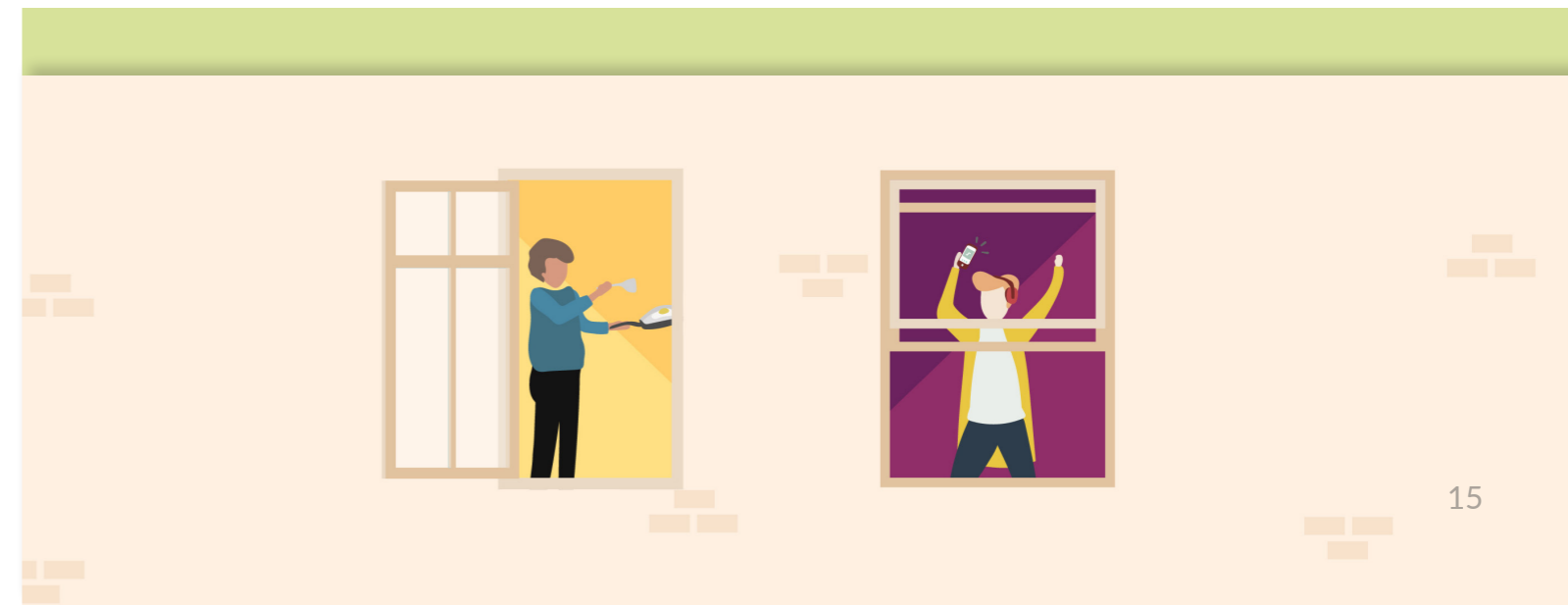
It's a good idea to consider what a home contents insurance policy would cover you for in order to help you make an informed decision on whether you need one.

Home contents insurance is designed to help protect your possessions. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen so home contents insurance can help provide peace of mind.

To help you decide whether home contents insurance is right for you, we have teamed up with Thistle Tenant Risks and Allianz Insurance plc who provide specialist Tenant Contents Insurance policies.

This pay as you go home contents insurance scheme can offer you insurance for the contents of your home including cover for items such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments.

Get in touch with us using the contact details on page two to request an application pack.



ASB & Harassment

We always take anti-social behaviour (ASB) very seriously and adopt a zero-tolerance approach. We understand the detrimental effects of anti-social behaviour and its consequences on our communities.

As a housing provider and an investor in communities, we are committed to tackling anti-social behaviour. We will always support victims, witnesses and vulnerable members of society.

We will work with other agencies, like local authorities and the police, to stop ASB occurring in our homes and communities.

As a Prima Group tenant, you are responsible for your own behaviour and for those who visit your home. ASB is defined as: 'behaviour by a person which causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household'. This can include loud noise, through to criminal activity and lots of other behaviour. You can see examples in more detail in your tenancy agreement.

We would also consider that ASB or noise nuisance can come from having laminate or hard flooring in flats, pets living at your home or cars and other vehicles not being used responsibly.

As part of our commitment to tackling ASB will use a range of measures to prevent and deal with it. Some of these measures may include:

- Eviction
- Acceptable Behaviour Contracts
- Mediation
- Injunctions
- Closure orders
- Tenancy warnings
- CCTV
- Sound recordings
- Incident diaries
- Witness statements

Occasionally, we receive reports of some issues that we are not able to deal with as ASB. Examples of this are disagreements on social media or personal disagreements. In these circumstances, we will not be able to investigate the matter, however, we may be able to signpost you to agencies that can support.

To report anti-social behaviour, you can contact us using any of the methods listed at the beginning of this handbook.

You should contact the police immediately if you feel harassed or threatened, or if a crime has been committed or is in progress.



Tenancy Support

We understand that life doesn't always go as planned, and we want to help. If for any reason you are struggling, please contact us. This doesn't just mean financially, but if you're looking for some advice, guidance or support on any matter.

We have a designated Tenancy Sustainment Officer and a team of committed Neighbourhood Housing Officers who can help, all of whom have great local knowledge of where you live and the issues that affect us all. This could be employment, training, money and debt advice, help at home, benefits, social care, illnesses and a range of other things that we all need help with at some time.

Moving Out

You can end your tenancy at any time, we just require four weeks notice in writing. You can give notice online, via our customer app or by phoning us. All of our tenancies end on a Sunday, and your keys need to be returned to us on the Monday morning by 12 noon.

When you give notice we will make an appointment for one of our housing team to visit you at home and carry out an end of tenancy inspection, we will have a look around and offer advice on how we would like the property handed back to us and we will make an arrangement to come out and collect the keys. We are happy to provide you with a landlord reference, but we will need to carry out this visit in order to be able to do this.

When we come to collect your keys we will do a final inspection with you so you are clear on anything that you may be charged for.

Getting Involved

We have lots of tenants who want more of a say in the decisions about their homes and their neighbourhoods. Involving our customers is an important way for us to find out what's important to you and what you would like to see from us in the future. It's a chance to find out why we do what we do and to give us ideas on how we should move forward.

You will be fully supported by Prima Group colleagues in whichever way that you choose to get involved. You can gain more confidence, experience, knowledge and make new friends.

So, if you want to make a difference in your neighbourhood, take a look at some of the tenant involvement opportunities we offer:

Customer Voice Board

Key role in ensuring we monitor and meet our service standards and meet our obligations set out by the Regulator of Social Housing and the Housing Ombudsman.

Scrutiny Panel

Their role is to reality-check what Prima Group do, carrying out desk-top reviews, mystery shopping, shadowing and conducting customer experience journeys.

Policy Consultants

Our Policy Consultants regularly review new or existing front-facing customer policies to ensure that they are relevant and meet the vision and aims of Prima Group.

Prima Voices

We have a range of other ways to engage customers who do not wish to be formally involved, allowing them to have their views heard. These are on an ad-hoc basis where we'll contact you 4-6 times a year and ask you to take part in surveys or consultations via telephone, email, digital or SMS, depending on your preferred choice.

Please contact us to discuss this further. We would love to hear from you and appreciate any contribution you can offer.



www.primagroup.org/get-involved



customerinvolvement@primagroup.org



Complaints

We try to provide a brilliant service to customers, but there are times when things don't always go to plan. The easiest way to make a complaint is to phone us or use the complaints form on our website. Once you make a complaint, a manager will contact you. We aim to send a response within ten working days.

We follow the Housing Ombudsman's Complaint Code. You can find out more details about how the code helps to resolve complaints fairly on the complaints area of our website, or by contacting us on 0151 452 0202.

Notes

Please use this section to write down any notes you may have.

