

Welcome to Abri

Abri

Welcome to your Abri home. To help you settle in, we've created a quick guide with important information that you need to know about your home, your tenancy and our services.

This document is only a guide, your tenancy agreement outlines your rights and responsibilities in more detail and is a legal contract between us.

Or head on over to our customer portal My Abri. My Abri lets you access our services 24/7, like booking and managing repairs, making payments and information and support to help you in your home. Visit www.myabri.co.uk to get started.

If you can't find what you're looking for, or need a little more information, you can give us a call:

- **Eastleigh** 0300 123 1567
- **Yeovil** 0300 330 9434

If you need to meet one of our colleagues in person, you can arrange an appointment at one of our offices:

- **Eastleigh** Collins House,
Bishopstoke Road, Eastleigh,
Hampshire, SO50 6AD
- **Yeovil** Lupin Way,
Yeovil, Somerset
BA22 8WN



What you need to know about your tenancy

We want to make your house a home you love. To do this, there are a few things Abri will do and some we ask you to do.

We have the right to:

- Change the rent and other charges, after giving you appropriate notice
- Access the property to carry out inspections or repairs, with appropriate notice unless the situation is an emergency

We agree to:

- Repair your home and any communal areas
- Carry out mandatory gas and electrical servicing
- Arrange and pay buildings insurance (you are responsible for contents insurance)
- Give you at least 24 hours notice when we wish to access your home, except in emergencies
- Comply with GDPR with any information we hold about you and your family

You agree to:

- Pay the rent when due
- Be responsible for paying your utilities including gas, electric, water, council tax and TV licence
- Keep your home in good condition and maintain your garden
- Report repairs quickly to prevent further problems
- Allow Abri colleagues, agents or contractors to access your home where necessary
- Get permission from Abri before you make changes to your home, get any pets or run a business from home
- Give us at least four weeks' notice in writing when you wish to leave the property
- Be a considerate neighbour and not cause any anti social behaviour
- Pay for any damage or costs to bring your home back to the standard it was let to you in



Paying your rent

Your rent should be your first financial priority.

You can pay your rent by:

- Using the My Abri customer portal
- With a standing order
- By direct debit
- Over the phone

At some of our properties we are responsible for looking after communal areas such as grass cutting and cleaning. We will pass some of these costs onto our customers as a service charge. We will only charge you for the services listed in your tenancy agreement.

Consider Contents Insurance

Contents insurance covers your possessions in the event of theft, loss, or damage. It also covers most of your household goods including furniture, TV, carpets and electrical items, and the replacement of external locks if your keys are lost or stolen.

Unfortunately, contents insurance is not included in your rent.

It's important to find insurance cover which is right for you, and we'd like all customers to take out contents insurance for their home or garage to protect your possessions and to provide you with peace of mind.

We don't insure the belongings in your home against theft, fire, or other household risks, so we highly recommended you take out contents insurance.



Reporting repairs

You are responsible for keeping your home in good condition and reporting any repairs to us as soon as possible.

You can report a repair by:

- Using the My Abri customer portal. You can book, reschedule and cancel repairs yourself
- Over the phone
- In writing
- Report it to any member of staff

Please call us if it is an emergency.

Our team will carry out most repairs, although sometimes we use other contractors. Anyone entering your home will introduce themselves and carry proof of identity. If you have any concerns, contact us straight away.

We will sometimes charge you for a repair that would not usually be our responsibility. You are also responsible for some repairs and maintenance to your home including repairing or removing vandalism, fitting appliances, and keeping sinks and drains clear. You can find a full list of your responsibilities and ways to avoid issues such as damp and mould on My Abri.

Compliments and complaints

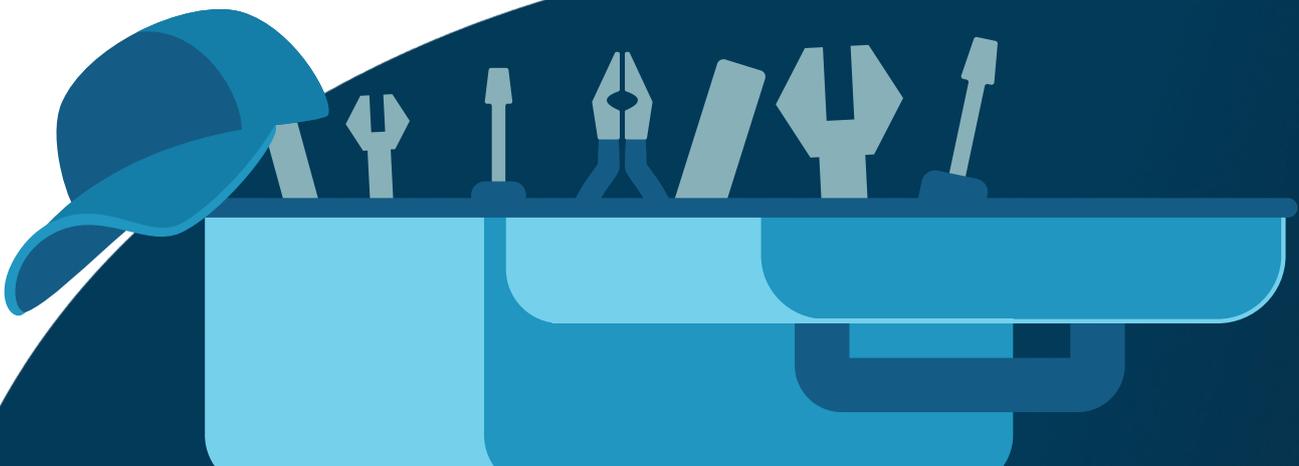
Delivering a great service is top of our agenda, but we understand that sometimes we may not get things right. If that happens, we'll listen, learn and take action to put things right.

You can provide a compliment or make a complaint by:

- Using the live web chat or messaging on My Abri customer portal
- Over the phone
- In writing
- Report it to any member of staff

We aim to acknowledge your complaint within 24 working hours where the process and expected timescales will be explained. We aim to resolve stage one complaints within ten working days. If you aren't happy with the outcome of your complaint you can take it to stage two. We aim to resolve stage two complaints within 20 working days.

If you're not happy with the outcome of your complaint, you can refer your concerns to the Housing Ombudsman.



Our support services

To help you thrive in your home, we offer support services like financial support and help getting into employment.

Our Tenancy Support Services team can help with:

- Budgeting and money management
- Benefits advice and help with forms
- Learning and developing essential life skills
- Letting you know about other specialist agencies
- Tenancy-related advice and guidance

Our employment service can help with:

- How to write a CV
- How to find and apply for a job
- How to prepare for interviews
- Information about self-employment
- How to get back into work after a break
- How to access training or apprenticeships
- Career guidance

If you need some help or would like more information get in touch with us.



In an emergency

Gas leaks

If you smell gas or suspect a gas leak:

- put out cigarettes or naked flames and do not strike matches
- do not operate electrical switches, mobile phones or door bells, as they can cause sparks
- turn off the gas supply at the meter (it is a good idea when you move into your new home to find out where the meter is)
- open all doors and windows to ventilate the affected rooms
- keep people away from the affected area
- immediately contact the National Gas Emergency Service on 0800 111 999 – do not make the call inside your house or flat
- tell us about the leak

Fire

When there is smoke, fumes or if your smoke detector alarm sounds:

- if you smell or see smoke, call 999
- if your alarm sounds but there is no sign of smoke or fire, check whether something else has set off the alarm

Electricity

If fittings or appliances spark or give off shocks:

- turn the mains switch on the consumer unit (fuse box) to OFF
- contact us

Water

Burst pipe, flooding or no water:

- flooding: turn the mains stop tap to the right (clockwise) or press the Surestop switch
- to shut off water to a toilet, bath, shower or basin, use the isolation valve on the pipe leading to it (if one is fitted)
- if you have no water, phone your local water company listed on your water bill

