



RETIRED BAPTIST MINISTERS
HOUSING ORGANISATION



TENANT INFORMATION PACK

WELCOME

Dear Tenant,

I write as Chairman of the Trustees of the Retired Baptist Ministers Housing Organisation (RBMHO), and I along with all my fellow Trustees are very pleased to welcome you to your new home. We hope that you will be very happy and enjoy your home for many years to come.

The Committee, which held its first meeting in February 1975 is made up of 15 Trustees drawn from a wide variety of backgrounds and experiences.

The Committee who meet on a minimum of three times per year, have responsibilities for determining policy for the Organisation, for looking at specific issues which arise from time to time, for approving the annual accounts, for agreeing the Organisation's annual report to the annual AGM and for determining the Organisation's rents and purchase ceiling. They also receive reports from RBMHO staff, and oversee their work.

The Organisation has two members of staff, the Organisation's Manager/ Company Secretary, Mr Stewart Green, who is responsible for the day to day running of the Organisation along with his colleague, Mrs Charlotte Curtis. They will be your main points of contact, and if you have any queries or comments, they will be pleased to hear from you. We hope this Information Pack answers many of the questions you will have about your new home.

With all good wishes from the Trustees of RBMHO.

Bill Johnston
Chairman

CONTENTS

| | |
|--|-----------|
| YOUR TENANCY | 4 |
| YOUR RENT | 5 |
| INFORMATION ABOUT THE PROPERTY | 6 |
| Annual Gas Safety Check | 6 |
| Smoke Alarms & Carbon Monoxide Detectors | 6 |
| Legionnaires' Disease | 7 |
| Council Tax & Utilities | 7 |
| Insurance | 7 |
| External/Interior Maintenance | 8 |
| Interior Decoration | 9 |
| Flat Service Charges | 9 |
| Leaving the Property | 9 |
| CONTACT DETAILS | 10 |
| USEFUL NAMES/TELEPHONE NUMBERS | 11 |

YOUR ASSURED SHORTHOLD TENANCY AGREEMENT

Once you have moved into new home you will be issued with your assured shorthold tenancy agreement. This contains information which you will need to know.

- Your Tenancy start date.
- Rent: amount due, when it is due, how it should be paid and if it will increase during the tenancy.
- Whose responsibility it is for internal decoration and internal and external repairs and maintenance.
- Any condition or restrictions on the use of the property, for example, lodgers, business use, parking a caravan or similar.
- Situations where alternative accommodation may be appropriate.

As a Landlord it is our responsibility to issue you with a copy of your property's Energy Performance Certificate (EPC) and Landlord's Gas Safety Certificate and the Government guide 'How to rent'.

We will send you two copies of your assured shorthold tenancy agreement, both signed by the Organisation. Please sign both copies, return one to RBMHO and keep the other for your records.

RENT PAYMENTS

Your rent payment is calculated from the information you provide on the Statement of Income Form. Your rent is paid monthly in arrears and will be paid by Direct Debit. The forms to enable us to set this up are enclosed. Please complete and return these to us as soon as possible.

Annually, at their January meeting, the RBMHO Trustees, determines the rents to be charged for its various properties. Whilst always trying to absorb as much of the ongoing cost increases as possible, continuing rises may lead the Committee to agreeing an increase in rent. If your rent is to be increased you will be notified of this in May or June for implementation from 1st July.

If you are finding it difficult to pay your rent, you may wish to consider making a claim for Housing Benefit [HB]. HB is claimed through your Local Authority. If you would like further advice on this, please let us know.

Should your circumstances change in a significant way in the future (for example, by receiving an inheritance, losing or receiving an income) please note that you must inform the Organisation immediately. Your new situation can then be reviewed.

INFORMATION ABOUT THE PROPERTY

ANNUAL GAS SAFETY CHECK

The Organisation will pay for an annual service and safety check of any gas appliances that belong to it. We ask that you arrange this yourself. The person carrying out the work must be "Gas Safe" registered. If you are unsure if they are 'Gas Safe' registered you can check on www.gassaferegister.co.uk or call Gas Safe on 0800 408 5500.

Please ask your engineer to provide a Landlord's Gas Safety Certificate. This should then be sent to us along with an invoice for payment or receipted bill, which we will reimburse. Please remember that it is important to do this annually because RBMHO is classed as a Landlord and therefore has a legal responsibility to ensure that a current certificate is in place and that a register is maintained.

SMOKE ALARMS & CARBON MONOXIDE DETECTORS

A privately rented accommodation must have at least one smoke alarm installed on every storey of their property where there is living accommodation and a carbon monoxide alarm fitted in every room where there is an appliance which burns a solid fuel, (for example a log or coal burner or open fire). Although this does not include gas fires as gas appliances can emit carbon monoxide we recommend alarms are installed in these rooms too.

On moving into a property we ask that you check that you have the required alarms and that they are in good working order. For your safety these alarms should regularly be tested and annually we will contact you to ensure this is being done.

LEGIONNAIRES' DISEASE

Although the risk from Legionella is low in a domestic property we would ask that any showers/taps used infrequently are periodically flushed through with running water and shower heads are frequently cleaned. If your hot water is not heating properly or there are any other problems with the system please let us know.

COUNCIL TAX & UTILITIES

You are responsible for paying your own Council Tax from the start date of your tenancy agreement and should notify your Local Authority of this. You are also responsible for paying your own water, lighting, heating and telephone bills and should contact the relevant utility companies so that supplies can be transferred into your name. You are of course perfectly free to choose your own utility supplier[s] with the exception of the utility company which supplies your water and deals with your sewage.

INSURANCE

You are responsible for arranging and paying for your home contents insurance. The Organisation, in conjunction via the Baptist Insurance Company, will ensure that the appropriate building insurance is in place and that the premiums are paid.

With the possible exception of any flats, the Organisation uses the Baptist Insurance Company, who would be happy to provide you with a quote for your contents insurance.

STRUCTURAL REPAIRS, INTERNAL/EXTERNAL MAINTENANCE

RBMHO is responsible for all external repairs to your home when it is deemed necessary. We do not carry these out on a fixed rotation as different properties in different locations require different levels of attention. For example, those on the coast may suffer from more external damage/paintwork deterioration due to coastal winds, sea spray etc. If you have any concerns about the external maintenance of your home please contact us about these.

The Organisation is also responsible for the internal maintenance of the home (as opposed to the decoration). By this we mean kitchens, bathrooms etc. If you have a particular concern about this again please contact us first to discuss what is wrong.

In the case of maintenance issues [either routine or urgent] please do contact us before instigating any works. If work is undertaken without RBMHO authorisation, then the Organisation may not take responsibility for the cost.

As the Organisation has only limited funds we may not always be able to agree to the work. If we are able to help we may ask you to obtain two or three quotes for the work. We have found it is normally better to engage local trades people, who come recommended rather than national firms. If you do not know of anyone that it may be helpful to ask your neighbours or church community. However, if you are finding it difficult we can always advise.

With any work that you have done that the Organisation is paying for the Tradesman can always invoice us directly, or you can pay the bill and we will reimburse you. Please ensure though you are given an invoice or receipt.

INTERIOR DECORATION

You are responsible for the interior decoration of the property and also for keeping your garden in a tidy fashion.

FLAT SERVICE CHARGES

If you have moved into a flat then you will be responsible for the paying of all service charges. RBMHO will ensure that the correct buildings insurance is in place, whether through its own policy or the Managing Agents block policy, you must ensure you have the correct contents insurance. Any work to the flat may require the permission of the Managing Agents.

LEAVING THE PROPERTY

In certain circumstances the Organisation can consider rehousing. For further information about this please contact us.

If you wish to leave the property RBMHO requires one month's written notice terminating your Tenancy. The property needs to be returned to the Organisation in the same or similar condition as it was at the beginning, this means cleaned, cleared of all furniture and personal effects and the keys returned. You will also need to inform your utility suppliers of you leaving the property and provide them with i] the final meter readings and ii] a forwarding address for the final accounts to be sent to. It would also be appreciated if you would inform RBMHO of your utility suppliers and final readings. Until this has happened you remain responsible for Council tax and utility payments. Upon receiving notice of your intention to vacate, RBMHO will make arrangements to sort out any Interest Free Loans or Equity Share arrangements, which were put in place when the property was purchased.

CONTACT DETAILS

Below are the contact details for the Organisation. If you have any questions or concerns whatsoever, please do not hesitate to get in touch.

Retired Baptist Minsters Housing Organisation
16 Thesiger Road
Abingdon
OX14 2DY

Telephone: 01235 799268
Email: admin@rbmho.org.uk

Andy Hughes
Mobile: 07729 045422
Email: andy@rbmho.org.uk

Charlotte Curtis
Mobile: 07760627588
Email: ccurtis@rbmho.org.uk

USEFUL NAMES/TELEPHONE NUMBERS

Electrician



Plumber



Gas Engineer



Builder



Insurance Company



Water Company



Gas Supplier



Electricity Supplier



Local Authority



NOTES



RETIRED BAPTIST MINISTERS
HOUSING ORGANISATION

16 Thesiger Road,
Abingdon,
OX14 2DY

Tel: 01235 799268

Registered Office:
Baptist House, 129 Broadway,
Didcot, Oxon OX11 8RT

www.rbmho.org

Retired Baptist Ministers Housing Organisation
is a Charitable Incorporated Organisation
(CIO) registered with the Charity Commission
under charity number 1177649.