

Ubuntu Homes Tenant Handbook

(English)

Welcome and thank you for choosing to becoming part of the Ubuntu Homes Community.

At Ubuntu Homes we want to provide you with more than just a place to rest your head. We want to you to feel safe and supported by a landlord and community that cares.

This Tenant handbook gives you useful information and guidelines to refer to whilst living in your property. It tells you about rent and who to deal with, both yours' and your landlords' responsibilities and how damage and repairs are dealt with.

The only thing that we ask from you is that you treat your block Caretaker and neighbours as you would like to be treated, and that you enjoy your time with Ubuntu Homes

Congratulations and welcome to your home

Daniel Kamau

Chairman Ubuntu Homes

Your tenancy

When you move in you sign an agreement to rent your flat or room. This is called a Tenancy Agreement. In the Agreement:

YOU are called ‘The Tenant.’

WE (as Ubuntu Homes) are called ‘The Landlord’

We will keep this agreement on record and you can ask to look at it at any time

Your Caretaker

Your Caretaker is on hand to explain all the details and rules of the Tenancy Agreement should you want to understand them further.

They are the landlord’s contact for Ubuntu Homes and should be the person you speak to if you have any problems while living here.

Please treat your caretaker with respect. He/she is here to make sure the building is working great. Please support them where possible.

Your caretaker is:

Building: _____

Caretaker Name: _____

Contact Number: _____

Rent

You must pay rent for your room or flat as part of the Tenancy Agreement. Normally, this is paid at the start of every month, however if you would wish to pay weekly, please let your Caretaker know. Payments can be made via Mpesa or by a bank transfer. Details for where to pay your rent are outlined below:

Bank Account Details:

Mpesa Details:

Your Caretaker may follow up with you and request that you pay rent, however you must never pay in cash to the Caretaker. Should the Caretaker ever ask you to pay them in cash, please contact Ubuntu Homes on the number in the Complaints Section.

You must pay on time and not get into arrears. If rent has not been received when due, a 21 days' notice will be given to either pay or vacate, your apartment will be locked on expiry of notice, and you will only be allowed back in once you have paid what is owed.

Responsibilities

The responsibilities of both you (the tenant) and us as (the landlord) are laid out in full in the Tenancy Agreement mentioned above. Here are some of the key responsibilities of each of us:

Tenant (Your) responsibilities:

- You must pay your rent and service charge on time.
- You must look after the property and the things in it and keep them in good condition.
- You must not damage the property or allow your visitors to do damage
- You should not disturb or cause a nuisance to other occupiers, neighbours and visitors, or to the landlord's staff, contractors or agents
- You must keep to the rules for fire and others health & safety matters so everyone is safe.
- You must always adhere to the terms of your tenancy agreement.

Landlords (Our) responsibilities

- Must keep in good repair the structure and the outside of the property including drains gutter and pipes
- Keep water supply, gas electricity, toilets and washing facilities in proper working order.
- Keep in good repair and proper working order all heating and hot water installations.
- Do all repairs and other essential works within a reasonable space of time.

- Allow the tenant quiet enjoyment of their home.
- Keep to the law regarding all tenancy related and health and safety regulations for landlords.

Visitors

Visitors are welcome to the property and it is important that you have as much contact with family and friends as you want and are able. Visitors are your responsibility however; they must keep to the same rules as you and the other tenants do.

If a visitor breaks the rules, like making too much noise or committing antisocial behaviour they may be asked to leave and never be allowed back into the property again.

Here is some advice on visitors:

- A visitor is anyone that comes to your house who does not live there.
- Do not let anyone in your home you do not know.
- All visitors must sign the visitor' book when they arrive and leave your house.
- All visitors must respect the needs and wishes of other tenants.
- If any visitor does or says anything that upsets or makes you feel angry, tell staff and they will be asked to leave
- If any other tenants' visitor does or says anything that upsets or makes you feel angry, tell staff and they will be asked to leave.

Reporting Problems

Repair Needed	Comments	Responsibility
Bathroom Fixtures	Except Toilet Seats, Cabinets, Mirrors, Shower Curtains, Towel & Toilet Roll Holders	Landlord
Carpentry	General Carpentry Work Except Where Repair Is Due To	Landlord
Communal Areas	Except If Due To Tenant Damage	Landlord
Decoration External		Landlord
Decoration Internal	Except Communal Areas	Tenant
Doors & Door Frames	Except If Due To Tenant Damage	Landlord
Fences & Gates		Landlord
Fixtures & Fittings		Tenant
Infestations	Except Communal Areas	Tenant
Kitchen Units Worktops & Equipment Supplied By Landlord	Except If Due To Tenant Damage	Landlord
Light Fittings	Except If Due To Tenant Damage	Landlord
Loss Of Keys		Tenant
Plumbing Repairs And Leaks	Except If Due To Tenant Damage	Landlord

Showers & Toilets & Baths & Sinks	Except If Due To Tenant Damage Or For Unblocking	Landlord
Switches And Sockets	Except If Due To Tenant Damage	Landlord
Windows	Except If Due To Tenant Damage	Landlord

Landlord Repairs

For minor problems and repairs you can record these in the maintenance book for Caretaker to deal with.

For problems, work required or damage repair on the things marked in the Landlord column of the attached list please contact your Caretaker to arrange for the repairs to be carried out.

Tenant Repairs

For things in the tenant column please ask for advice from your Caretaker on the best thing to do.

Ubuntu's maintenance team may be able to carry out work on your behalf, but you may be charged for this. This can be arranged by the Caretaker.

Damages

What happens if a tenant damages the property? Well it depends on the situation.

Before any action is taken, the Caretaker and Ubuntu Homes will conduct a full and fair investigation of the incident. As part of the investigation, the Landlord should try to find out whether the tenant

damaged the property or contents on purpose or by mistake. Finding this out will help to decide what action should be taken.

We will do this by:

- Telling the tenant of the allegation on against them regarding the damaged property.
- Advising the tenant of likely consequences if the allegations against them is found to be true.
- Allowing the tenant, the opportunity to explain their side of the story and then give consideration to the other people's explanation.
- Finding out all relevant information necessary to try to determine what actually happened (this may include interviewing any witnesses that were present at time).
- Keeping a record of the investigation.
- Considering all relevant information before coming to a decision about what happened and what the consequences should be.

In some situations, Ubuntu may be able to seek damages against a tenant, if the tenant damaged the property on purpose or was negligent. The reason for this is that a tenant has a duty to exercise reasonable care, and they must seek to protect Ubuntu's property and business and avoid doing any harm.

Anti-social Behaviour

We will deal with anti-social behaviour in our apartments. We want to make sure that everyone feels safe in their home. We will do this by working with tenants to:

- Take action to stop all forms of an -social behaviour.

- Respond to complaints quickly, efficiently, sensitively and in a consistent manner.
- Offer support to those complaining and take action against anyone committing anti-social behaviour.

Anti-social behaviour includes, but is not limited to the following:

- Use of violent or threatening behaviour.
- Racist behaviour including physical or verbal abuse, graffiti, or racist comments.
- Playing music loudly or making other loud noises.
- Banging and slamming doors.
- Damaging property.
- Criminal activity in the property.
- Selling alcohol, tobacco or counterfeit goods.
- Drugs, we have a 'zero tolerance policy.'
- Spraying graffiti.
- Throwing things out of windows or from balconies.
- Breaking security, for example allowing strangers to get into the building.
- Causing fires deliberately
- Interfering with neighbours, other people who live in the neighbourhood or anybody visiting or working.

If antisocial behaviour is detected, Ubuntu Homes reserves the right to terminate the Tenancy Agreement and force a tenant to leave the premises on a permanent basis.

Complaints and Feedback

Building, facilities repairs and maintenance

If you have a complaint about the building, its facilities or about repairs and maintenance please contact your building Caretaker.

Tenancy

If you have complaint or question about rent, or other points covered by your tenancy agreement please also contact your Caretaker

Other Tenants

If you have a dispute or complaint with another tenant at first it is often best to speak to the person concerned about it. Talk in a calm and reasonable manner to them and you might find you can sort things out. Support staff can help you with this.

If the problem continues or is very serious then inform your building Caretaker.

Feedback

We welcome any comments you may have in regard to the service Ubuntu Homes provides. Please send the feedback via your building Caretaker.

Complaints Procedure

Whilst we will try at all times to do everything right first time, we understand that sometimes you may wish to complain if you feel that something is wrong.

In this instance, we promise to deal with your complaint immediately and keep you fully informed of how we are dealing with the problem.

Stage 1



Talk to your building Caretaker. His role is to act as the intermediary between Ubuntu Homes and yourself and will be the best placed to address any issues that arise.

Stage 2

If your complaint persists, you can contact Ubuntu Homes on the email address and phone number provided below. When leaving a message, please include the block name and apartment number so we can help you as efficiently as possible.

Tel: [Name] on _____

Email [Name] on _____