



**CLARION**  
HOUSING



# Resident Booklet

Welcome home.

# Welcome to Clarion Housing.

**This booklet outlines your tenancy responsibilities and the support we offer as your landlord.**

You can find out more on our website:  
**[myclarionhousing.com/welcome](https://myclarionhousing.com/welcome)**

## Index

- Introducing Clarion Housing
- Your responsibilities
- Managing your tenancy
- Community involvement
- Extra help

Visit our website for latest updates on all our services.

# Checklist for moving in:

**There are four things you need to do first:**

- ✓ Set up your gas, electricity & water
- ✓ Set up your rent payments
- ✓ Set up council tax
- ✓ Insure your contents

Visit [myclarionhousing.com](http://myclarionhousing.com) for more information.



# Introducing Clarion Housing

- We are delighted you have become our tenant, joining over 360,000 people who call a Clarion home their home.
- As your landlord, Clarion Housing is committed to providing excellent customer service to all of our residents and to maintaining homes to a good standard - investing significantly in improvements each year.
- As a landlord, we're reliable, responsible and fair, and we ask the same in return.
- Your tenancy agreement sets out your rights and responsibilities as a tenant. It also sets out our responsibilities as your landlord.



# Your responsibilities include:

- Paying the rent and service charges
- Looking after your home and any garden
- Being a good neighbour
- Being a responsible householder

**Managing your tenancy is easy online, visit the website for more information on:**

- Ways to pay your rent
- Request a repair
- Access advice and support

**[myclarionhousing.com](https://myclarionhousing.com)**

# Managing your tenancy

## Paying your rent:

**It is your responsibility to pay your rent and service charges on time.**

Direct debit is the easiest way for your payments to be made. Our website details how to set this up along with other ways to pay.

Whichever payment method you choose, you are responsible for payments reaching us on time.

Universal Credit replaces Housing Benefit for many residents. Our Welfare Benefits Team can advise on how to manage your claim and rent payments.

**Contact us immediately if you have any difficulties paying your rent.**



The earlier you contact us the better, as there will be more we can do to help you.

## General tenancy management:

- **Dealing with issues** – we take your safety and security seriously, contact us with any concerns relating to your tenancy.
- **Permissions** – to manage the needs of all our residents, permission is needed in certain cases, such as keeping a pet, letting a room or doing improvements.

## Your tenancy is at risk if you breach the terms of your agreement.

Read it carefully to make sure you're clear on your responsibilities.

If in doubt or in difficulties, please contact us as soon as you can.

## Emergencies



In the event of an emergency such as a fire in your home or a serious crime call the relevant emergency services first.

If there is damage to your home call us immediately.

## Health & Safety:

Test your smoke alarm regularly, and make sure you know what to do in the event of a fire.

Check online for detailed Health & Safety guidance:

**[myclarionhousing.com](http://myclarionhousing.com)**

# Repairs & maintenance:

Clarion Response is our in-house repairs and maintenance service; committed to providing high quality customer focused service and doing repairs right first time, every time.

For some tasks, and locations, service is provided by our contractor. You will be informed who will carry out the work when the appointment is booked in.

As your landlord we are responsible for maintaining your home, however there are some things that you will be responsible for which is set out in the terms and conditions of your tenancy agreement.

**To request a repair or to find out if a repair is your responsibility or ours visit [myclarionhousing.com](https://myclarionhousing.com)**





# Universal Credit is here.

For people of working age, Universal Credit is replacing six existing benefits.



## Change in your circumstances?

Perhaps in your job, family or your housing? You may need to claim Universal Credit.

## Be prepared

It will be your responsibility to pay your rent. The easiest way to pay is by direct debit.

Bank	<input checked="" type="checkbox"/>
Online	<input checked="" type="checkbox"/>
Budget	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

## Need help?

Find out more at [myclarionhousing.com/ClarionUC](http://myclarionhousing.com/ClarionUC)  
For advice and support, call us on 0800 380 0527.

## Be ready for Universal Credit

Make sure your first rent payment is made on time.



Clarion Housing can help you prepare for the changes that Universal Credit brings.

Be ready for Universal Credit.

Visit [myclarionhousing.com/universal\\_credit](http://myclarionhousing.com/universal_credit)

# Community Involvement

## Would you like to get involved with your community?

There are lots of ways to take part, with national, regional and local groups to suit your interests:

- Local events and activities in your neighbourhood
- An online forum, Clarion Voice, to share your views
- Regional and national resident involvement to help shape Clarion's services

Find out about what is happening in your neighbourhood and ways to get involved.

Visit **[myclarionhousing.com](https://myclarionhousing.com)**

Our website details local events and involvement opportunities.

Or email the resident involvement team:  
**[getinvolved@myclarionhousing.com](mailto:getinvolved@myclarionhousing.com)**



# Extra help

We are more than just a landlord. Our specialist teams advise on a range of issues and can provide immediate assistance and longer-term guidance.

We help thousands of our residents to manage their home, find work, feel more in control of their money, learn new skills and play an active role in their community.

**Clarion Futures helps you access opportunities and support with jobs and training, communities, money & digital.**

To find out more visit [myclarionhousing.com](https://myclarionhousing.com)  
Or email: [guideline@clarionhousing.com](mailto:guideline@clarionhousing.com)



## For immediate needs:

We can help with issues which impact your tenancy to avoid you losing your home.

We work with you to help you improve your situation, with benefits advice, charity applications or assistance with signposting to support agencies.

**Don't wait to ask for help, the earlier we know about an issue the more we can do to help.**



For more information visit the website or call the Contact Centre and ask for assistance.

**[myclarionhousing.com](https://myclarionhousing.com)**

# Remember!

## Your responsibilities include:

- Paying the rent and service charge.
- Looking after your home and any garden.
- Being a good neighbour.
- Being a responsible householder.

**Contact us** if you have any issues managing your tenancy.

## Managing your tenancy is easy online.

Visit **[myclarionhousing.com](https://myclarionhousing.com)** for information and latest updates on all our services.

Clarion are committed to treating your data safely and securely in line with Data Protection Law. For further information on how we process your data please visit [clarionhg.com](https://clarionhg.com) to view a copy of our privacy notice.

## Clarion Housing

Level 6  
6 More London Place  
Tooley Street  
London  
SE1 2DA

🌐 [myclarionhousing.com](https://myclarionhousing.com)  
🐦 [@clarionsupport](https://twitter.com/clarionsupport)  
🌐 [/clarion-housing-group](https://www.linkedin.com/company/clarion-housing-group)  
📘 [@clarionhousing](https://www.facebook.com/clarionhousing)

Clarion Housing Association Limited is a charitable Community Benefit Society (FCA number 7686). Registered with the Regulator of Social Housing (Reg No 4865). VAT No 675 646 394. Registered office: Level 6, 6 More London Place, Tooley Street, London, SE1 2DA. Part of Clarion Housing Group.



**CLARION**  
HOUSING