

★ THE BROMFORD DEAL ★

Working together to make things better ★ ★ ★

We call this *Something for Something*

Being a Bromford customer is about more than just having a home and paying rent. The Bromford Community is all about helping customers to help themselves and each other.

It's about having a relationship that works.

we provide a **home** and **services** and customers agree to some things in return.

★ OUR PART OF THE DEAL ★

★ What's included? ★

We agree to provide a **home** and a **range of services** that's hard to beat.

A Home that works well and doesn't keep breaking down

A Neighbourhood that you can feel proud of

Easy to access Services online, by telephone and in person

Bromford Connect our growing community - where customers help each other be the best they can be

★ YOUR PART OF THE DEAL ★

★ YOU CAN GET LOTS MORE DETAIL ON OUR PART OF THE DEAL BY READING OUR CUSTOMER GUIDES ★

Keeping to all your responsibilities outlined in your **Tenancy Agreement** depending on your Tenancy this may include Reviews, to talk about how the deal is working out.

To be a **Bromford Customer** you will be agreeing to:

Take out Home Contents Insurance

This is to help you as your belongings can get damaged in things like leaks, floods or worse, and it's your responsibility to make sure you can replace them.

Let us in when we need to have access especially for our annual property service and gas servicing. This keeps your home safe and stops things getting broken.

Look after your Home & Garden

By keeping it in at least the condition it was when moving in. If everyone does this we'll have neighbourhoods that we can all be proud of.

Make an effort to sort out differences with neighbours

We don't tolerate Anti-Social Behaviour and we deal with it swiftly. But we don't get involved in tit for tat arguments.

Agreeing to **contribute to the community** by either **working, being in training or helping others.**

To do this you can join Bromford Connect - an online community where you and your family can find local jobs and learn to do new things.

Contact us when we ask

This stops us having to chase after you and saves customers money.

All of these are important in making a tenancy a success, will be discussed in reviews & conversations we have, and may form part of your tenancy plan

A BromComms production