

Becoming a Sovereign resident

A helpful factsheet

We want our homes and communities to be places people love to live, so below you'll find details on what you can expect from us and what we expect from you.

What to expect from us

1. A variety of ways to contact us.
2. Self-serve options and information so that you can get answers at a time that suits you.
3. A variety of ways to pay your rent and service charges.
4. A repairs and maintenance service so that you can report any repairs that are our responsibility.
5. Help and advice in dealing with anti-social behaviour. We'll be honest with you and let you know what can and can't be done.
6. We'll give you notice when we're coming to visit to carry out checks on your home and tenancy.
7. We aim to make any contact with us easy and straight forward.



What we expect from you

1. Pay your rent and service charges in full and in advance.
2. Let us know about any changes that may affect your tenancy or your ability to pay your rent on time.
3. Look after your home and garden and let us know about any repairs we need to do.
4. Keep your appointments with us (especially for your annual gas safety test).
5. Take out home contents insurance – if your belongings are damaged in a flood or a fire, it's your responsibility to replace them.
6. Make an effort to sort out differences with neighbours. Whilst we don't tolerate anti-social behaviour or hate crimes, we wouldn't get involved in minor arguments.
7. Leave your home in good condition if you end your tenancy, and complete any work it's agreed that you're responsible for.



Get in touch

0300 5000 926

All enquiries and out of hours emergencies

→ my.sovereign.org.uk

Head office

Sovereign House
Basing View
Basingstoke
RG21 4FA

Sovereign Housing Association
Limited is charitable