

## **Statutorily**

By means of the written law.

## **Statutory Off Road Notification (SORN)**

A notice that declares a vehicle's status to the authorities when it is kept off the road and is on private land. The notice must be applied for from the Driver and Vehicle Licencing Authority (DVLA).

## **Sub-let**

Giving another person (lodger who pays you money) the right to live in part of your home with our agreement. You will be in breach of the Tenancy Agreement if you sub-let the whole of your property.

## **Succession**

The transfer of a tenancy on the death of a tenant.

## **Surrender**

An unwritten agreement between the landlord and the tenant or joint tenant(s) to bring the tenancy to an end. The tenant surrenders by taking steps that can be interpreted as giving up their tenancy, such as emptying their property and giving up their keys.

## **Unroadworthy**

This describes a vehicle which is designed to be used on a road but which is either untaxed and/or has, or appears to have a fault or faults which would, to common knowledge, make it unsuitable or unsafe for use on the public highway.

## **Unsociable hours**

Late evenings, night time and weekends when people are relaxing or sleeping.

## **Visitors**

Anybody who visits you or any member of your household at your property and is allowed by you, or any member of your household, to come into the property.

## **Welfare Benefit Reform**

Changes in the way welfare benefits are being assessed and dealt with. These changes took place in stages between 2012 and 2014.

## **Written permission**

A letter from us allowing you to do something. If the permission includes conditions that must be met, and you do not carry out these conditions, this means the permission is automatically withdrawn as if it had never been given.

## **Appendix 2**

### **Role and responsibilities of officers dealing with your tenancy**

Income Officers are responsible for collecting rent.

Neighbourhood Officers are responsible for dealing with: tenancy audits, successions, assignments, changes in tenancy and mutual exchange visits; reports of anti-social behaviour, neighbour disputes, hate crime and domestic abuse; and also provide day-to-day liaison with resident associations.

Anti-Social Behaviour Officers investigate and take enforcement action in serious cases of anti-social behaviour.

Neighbourhood Inspectors deal with issues maintaining the estate environment, estate parking and communal repairs.

Customer Services Officers are the first point of contact when you contact or visit us. They raise repairs and will direct your enquiries to the appropriate team.

Community Engagement Officers deal with resident associations, resident involvement and consultation. They also provide training and support for greater resident involvement in all aspects of neighbourhood management. The officers also support borough-wide residents' bodies including the Customer Voice and Leaseholders Forum.

Communal Services deal with caretaking and grounds maintenance on estates.

The Sheltered Housing Service provides supported accommodation for older residents and people with support needs.