

# Contents

<b>1</b>	<b>General terms</b>	<b>02:</b>		
1.1	Interpretation	02	2.10	Repairs and access to your property 11
1.2	What this agreement means	02	2.11	Fences 12
1.3	Personal information and photographs	02	2.12	Temporary vacation of property 12
1.4	Tenancy verification	03	2.13	Gas safety 12
1.5	Introductory tenancies	03	2.14	Health and safety 13
1.6	Secure tenancies	03	2.15	Pet(s) and animal(s) 14
1.7	Sheltered accommodation	03	2.16	Gardens 14
1.8	Making a complaint	04	2.17	Vehicles and parking 15
1.9	Taking legal action against the council	04	2.18	Ending your tenancy 16
1.10	Serving legal notices on the council	04		
<b>2</b>	<b>Your conditions of tenancy</b>	<b>05</b>	<b>3</b>	<b>Our responsibilities 17</b>
2.1	Rent	05	3.1	Repairs and maintenance 17
2.1.1	Failure to pay	05	3.2	Right to Repair 17
2.1.2	Miscellaneous recharges	05	3.3	Major Works Improvements 17
2.1.3	Liability of joint tenancies	05	3.4	Consultation and information 17
2.2	Conduct and behaviour	06	3.5	Quiet enjoyment 17
2.2.1	Anti-social behaviour, nuisance and noise disturbance	06	3.6	Conduct and behaviour 18
2.2.2	Domestic abuse	07	3.7	Equality and diversity 18
2.2.3	Harassment and hate crime	07	3.8	Courtesy 18
2.2.4	Gang activity	07	3.9	Transfers 18
2.2.5	Criminal activity	07	3.10	Variation of tenancy conditions 18
2.2.6	Other unacceptable behaviour	08	3.11	Right to succeed 18
2.3	Use of premises	08	3.12	Right to assign 19
2.4	Sheltered accommodation	09	3.13	Right to Buy 19
2.5	Home contents insurance	09	3.14	Right to manage 19
2.6	Looking after your home	09	3.15	If we end your tenancy 19
2.7	Shared areas (communal)	09	3.16	Housing related support 20
2.8	Improvements and alterations	10	3.17	Welfare Benefit Reform 20
2.9	Right to Improve (secure tenants only)	11	3.18	Prevention of Social Housing Fraud 20
			<b>Appendices</b>	<b>21</b>

233 22