

Contents

1	General terms	02	2.10 Repairs and access to your property	11	
1.1	Interpretation	02	2.11 Fences	12	
1.2	What this agreement means	02	2.12 Temporary vacation of property	12	
1.3	Personal information and photographs	02	2.13 Gas safety	12	
1.4	Tenancy verification	03	2.14 Health and safety	13	
1.5	Introductory tenancies	03	2.15 Pet(s) and animal(s)	14	
1.6	Secure tenancies	03	2.16 Gardens	14	
1.7	Sheltered accommodation	03	2.17 Vehicles and parking	15	
1.8	Making a complaint	04	2.18 Ending your tenancy	16	
1.9	Taking legal action against the council	04			
1.10	Serving legal notices on the council	04			
2	Your conditions of tenancy	05	3	Our responsibilities	17
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
			Appendices	21	

233 22