

Contractual Tenancy

Easy Read Guide



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Contractual Tenancy

Easy Read Guide

This guide helps you understand your tenancy agreement. Your tenancy agreement contains the rules that you must follow in your new home.



If your home is a **house** you may have outside areas that are also yours (such as gardens, driveways, and garages).



If your home is a **flat** you may also have the use of communal areas. **Communal areas** are areas that you share with others who live near you. This could include shared gardens, car parks, or hallways or stairwells that your neighbours also use.

This guide tells you what **rules** you must follow:



- Inside your home;
- In any gardens or outside areas;
- In any communal areas;
- In the wider community.



Your responsibilities inside your home

Behaviour



You must not behave in a way which could annoy your neighbours. This could include:

- Playing loud music at night or having the volume of a television turned up too loud
- Shouting or using bad language
- Banging on walls or banging doors
- Using rude, abusive, or racist language towards them



You must not commit criminal offences in your home



You must not be rude or abusive to neighbours or our employees or contractors



You are responsible for the behaviour of your visitors and anyone else in your home and must make sure that they also follow these rules



You must not keep any dangerous items like petrol in your home

Pets



You can only have a pet in your home with our permission



You can have a bird in a cage or a fish in a fish tank without our permission



You do not need our permission to keep a registered assistance dog at your home

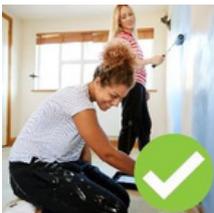
Condition



You must not damage your home



You must keep the inside of your home clean and tidy



You are responsible for redecorating the inside of your home



You are also responsible for carrying out minor repairs to your home



We are responsible for maintaining the plumbing, heating system, walls, ceilings, and roofs – **you must report any damage to these areas to us**

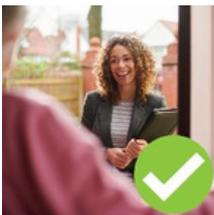


You must get rid of rubbish in a proper manner (i.e. by putting it in a bin which is regularly emptied)

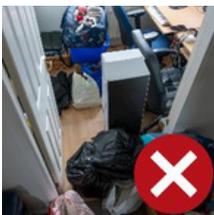


You must not keep so many items in your home so that it could cause damage to your home

Access



You must let our employees or contractors into your home – we will usually give you at least 24 hours' notice, but we can give less if it is an emergency



You must ensure that your home is accessible and safe for our employees or contractors when they visit

Your responsibilities in your garden/driveway

Behaviour



If you have any outside areas that are yours as part of your tenancy agreement, they are part of your home – you must behave in the same way in the outside areas as you should behave inside your home

Condition



You are responsible for keeping your gardens tidy and well maintained



You must ensure that the gardens do not become overgrown



If you notice any damage to the outside walls of your home you should notify us

Access



You must let our employees or contractors into the any outside areas or outbuildings (such as sheds or garages) – we will usually give you at least 24 hours' notice, but we can give less if it is an emergency



You must ensure that the outside areas or outbuildings are accessible and safe for our employees or contractors when they visit

Outbuildings



You must not build any new structures (such as sheds or garages) without our permission

Vehicles



You must not park any vehicle longer than 5.25 meters anywhere in your home or on the land surrounding your home (including driveways and gardens)



You must not park vehicles on any grass areas

Building



You must not put a satellite dish up without our permission

Your responsibilities in communal areas

Behaviour



You must behave in the same way in communal areas as you should behave inside your home

Condition



You must not damage any communal areas
You must report any damage to us

Items



You must not store any items in the communal areas



If the communal areas have electric sockets you must not use them

Vehicles



You must not park any vehicle longer than 5.25 meters on any communal land (including driveways and gardens)



You must not park vehicles on any grass areas



You must not block or obstruct any car parks or roads



You must not keep unroadworthy vehicles in any communal car parks



You must only use communal car parking spaces for the parking of vehicles

Your responsibilities in the wider community

Behaviours



When you are outside of your home we expect you, whilst in the local area, to behave in the same way as you would in your home

Vehicles



You must not park vehicles on any grass areas



You must not block or obstruct any car parks or roads

Your other obligations

Money



You must pay the rent every week or make arrangements for it to be paid – we can help you apply for any benefits you may be eligible for

If you live in a flat you may also have to pay a service charge



You are responsible for paying any bills (such as electric, gas, and Council Tax) – if you live in a flat some bills may be included as part of the service charge

Living in your home



You must not allow more people to live in your home than the tenancy agreement allows



You must live at your home and use it as your only or principal home

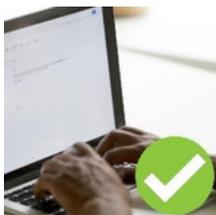


You may have a lodger with our permission



If you are going to be away from your home for more than 4 weeks you must tell us

Moving out



If you no longer want to live in your home you must tell us – you must give us at least **4 weeks' notice in writing**

We can only end your tenancy with a court order

Estate rules



Some estates or blocks of flats may have their own rules which you will need to follow

Our obligations

Living in your home



As long as you follow the rules we will allow you to live in your home without us disturbing you (except when we need to access your home or speak to you)

Condition



We will keep the parts of your home that we are responsible for in a good condition



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