

South Derbyshire's Easy Read Guide to your Tenancy Agreement



The tenancy is a legal document and you must keep to the agreement by law.



If you have an introductory tenancy, you will normally become a secure or flexible tenant after one year.

The tenancy agreement gives you the right to stay in your home as long as you do not break the agreement.



If we decide to end your tenancy, we must serve a Notice of Proceeding for Possession. But before we did that we would talk with you and help you do things that you need to do to keep to the agreement.



Moving out permanently or for a short while

You need to tell us if you need to move out or you are going away for a while. If you do go away you need to make sure the property is safe for example the water is turned off.



If we need you to move out to carry out major repairs, we will offer you another suitable property to move to.

Paying your rent

You need to pay your rent and any service charges on time. These are shown to you in a letter that you get at the start of the tenancy. Your rent is due to be paid every week on Monday.



From time to time we may change the amount you have to pay in rent and the service charge. We must tell you 4 weeks before the new charge starts.



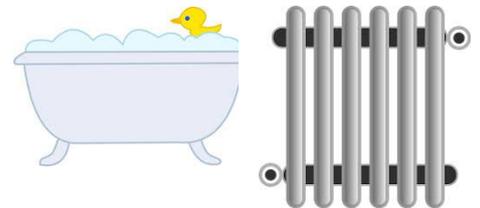
If you do not pay your rent on time we can ask the court to make you leave.



Repairs and maintenance

We will repair and maintain

- The outside (drains, windows & doors)
- The kitchen and bathroom fittings
- The heating and gas servicing
- Any shared areas and around flats



We will do repairs within a reasonable time. This will depend how urgent this is and whether it is an emergency. If it is an emergency we can break into your home if we believe someone is in danger.



You must

- Report any damage to the building as soon as possible
- Let us in to the property if we need to inspect it or make any repairs
- Pay for any damage that you have caused
- Keep the inside of the property in good condition



Alterations

You must get our written permission before you can make any alterations to the property.

If you make any alterations without permission, we will ask you to return the property to how it was before, or we may do this for you and charge you for carrying out the work

If you are an introductory tenant you cannot make any alterations to the property



Insurance

You have to pay for any insurance on your own things. The Council has a discounted scheme so contact us if you are interested in using this. We will pay for insurance for the building and the outside of your home.



Your neighbours and community

You have the right to enjoy your life in your own way as long as you do not upset people living near you.



You are responsible for the behaviour of everyone who lives in your home and their visitors.

You must not annoy or disturb any other person with for example

- Loud music
- Arguing or slamming doors
- Barking dogs or dog fouling
- Drunkenness, shouting or swearing
- Selling or taking illegal drugs



- Committing crime or dumping rubbish
- Racing cars or bikes
- Keeping dangerous animals

We will not allow

- Harassment or bullying
- Racist, sexist, homophobic behaviour or language
- Threats of violence
- Threats to damage things
- Graffiti



Living in your home

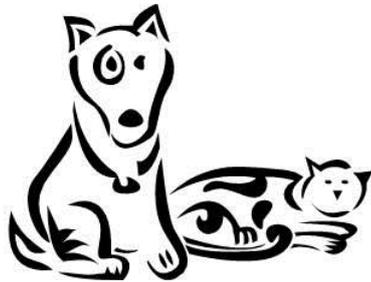
You can expect to live in the property without being disturbed by us unless we have good reason.



You must let us know who is living with you. You can take in lodgers as long as the property is not overcrowded, but you are responsible for the behaviour of any lodger who lives with you.



You can have one cat or dog in your property, unless you live in a flat. If you live in a flat you cannot keep pets. If you want to have more than one pet you must get written permission from us first.

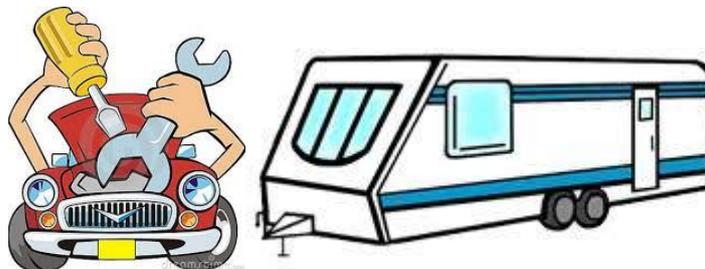


You must keep your garden tidy by cutting the lawn, trimming the hedges and keeping it free from rubbish. You must get also permission before getting a shed, garage, aerials, satellite dish or a pond.



You must not

- Park on the grass verges or in the wrong place
- Repair your car on any shared land around your home
- Keep a caravan, boat, trailer in the parking area without permission.



Access

You must allow us or anyone else working for us to access your home to carry out necessary inspections or repairs. We will give you a minimum of 24 hours' notice unless there is an emergency and this is not possible.

Health, safety and hygiene

You must keep your shared areas secure and free of blockages. Don't let in strangers without identification.



Put your rubbish/recycling in the bins provided by the Council and put out on the correct day.



Don't keep any dangerous substances in the building.



Communication and consultation

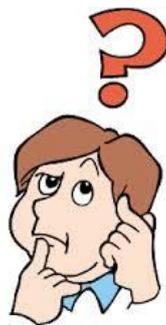
All our staff will be polite and considerate to you.



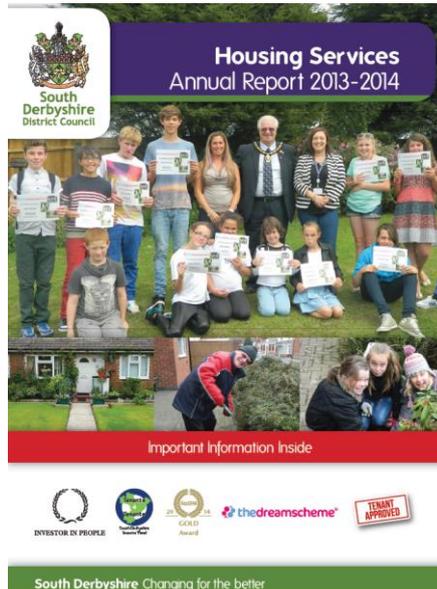
We will not give away information about you except when we have to by law. We do have to share certain information about you with the tax authorities, the benefits agencies and the police. You have the right to see any information we have about you.



We want to work with you to make our services better and we will ask you what you think about these services and if we make any changes to this tenancy agreement.



We will give you reports on our work including a yearly report which explains how we spend your money.



If you are not happy then you have a right to complain about any of the services we provide. We have a complaints procedure which explains more about how we deal with complaints.



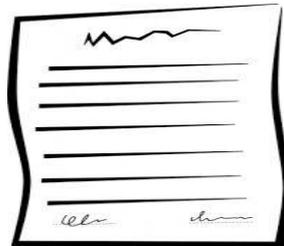
Moving home and ending your tenancy

You have the right to move somewhere else.

You can ask to be transferred to another property belonging to South Derbyshire District Council or exchange with another tenant from another Council or Registered Provider.



You will not normally be allowed to move to another property if you owe us money, your home or garden is in a bad condition or you have made changes without permission.



To end your tenancy you must write to South Derbyshire District Council and you must tell at least 4 weeks before you want to leave the property. Only the named tenant can end the tenancy.

You must leave the property clean and tidy and remove all of your possessions. A member of staff will look at your home before you leave.



At the end

You must make sure everyone leaves with you including any lodgers. You must pay all the rent you owe up to the day the tenancy ends.



You have to pay the full cost of any damage and certain repairs including:

- Damage caused by you
- Repairs which are your responsibility
- Anything that is missing from the property
- Removing anything you leave
- Cleaning the property and garden



You must leave the building safe and secure and locked before you hand in the keys. If you don't hand in the keys you will be charged extra rent.



Assigning over your tenancy to someone else

Provided there has been no previous succession during your tenancy, the tenancy can be passed on to a spouse or civil partner in the event of death, as long as they have lived there for the previous 12 months.

In special situations we can grant permission to assign your tenancy to someone else if you meet all of the relevant criteria.

Buying your home

You may have the right to buy your home.

You can get information from the Civic Offices at South Derbyshire District Council in Swadlincote.



More information

For more information please contact...



01283 595795



Email housing@south-derbys.gov.uk

Website <http://www.south-derbys.gov.uk/>



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