



# introductory tenancy agreement

# **CANNOCK CHASE DISTRICT COUNCIL FORM OF INTRODUCTORY TENANCY AGREEMENT STANDARD TERMS AND CONDITIONS (HOUSING ACT 1996 - PART V)**

This is an important document please keep it safe.

## **CANNOCK CHASE DISTRICT COUNCIL FORM OF INTRODUCTORY TENANCY AGREEMENT**

(Granted pursuant to Part V of the Housing Act 1996 (as amended))  
Details of Tenancy (The "Details")

This Tenancy Agreement (The "Agreement") is made between:

# CANNOCK CHASE DISTRICT COUNCIL FORM OF INTRODUCTORY TENANCY AGREEMENT

## Details of Tenancy (The "Details")

This Tenancy Agreement (The "Agreement") is made between

<b>Name &amp; Address of Landlord</b>	Cannock Chase District Council ("we/us") Civic Centre, P.O.Box 28 Beecroft Road, Cannock, Staffordshire WS11 1BG.  You can serve any notices (including notices in legal proceedings) on us at the above address.
<b>Full name of Tenant(s)</b>	.....  National Insurance Number <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>  .....  National Insurance Number <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>  (‘You’) (If there is more than one tenant, the word “you” applies to all of you and the names of all tenants should be written above. Each tenant individually has all the rights and responsibilities of this Agreement).
<b>The Address of Your Home</b>	We give you an Introductory Tenancy for an initial term of one week and, after that, weekly* of:  .....  .....Postcode.....  (the “Home”) with shared use of any communal areas with us, our staff, visitors, and other tenants and occupiers.
<b>Rent Reference No</b>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>  *Your Introductory Tenancy will last for a period of 12 months, unless we decide to extend it for a further 6 months.
<b>Description of Your Home</b>	Your Home is  .....  .....  and includes any fixtures, fittings, garden, paths, hedges, trees, fences, garages and outbuildings owned by us and used exclusively with your Home.  Your Home is shown for identification purposes only edged red on the plan attached to this Agreement.
<b>Start Date of Tenancy Agreement</b>	This Agreement begins on ..... and is an Introductory Tenancy Agreement

<b>Payments for Your Home</b>	Net Rent	£ ..... (The Net Rent)
	<u>Service Charge*</u>	
	Support Services	£ ..... (The Support Charge)
	Other Services	£ .....
		£ .....
		£ .....
	Total Payment	£ ..... (The Rent)
* The cost of Services charged for in addition to the net rent must either be listed or if they do not apply crossed out.		

**By signing below, you agree**

- 1 You have been given an opportunity to read our Standard Terms and Conditions provided with this Agreement and you accept them.
- 2 To pay the Rent and also the charges you currently owe of £ ..... You agree to pay this amount immediately or £ ..... per week\*. You agree any payments you make to us may be used towards the amount you currently owe before using it to pay your Rent.

(\*Delete as appropriate).

**Signature(s) on behalf of the Tenant(s)**

(In the case of a joint tenancy each of you must sign).

<b>Signed by the Tenants</b>	..... Dated .....
	..... Dated .....

<b>Signature on behalf of Cannock Chase District Council</b>	..... Dated .....
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# STANDARD TERMS AND CONDITIONS

Words in *italics* do not form part of these terms and conditions. They are simply notes which have been included to explain parts of the agreement.

## 1. GENERAL TERMS

### YOU & WE AGREE

### PAYMENT FOR YOUR HOME

- 1.1. You will pay us the Rent for your Home. The Rent is due in advance on Monday of each week but you can pay more in advance if you choose.

*This means that you must pay the Rent weekly in advance but that you can also pay the Rent every two weeks in advance or every month in advance if you prefer.*

- 1.2. In this Agreement the term "Rent" refers to the net rent, service charge and support charge set out in the Details. The net rent, service charge and support charge may be varied from time to time under this Agreement. Your Rent will be calculated so there are two Rent free weeks when you do not have to pay your Rent. If you have missed any Rent payments then you should continue to make payments during the Rent free weeks in order to reduce your arrears.

### CHANGES IN RENT - RENT REVIEWS

- 1.3. We may change your net rent in accordance with S.24 Housing Act 1985. This means that each year we may increase or decrease the net rent by giving you not less than a calendar month's notice in writing of the change. We will normally change your rent in April each year. The notice will specify the new net rent.

*The new net rent shall be the amount specified in the notice unless you and we agree to a different new net rent. We will comply with the government's Rent Restructuring Policy. This means that we may increase the net rent to a maximum of the annual increase in The Retail Prices Index plus 0.5% plus £2.00 per week.*

### SERVICE CHARGES

- 1.4. The Service Charge (if you are liable to pay one and which may include the support charge) may be reviewed if there is a change to the Services (see clause 1.14 below) and also once a year, normally at the same time as the net rent.
- 1.5. We must give you at least a 4 week's notice of any increase or decrease in the service charge. The reviewed service charge and/or support charge must be set out in the notice and shall become payable on the date set out in the notice.
- 1.6. We must when calculating the Service Charge (excluding the Support Charge):
- estimate the amount the Services may cost (including the cost of replacing anything used to give the Services) until the next service charge review; and
  - take into account any previous surplus or shortfall.
- 1.7. We will limit any increase in the support charge with reference to the level of charges approved by the Supported People Administering Authority.

# STANDARD TERMS AND CONDITIONS

## HOUSING BENEFITS

1.8. You may be entitled to claim Housing Benefit to pay some of your Rent. We may help you with any claim that you may be entitled to make. Where we help you with any claim you agree to:

- give the Revenues and Benefits Section of the Council your authorisation to discuss with and disclose information to us about your Housing Benefit claim; and
- give us authority to discuss with and disclose information to the Revenues and Benefits Section of the Council in respect of your Housing Benefit claim.

1.9. If you are entitled to receive Housing Benefit from the Council, the Housing Benefit will be applied directly to your rent account.

1.10. If your circumstances change, you must tell the Revenue and Benefits Section of the Council and us of this immediately in case it affects your Housing Benefit. Any overpayment that is lawfully recoverable may be reclaimed from you.

1.11. Where you receive Housing Benefit or any other form of assistance provided by the government towards your Rent you agree to promptly supply any information needed for a claim to the Revenue and Benefits Section.

## PAYMENTS

1.12. If, at the start of this Agreement, you are in arrears or have made additional payments for your Home, we will:

- credit additional payments to your Rent account;
- or
- debit the amount of the arrears to your Rent account.

Any arrears you have at the start of this Agreement are arrears under this Agreement and we may recover these arrears as Rent under this Agreement.

1.13. If you leave your Home to become our tenant in another home:

- we are entitled to claim all payments subsequently made by you to settle any outstanding debt due from you to us for this Agreement.

*This may involve us taking either new or further legal action against you to recover payments due to us under this Agreement.*

- we are entitled to credit your rent account in respect of the new agreement with any sums due from us to you for this Agreement.

# STANDARD TERMS AND CONDITIONS

## CHANGES TO SERVICES

- 1.14. The Services (which includes the Support Services) can be increased, decreased, added to or removed either:
- 1.14.1. By written agreement between us and you; or
  - 1.14.2. by us, after we have:
    - 1.14.2.1. written to you setting out the changes we wish to make to the Services and the impact on the service charge;
    - 1.14.2.2. given you a reasonable period of time to make written representations to us about the changes;
    - 1.14.2.3. considered any written representations made by you; and
    - 1.14.2.4. sent a notice of variation to you which tells you:
      - 1. What changes we are making to the Services and how this will change the service charge ("the New Terms"); and
      - 2. The date on which the New Terms will take effect.

The New Terms shall not take effect until at least 28 days after the notice of variation is sent.

- 1.15. If you do not wish to continue the tenancy on the New Terms you have the right to end the tenancy by writing to us before the New Terms take effect stating:
- 1.15.1. You wish to end the tenancy on or before the New Terms take effect; and
  - 1.15.2. The date on which the tenancy is to end.

## ALTERING THE AGREEMENT

- 1.16. Apart from any charges you must pay under this Agreement or the Services, this Agreement may only be altered if you and we agree in writing.

*Please see clauses 1.3 to 1.7 for how we can change the charges you must pay under this Agreement and clause 1.14 for how we can change the Services we provide under this Agreement.*

## SERVICE OF NOTICES

- 1.17. We may serve notices on you under this Agreement by:
- handing it to you or any joint-tenant; or
  - sending it by post or recorded delivery to your Home (please see page one) or your last known address; or
  - leaving it at your Home or posting it through the letterbox.



# STANDARD TERMS AND CONDITIONS

## OTHER PARTIES

- 1.18. Nothing in this Agreement shall give to any other person any benefit or the right to enforce any term of this Agreement and you and/or we may vary or cancel this Agreement without being required to obtain the consent of any other person.

## CHANGES IN LEGISLATION

- 1.19. Where any Act of Parliament is mentioned in this Agreement it means that Act as it applies at the date of this Agreement and any later amendments or re-enactment of it.

## CALLS TO US

- 1.20. We may record telephone calls to us for training or information purposes and to ensure that there are no breaches to clause 3.11 of this Agreement ("Employee Harassment").

## 2. YOUR LANDLORD'S OBLIGATIONS

### POSSESSION

- 2.1. We agree to give you possession of your Home at the start of this Agreement.

### YOUR RIGHT TO OCCUPY

- 2.2. We agree not to unlawfully interrupt or interfere with your right to peacefully occupy your Home. (NB. You must still give access to us when required.)

*See clauses 3.33 and 3.35 for examples of when you must give us access to your Home.*

## REPAIRS

- 2.3. We agree to maintain the structure and exterior of your Home in a reasonable state of repair including:
- 2.3.1. the roof but not including any TV aerial or satellite equipment erected other than by us;
  - 2.3.2. outside walls, outside doors, door furniture, window sills, window frames and glass including necessary outside painting and decorating unless you must carry out these repairs under clause 3.23;
  - 2.3.3. internal walls, plasterwork, doors and door frames but not internal painting and decoration if you must carry out these repairs under clause 3.23;
  - 2.3.4. chimneys and flues but not including sweeping;
  - 2.3.5. pathways, steps or other means of direct access to the front or rear door of your Home (where provided by us);
  - 2.3.6. garages and stores (where provided by us); and
  - 2.3.7. boundary walls, gates and fences belonging to us.
- 2.4. We agree to keep in repair and proper working order any installations in your Home for space heating, water heating and sanitation and for the supply of water, gas and electricity, including kitchen and bathroom fixtures, sinks, baths and toilets.

# STANDARD TERMS AND CONDITIONS

- 2.5. We agree to keep the exterior of your Home and any other common areas in a reasonable state of decoration and normally to decorate these areas every seven years.
- 2.6. We agree to make good after any repair that we are responsible for.
- 2.7. **We are not responsible for any repairs or replacements needed to your Home if they are needed because of damage or neglect caused by you, anyone living with you, your visitors or pets.**

## INFORMATION ON HOUSING MANAGEMENT POLICIES

- 2.8. We agree to provide you with information Housing Legislation says we should give you about our housing management policies.

## INFORMATION

- 2.9. We agree to keep to the law in the Data Protection Act 1998 (as amended from time to time) including letting you look at information about you which we have on our computers or in any relevant filing system. You may also look at personal information held about you (except for information provided to us in confidence). You must pay a reasonable fee to us that will not be more than the maximum fee from time to time decided by Parliament. We will allow you to correct or record your disagreement with any information held by us.

- 2.10. We may disclose relevant information about you, members of your household and your visitors to your Home to other organisations for the purposes of preventing and investigating crimes and catching and prosecuting offenders or where disclosure is required by law.

## SERVICES

- 2.11. We agree to provide the Services (if any) listed in the Details for which you pay the service charge.
- 2.12. If we provide you with support services (indicated by a support charge in the Details) then those services may include the provision of general counselling and support in relation to all or any of the following:
- maintaining the security of the Home;
  - maintaining the safety of the Home;
  - standard of conduct required;
  - paying the Rent;
  - maintaining the Home in an appropriate condition;
  - giving up the tenancy at the appropriate time;
  - contact with others to ensure your welfare; or
  - other support services (excluding personal care). (The "Support Services").

# STANDARD TERMS AND CONDITIONS

## INSURANCE

- 2.13. We agree to insure your Home (including any fixtures and fittings belonging to us but not your own fixtures or fittings or personal belongings) against any risks (for example, fire) we reasonably believe we need to. We will not insure your furniture and personal possessions and we recommend that you make arrangements to insure these items.

## 3. TENANTS' OBLIGATIONS

### USE OF YOUR HOME

- 3.1. You agree to live in your Home as your only or main home and keep it secure. If you have a joint tenancy at least one of you must occupy the Home as your only or main home.
- 3.2. You agree not to use or to allow anyone living with you or visiting you to use your Home or the communal areas for unlawful, immoral or illegal purposes.
- 3.3. You agree not to operate a business at your Home without first getting our written consent (which we will not unreasonably withhold) and any planning permission that may be needed from the Council. You must pay any costs associated with you getting any planning permission that is required. Our consent can be withdrawn if the business disturbs your neighbours and you must then stop operating a business from your Home.

- 3.4. You agree not to fix to or show on your Home any notice, trade plate or advertisement without our written consent.
- 3.5. You agree to tell us in writing if you are going to be away from your Home for more than 4 weeks. We may conclude you have surrendered your tenancy if it is not locked or you are away for longer than 4 weeks without telling us.

### POSSESSION

- 3.6. You agree not to part with possession of or sub-let the whole of your Home.

### RENT

- 3.7. You agree to pay the Rent in advance every week on a Monday.

### NUISANCE & ANTI-SOCIAL BEHAVIOUR

You are responsible for your actions and the actions of your family, anyone living with you and your visitors in your neighbourhood.

- 3.8. You agree to ensure you, anyone living with you or your visitors do not engage in or threaten to engage in conduct in your Home or in the locality of your Home which is capable of causing nuisance or annoyance to any person who:
- (a) has a right to reside in or occupy housing accommodation owned or managed by us; or

# STANDARD TERMS AND CONDITIONS

- (b) has a right to reside in or occupy other housing accommodation in the neighbourhood of housing accommodation owned or managed by us; or
- (c) is engaged in a lawful activity in or in the neighbourhood of housing accommodation owned or managed by us; or
- (d) is employed in connection with the exercise of our housing management function, whether employed by us or not.

3.9. Examples of what you and persons living with or visiting you must not do, cause, commit or allow include (but are not limited to):

- harassment on any grounds;
- the use or threat of violence;
- racist language or behaviour;
- abusive or insulting words or behaviour;
- damaging or threatening to damage property belonging to another person or their home;
- writing graffiti and in particular graffiti which is abusive or racist;
- behaving in an offensive or irritating manner when drunk or under the influence of drugs;
- making noise which can be heard outside your Home including arguing, door slamming and loud music;
- using or allowing your Home to be used for prostitution, dealing in or the use of any illegal drugs;
- any nuisance or annoyance caused by pets including barking and fouling;

- dumping rubbish at your Home or in the locality;
- playing ball games close to someone else's home; and
- interfering with security precautions in communal blocks.

*We consider it to be a serious breach of your tenancy if you use illegal drugs, harass people or cause a nuisance. You would be at risk of losing your Home if you broke these conditions.*

## RACIAL & OTHER HARASSMENT

3.10. You agree not to cause, commit or allow anyone living with you or your visitors to commit any harassment including (but not limited to) harassment on the grounds of colour, race, sex, sexual orientation, age, gender, religious belief, culture, ability, physical or mental disability or lifestyle which is or is likely to interfere with the peace and comfort of, or cause offence to anybody.

## EMPLOYEE HARASSMENT

3.11. You agree not to threaten, intimidate, harass, cause alarm or distress or carry out any violent act and ensure anyone living with you or your visitors do not threaten, intimidate, harass, cause alarm or distress or carry out any violent act against any of our employees, agents or contractors, either when visiting you at your Home or in any of our offices or anywhere else.

# STANDARD TERMS AND CONDITIONS

## DOMESTIC VIOLENCE

- 3.12. You agree not to harass, assault, or mentally, physically or sexually abuse anyone living in or visiting your household.

## NOISE

- 3.13. You agree not to play, use or allow to be played or used in your Home or in the locality of your Home any radio, television, CD player, record or tape recording, amplifiers, loud speakers or musical instrument so loudly so as to cause or be likely to cause a nuisance or annoyance to other tenants, members of their household, visitors or adjoining occupiers at any time.

## PETS

- 3.14. You agree to keep any pets staying in your Home in conditions consistent with their welfare.
- 3.15. You agree not to allow any pets staying in or visiting your Home to cause a nuisance, annoyance, health and safety hazard or danger to other people.
- 3.16. Where you keep a pet you agree to provide and maintain suitable fencing, caging or other form of enclosure to prevent any pets living at your Home from straying into neighbouring or communal land.

- 3.17. You agree not to keep a dog if you live in a flat without our written consent unless a dog is provided to support your independent living (for example, such as a guide dog or hearing dog). Our consent can be withdrawn if the dog causes a nuisance annoyance, health and safety hazard or danger to other people.

- 3.18. You agree not to keep any animal in your Home which is classified as dangerous under the Dangerous Wild Animals Act 1976.

- 3.19. You agree to comply with and to ensure anyone living with you complies with the provisions of the Dangerous Dogs Act 1991. You also agree to ensure that your visitors comply with the provisions of the Dangerous Dogs Act 1991 when visiting you.

## HAZARDOUS MATERIALS

- 3.20. You agree not to use or store in your Home, shed or garage, any petrol, paraffin, liquid petroleum, or calor gas heaters or other highly flammable materials other than usual household goods (eg. for lawnmowers, barbecues etc.).

# STANDARD TERMS AND CONDITIONS

## INTERNAL REPAIR & DECORATION

3.21. You agree to keep the interior of your Home in good and clean condition and to decorate all internal parts of your Home as frequently as is necessary to keep them in reasonable decorative order. You shall not use textured coatings (artexing) on walls and ceilings.

*This means you should take reasonable care of your home.*

3.22. Where you live in a flat (unless it is on the ground floor) you agree not to install or lay any laminate or other types of hard flooring that increase noise transmission to the flats below.

## MINOR REPAIRS & MAINTENANCE

3.23. You agree to carry out minor repairs and maintenance to your Home including (but not limited to):

- the replacement of cracked and broken glass resulting from damage caused by you, anyone living with you or your visitors;
- the replacement of locks where keys have been lost;
- the replacement or refixing of hat and coat hooks, picture and dado rails, curtain battens and shelving;
- the replacement of WC seats (except where tenants are of pensionable age);
- the replacement of smoke alarm batteries (except for pensioners living in ground floor flats or bungalows);
- internal decorations; and

- replacement of shower rails and shower curtains

*Further examples of the minor repairs and maintenance that you are responsible for can be found in the Repairs Handbook.*

If you ask us to carry out any minor repairs for which you are responsible under this Agreement or if you fail to carry out minor repairs for which you are responsible under this Agreement you agree to pay our reasonable costs for carrying out the work.

## IMPROVEMENTS

3.24. You agree not to make any improvements, alterations or additions to your Home without first obtaining our written consent.

*See clauses 4.23 to 4.29, which set out your right to make improvements to your Home.*

3.25. You agree to comply with our reasonable conditions in relation to any consent given to you to make improvements, alterations or additions to your Home. You also agree to obtain any consents or certificates required by law (including but not limited to Building Regulations made under the Building Act 1984).

3.26. Improvements remain your responsibility and a good quality job must be completed. An improvement, alteration or addition includes (but is not limited to):

- installing central heating or a gas fire or any electrical work where Building Regulation approval is required;



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- erecting any structure in the garden of your home other than a wooden or glass shed;
- cutting down any tree or removing any hedge or making a vehicular access from the highway into the Home; and
- putting up any radio or television aerial or satellite dish.

3.27. You agree to make good after any improvement that you make under clause 3.24. You also agree to repair any part of your Home that you damage whilst making any improvement.

## GARDEN

3.28. You agree to keep your garden (including trees) or garage for which you are responsible tidy. This means that you must not allow your garden to be excessively untidy or overgrown.

If you fail to keep your garden or garage tidy, we may, after giving you 28 days' written notice, enter your Home and carry out any necessary work and charge you for the cost of the work done.

3.29. Where we have told you that a tree preservation order is in place in respect of trees in your garden and we have provided you with details of the conditions, you agree to comply with the conditions of the tree preservation order.

## DAMAGE & NEGLECT

3.30. You agree to make good or repay to us the reasonable cost of cleaning, replacement or repairing any damage done to your Home, or our fixtures or fittings or to the common areas caused by you or anyone living with you or your visitors other than fair wear and tear.

3.31. You must repay to us the reasonable cost of clearing stoppages in WCs, drains and water pipes where such damage or stoppage has been caused by your neglect, wilful act or default or that of anyone living with you or your visitors.

*This means that you must pay for the repair of any damage caused by you, anyone living with you and your visitors.*

## REPORTING DISREPAIR

3.32. You must report to us promptly any disrepair or defect which you are aware of in your Home or in the common areas that is our responsibility to repair.

# STANDARD TERMS AND CONDITIONS

## ACCESS

3.33. You agree to allow us and our authorised employees, agents or contractors access to inspect and carry out repairs, improvements or other works to your Home or your neighbours' homes as long as we give you notice in writing of our need to have access to your Home. We will normally give at least 48 hours' notice but you must give immediate access in an emergency. If we have to gain access in an emergency in your absence then we will ensure your Home is secured afterwards.

*This means that you must allow us and our contractors access to carry out annual gas safety checks and to test and service smoke alarms that are fitted by us and attached to mains electricity.*

3.34. You agree not to allow anyone into your Home who states they are acting on our behalf without first examining their identity card. *All of our employees, agents or contractors must carry with them a photo identity card.*

3.35. You agree to allow us and our authorised employees access to carry out review meetings of the support you receive in accordance with clause 2.12 (where appropriate).

## ASSIGNMENT

3.36. You agree not to transfer the Agreement by assignment unless:

- ordered to do so by a Court order; or
- you are exercising your right to exchange; or
- you are transferring the Agreement by assignment to a person who would be qualified to succeed you under this Agreement if you had died immediately before the transfer by assignment.

3.37. You agree not to accept or pay any money in connection with a transfer by assignment of the Agreement.

## OVERCROWDING

3.38. You agree not to allow more than the number of people allowed in law to live in your Home.

*Please ask us if you want to know the maximum number of people allowed in law to live in your Home.*

## LODGERS & SUB-LETTING

3.39. You agree not to part with possession or sub-let part of your Home except in the ways allowed in this Agreement.

# STANDARD TERMS AND CONDITIONS

## PARKING & VEHICLES

3.40. You agree not to park or allow anyone living with you or your visitors to:-

- park vehicles anywhere at your Home other than in a garage, car-port or on a suitably constructed hard-standing;
- park vehicles anywhere which causes a nuisance or obstruction;
- carry out major car repairs or park an unroadworthy vehicle on your driveway or in the locality of your Home;
- park at your Home or in the locality of your Home any commercial vehicle, caravan, boat or trailer or untaxed or derelict vehicle without our prior written permission;
- obstruct fire access points.

*This means that you must not keep mopeds, motorbikes or other vehicles inside your Home or on communal areas.*

We will remove vehicles in breach of this Agreement from our land and recover the cost of doing so from you.

## COMMUNAL AREAS

3.41. You agree not to obstruct the communal areas or cause a fire hazard. You must:

- not leave rubbish in communal areas;
- share responsibility for maintaining the communal areas in a clean and tidy condition with other residents; and
- always keep any outside doors closed.

## ASBESTOS

3.42. If you identify or believe there is asbestos in your Home, you must notify us and appropriate checks will be carried out.

## ENDING THE TENANCY

3.43. You agree to give us at least 4 weeks' notice in writing (expiring at 12 noon on a Monday) when you want to end the Agreement. If you give less than 4 weeks' notice you will still be responsible for 4 weeks' Rent. You must sign and date the notice and give us a forwarding address.

If you are joint tenants, only one joint tenant need give notice and this notice ends this Agreement for all joint tenants.

## WHEN YOU ARE MOVING OUT

3.44. You agree to give us vacant possession of your Home and return to us all keys for your Home before 12 noon on the Monday on which your Agreement ends.

3.45. You agree to remove all furniture, personal possessions and rubbish and leave your Home and our fixtures and fittings in a clean and lettable condition. Any items left in your Home after you have returned all keys to us or where your tenancy has ended may be sold or disposed of after attempting to give you notice. Our costs will be payable by you. Any money collected from any sale will be first credited against your rent account.

# STANDARD TERMS AND CONDITIONS

## SUPPORT SERVICES

- 3.46. You agree to accept the level of Support Services made available to you in order to ensure the necessary standard of independence is achieved.
- 3.47. You agree to meet with us to:
- agree your support needs;
  - identify the goals to be achieved (with the provision of that support);
  - agree a plan based on what you need to do to meet these goals; and
  - agree regular meetings to review and revise your support plan
- 3.48. A support provider other than us may provide you with some of the Support Services listed in Clause 2.12. If so, then you will be responsible for entering into a separate agreement with that service provider regarding the provision of those services. You will also be responsible for paying for that support in accordance with that separate agreement. Such payment will be in addition to any net rent, service charge or support charge which is payable in accordance with this Agreement.

## 4. YOUR RIGHTS & SECURITY OF TENURE

### YOU HAVE THE FOLLOWING RIGHTS

#### RIGHT TO OCCUPY

- 4.1. You have the right to peacefully occupy your Home without unlawful interference from us (Remember that we have a right of access which is set out earlier in this Agreement).

#### SECURITY OF TENURE

- 4.2. You have security of tenure as a secure tenant as long as you live in your Home as your only or main home unless a Court grants a possession or demotion order. We can only bring the Agreement to an end by getting a Court order for possession on one of the grounds summarised below and listed in Schedule 2 of the Housing Act 1985 (as amended by the Housing Act 1996) or by obtaining a demotion order.
- 4.3. We will only start possession proceedings after we have given you a written notice of our intention to seek possession. We will give you at least 4 weeks' notice of this. You will also be given the right to request a review of our decision to seek possession.

# STANDARD TERMS AND CONDITIONS

- 4.4. The granting of an order for possession by the court in respect of an Introductory Tenancy is **MANDATORY**, provided we have followed the proper procedure in relation to the service of notices upon you. This means that the court **MUST** grant us possession of your Home.
- 4.5. We agree that we will only serve a notice to recover possession of your Home if we believe you are in breach of one or more of the conditions contained in this Agreement and or we consider you have not been conducting your tenancy in the right manner.

## GROUNDS FOR POSSESSION

We can only ask the Court to end a Introductory Tenancy on one of the grounds summarised below:

- 4.6. **RENT**  
You have not paid the Rent which is due
- 4.7. **BREACHING THE TERMS OF YOUR AGREEMENT**  
Any one or more of the terms in this Agreement has been broken, or not kept to;
- 4.8. **DAMAGE TO YOUR HOME**  
You or anyone living in your Home has caused damage to, or failed to look after your Home or any stairs, lifts, gardens or other common areas which you can use under this Agreement and if the damage or failure is caused by someone who lives with you or your sub-tenant, you have not taken reasonable steps to get them to leave;
- 4.9. **NUISANCE**  
You or anyone living in or visiting your Home has been guilty of conduct causing or likely to cause a nuisance or annoyance to anyone living, visiting or carrying out a lawful activity in the locality or you have been convicted of using your Home for immoral, unlawful or illegal purposes or of an arrestable criminal offence carried out at or in the locality of your Home;
- 4.10. **DOMESTIC VIOLENCE**  
Your Home was occupied by you and your partner and one of you has left because of violence or threats of violence made by the other partner to him/her (or a member of his/her family who was living in your Home before they left) and the Court is satisfied that they are unlikely to return;
- 4.11. **DAMAGED FURNITURE**  
You or anyone living in your Home has ill treated any furniture provided under this Agreement causing it to deteriorate and in the case of ill treatment by a lodger or sub-tenant you have not taken reasonable steps to get them to leave;
- 4.12. **FALSE STATEMENTS**  
We were persuaded to grant you the Agreement as a result of a false statement made knowingly or recklessly by you or someone you encouraged to do so;

# STANDARD TERMS AND CONDITIONS

## 4.13. GETTING THE AGREEMENT UNDER A WILL OR INTESTACY

Where someone who is not your spouse or partner or otherwise entitled to become the tenant of your Home under this Agreement becomes a tenant under your Will or intestacy (Ground 6), but we will only begin possession proceedings on this ground before 12 months have passed since your death or, if a Court so directs, within 12 months after the date on which we, in the Court's opinion, became aware of your death;

## 4.14. ALTERNATIVE ACCOMMODATION

Suitable alternative accommodation is available for you or will be available for you when the order for possession takes effect but we will not ask for possession on this Ground unless we can show:

4.14.1. We intend within a reasonable time of obtaining possession to demolish, or reconstruct your Home and/or the building of which your Home forms part or carry out work on that building and it cannot reasonably do so without obtaining possession; or

4.14.2. Your Home has features which are substantially different from those of ordinary premises which are designed to make it suitable to be lived in by a physically disabled person who needs accommodation of a type provided by your Home and no person living in your Home needs that type of accommodation any more and we want your Home for such a physically disabled person to live in; or

4.14.3. Your Home is one of a group of homes which we usually let to people with special needs and there is a social service or special facility near the group of homes to help people with those special needs and no one with those special needs lives in your Home any more and we want your Home for a person who has those special needs to live in; or

4.14.4. You became a tenant by succession and you were not the previous tenant's spouse or partner but we will not use this ground unless your Home is bigger than you reasonably need and we start possession proceedings not sooner than 6 months nor later than 12 months after the previous tenant's death.

4.14.5. When deciding whether the alternative accommodation is suitable, we will take into account:

- the nature of the accommodation which we usually grant to people with similar needs; and
- the distance of the accommodation available from your or any members of your family's place of work or education; and
- Its distance from the home of any members of your family if it is essential for your well being or the well being of that member of your family for you to be near them; and



# STANDARD TERMS AND CONDITIONS

- your and your family's needs (as regards size of accommodation) and financial means; and
- the conditions of tenancy of the alternative accommodation and the conditions of the existing Assured Tenancy; and
- if we provided furniture, whether furniture is to be provided for use in other accommodation and, if so, the nature of the furniture provided; and
- whether it is reasonable in all the circumstances to ask for an order for possession.

## 4.15. EX EMPLOYEES

Where the Agreement was granted to you because you were employed by Cannock Chase District Council and you stopped being employed by us.

## ENDING OF SECURE TENANCY

- 4.16. We can end this Agreement by giving you 4 weeks' notice in writing. This will normally be by serving you with a "Notice to Quit."
- 4.17. If you wish to end this Agreement you will need to give us at least 4 weeks' notice in writing in accordance with Clause 3.43.

## RIGHT TO TAKE IN LODGERS & SUB-LET

- 4.18. You may take in any persons as lodgers as long as it does not lead to overcrowding and you do not grant any lodger a tenancy.

- 4.19. You may, with our previous written consent, sub-let or part with possession of part (but not all) of your Home.

- 4.20. When considering whether or not it is reasonable to withhold consent we will take into account whether the consent will lead to overcrowding and/or whether we intend to carry out works which will affect the accommodation the sub tenant is going to use.

- 4.21. We will not attach any unreasonable conditions to our consent and, if we do, we will be treated as having given consent unconditionally.

- 4.22. We will, if we refuse consent, give you a written statement of our reasons for refusal. Where we neither give or refuse consent within one month we will be treated as having withheld our consent.

## RIGHT TO MAKE IMPROVEMENTS

- 4.23. You may make improvements, alterations and additions to your Home as long as you have first obtained our previous written consent and all other necessary approvals (for example, planning permission or Building Regulations approval).

- 4.24. If there is a dispute about whether we have unreasonably withheld our consent it will be for us to prove we did not.

# STANDARD TERMS AND CONDITIONS

4.25. When considering if we were unreasonable to withhold consent the factors to be taken into account will include the extent to which the improvements would be likely to:

- make your Home, or any other property less safe for occupiers.
- cause us to incur expenses which it would not be likely to incur if the improvement was not made; or
- reduce the price your Home would fetch if sold on the open market or the rent we would be able to get on letting the Home.

4.26. We will, if we refuse consent, give you a written statement of our reasons for refusal.

4.27. Where we neither give nor refuse consent within 56 days we will be treated as having withheld our consent.

4.28. We may make our consent subject to reasonable conditions. If there is a dispute as to whether or not any of our conditions are reasonable it is for us to prove they are. If you do not satisfy all or any of our reasonable conditions you will be in breach of this Agreement.

4.29. Our consent may be validly given even if it is given after you have made the improvement.

## RIGHT TO COMPENSATION FOR IMPROVEMENTS

4.30. You have the right to reasonable compensation for improvements at the end of this Agreement.

## RIGHT TO REPAIR

4.31. You have the right to have repairs carried out to your Home under Section 96 of the Housing Act 1985 (as amended) and Section 135 of the Housing Act 1996 (as amended), and the Regulations under those Acts apply to this Agreement.

4.32. This means that where we or our contractors fail to carry out certain types of repairs in specified time limits you can require us to appoint another contractor to carry out those repairs and you then have a right to compensation if that second contractor does not carry out the repairs within the specified time limits set out in the law that applies at the time of your claim.

## RIGHT TO CONSULTATION

4.33. We will consult you before making changes in matters of housing management or maintenance which are likely to have a substantial effect on you. We will inform you of our proposals and give you a chance to tell us what you think of our proposals before we make a decision on whether or not to go ahead with those proposals.

# STANDARD TERMS AND CONDITIONS

## RIGHT TO INFORMATION

4.34. You have a right to information from us about the terms of this Agreement and about our:

- repairing obligations;
- policies and procedures on tenant consultation, housing allocation, transfer and equal opportunities; and
- principles for fixing rents.

4.35. You also have the right to be provided with information about our performance.

## SUCCESSION TO HUSBAND, WIFE OR PARTNER

4.36. On your death, and as long as you did not become a tenant by succession, the Tenancy will automatically pass to your husband, wife or partner if he/she lives in your Home as his/her only or main Home when you die, or for the period of twelve months before your death.

4.37. You become a tenant by succession for the purposes of this Agreement if:

- You became the tenant when your husband, wife or partner died because
- you lived in your Home as your only or main home when he/she died; or
- you became the tenant under the will of, or inheritance laws which applied to, a previous tenant; or
- you were a joint tenant and became a sole tenant when the other tenant(s) died

4.38. We agree to accept and treat anyone who was living with you twelve months prior to your death as a partner, including a same sex partner as your husband or wife.

## SUCCESSION TO MEMBERS OF FAMILY

4.39. On your death, as long as you did not become a tenant by succession, if you have no husband, wife or partner or they do not want the Agreement, we will grant a new tenancy on the same terms and conditions as your Agreement to a member of your family who lived with you during the 12 months just before you died as long as they make a claim within 3 months of your death.

4.40. Someone who is a member of your family includes your husband, wife or partner (including a same sex partner), and your parent, grandparent, child, stepchild, grandchild, brother, sister, uncle, aunt, nephew or niece whether by blood or marriage.

4.41. If there are two or more members of your family who qualify to be granted a new tenancy they can either agree who is to get the tenancy or we will decide for them.

4.42. If there is no person who qualifies to succeed to your tenancy, then your Introductory Tenancy ceases and the tenancy will become a mere contractual tenancy and we will terminate the tenancy by giving the appropriate notice.

# STANDARD TERMS AND CONDITIONS

## RIGHT TO BUY

4.43. To qualify for the Right to Buy you must be a Secure Tenant pursuant to the Housing Act 1985 (as amended). Therefore, as an Introductory Tenant you are NOT able to exercise your right to buy. However, if/when you become a Secure Tenant you may at a later date be eligible to apply to purchase your Home provided you are a “qualifying person” under the various Right to Buy Legislation. The period of time that you were an Introductory Tenant will also count towards the relevant qualifying period.

## RIGHT NOT TO HAVE RENT INCREASED ON ACCOUNT OF YOUR IMPROVEMENTS

4.44. If you lawfully make an improvement under your right to do so in this Agreement and have paid the whole or part of the costs of that improvement, we will not, at any time you or your successor is a tenant of your Home, increase the Rent on account of that part of the improvements for which you have paid.

## WHAT TO DO IF YOU HAVE A COMPLAINT

We are committed to providing services that meet your needs and recognise that on some occasions your expectations may not be met and this can result in complaints being received.

The positive and efficient handling of complaints is essential. When complaints are received, we will aim to resolve them as quickly and effectively as possible, within set timescales and to the customer's satisfaction.

We have a formal Complaints Procedure to support this policy. This is designed to be easily accessible and fair to customers and easy to understand. If you are not satisfied with the way the investigation of the complaint has been conducted or the outcome, ultimately you have the right to complain to the Local Government Ombudsman. However, we anticipate this right will be used as a last resort following the conclusion of our own internal procedures.

Further details of our Complaints Procedure are contained in your Tenants Handbook or you can get a copy of them from the address in the Details at the front of this Agreement. If we fail to comply with this procedure or you remain dissatisfied you can obtain advice from your local Citizens Advice Bureau or a solicitor.

## USE OF DATA HELD BY THE COUNCIL

We are required under section 6 of the Audit Commission Act 1998 to participate on the National Fraud Initiative (NFI) data matching exercise.

Tenancy related data will be provided to the Audit Commission for NFI purposes and will be used for cross system and cross authority comparison for the prevention and detection of fraud.

Data held by this Council in respect of your housing application will be used for cross system and cross authority comparison for the prevention and detection of fraud.

Sample

Sample



Sample

This document can be provided in Braille, on audio cassette tape/disk,  
**large print** and in the following languages on request to  
Cannock Chase Council on 01543 462621.

Bengali, Gujarati, Chinese, Urdu, Punjabi and Polish.

আপনি অনুরোধ জানালে এই কাগজপত্রগুলোর বাংলা অনুবাদের ব্যবস্থা করা যেতে পারে।

如有要求的话我們可將此文件翻譯成中文

વિનંતી કરવાથી તમને આ દસ્તાવેજ તમારી માતૃભાષામાં મળી શકે છે.

ਜੇ ਤੁਸੀਂ ਚਾਹੋਂ ਤਾਂ ਇਹ ਪਰਚਾ ਤੁਹਾਡੀ ਬੋਲੀ ਵਿੱਚ ਮਿਲ ਸਕਦਾ ਹੈ

یہ دستاویز آپ کی زبان میں، گزارش پر دستیاب کی جاسکتی ہے۔

Ten dokument jest dostępny na żądanie w twoim języku

? =  01543 462621