




Conditions of Tenancy

		
1.	• תוכנית לימודים	
2.	לימודים מתמטיים	
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10.	לימודים מתמטיים	
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1 .	לימודים מתמטיים	

2.6.2 We built or adapted the property for a physically disabled person or individual with a disability different from an adapted home and do no longer need the type of home and we need the property for someone else with a specific need.

2.6.3 You have exceeded the tenancy and the property is larger than your need.

A demoted tenancy is a tenancy which has been converted from a full tenancy to a demoted tenancy by a court order under section 8 of the Housing Act 1988. The demoted tenancy will last for 12 months unless it is terminated by a notice. If a notice has been issued to the demoted tenancy holder within 12 months, after which time there has been no further breach of the condition, it will become a full tenancy again.

If there has been a further breach, it will end the demoted tenancy.

NOTES

- We may seek to report the property if someone has given false information on our behalf to obtain the tenancy.
- If you leave your home intending to go abroad, we may consider the property 'abandoned' and may take steps to end your tenancy and regain possession of the property. You may be entitled to another property elsewhere.
- We may refuse to permit other people to live in the property if we think they may break the condition in the agreement or they have already done so because of their behaviour. We will give you reasons for our decision.
- Joint tenancies are joint and individuals are responsible for meeting the tenancy's condition under the Condition of Tenancy.
- We will take action to report our property if you are living in the property as your only or principal home. If you are living in the property as your only or principal home, we can report the property to the County Court following the service of a Notice to Quit.



.1 We will continue to work with you to ensure a significant change to the management and maintenance of your home. We do this through a variety of mechanisms which may include consultation with you, your group, holding liaison board, tenants' and residents' associations and tenants management organisations. All tenants are encouraged to join recognised associations/organisations. There are a variety of other associations which can become involved in consultation and monitoring services, depending on how much time you have available, for example, completing forms, correspondence by email, telephone conferencing, e-meetings, meetings, door knocking and tenants meetings. Your local housing team will give you information about existing organisations or advice on setting up an association if there are none in your area.

.2 We will keep in repair the exterior and exterior of your home (including drains, gutters and external pipes).

We will keep in repair and proper working order the installation in your home for the supply of gas and electricity and for sanitation (including bath, sink, basin and toilet), convenience, boiler, fire, fitting and appliance for making use of the supply of gas or electricity).

We will keep in repair and proper working order the installation in your home for space heating and heating gas.

We will keep in repair any step or path which is an essential means of access to your property.

NOTES

If we do not meet our responsibilities we are also in breach of the tenancy agreement. You can:

contact a housing officer
or a complaint procedure
You can obtain details from a
neighbourhood or housing office
contact your local councillor
write to the Local Government
Ombudsman. You can obtain
details from:

The Local Government
Ombudsman
PO Box 4771
Colchester
CV4 0EH

obtain advice from a housing
advice centre, solicitor, law centre,
Citizen Advice Bureau or
community housing/
reference centre.

You must keep in repair any garage, shed, outbuilding or additional fencing for which you are responsible.

In certain circumstances, if we do not carry out repairs within a reasonable time, you have the right to ask us to get another contractor to carry out the repair. This is called Right to Repair. If the second contractor does not carry out the repair on time, you may be able to claim compensation. You should contact the contact centre, housing advice centre, a solicitor, law centre or Citizen Advice Bureau for more information.

Continued on page 10

- We will keep in repair any boundary fence or wall we have provided. Other than repair to make them safe, we may repair them as part of a programme of planned repair work. We may remove broken fence or wall we have provided rather than repair them.
- We will keep in repair any garage, shed, porch or outbuilding we have provided which is situated within the boundary of the property, a long a leasehold economic interest. We reserve the right to remove the structure when, in our view, they are beyond economic repair.
- In flats and maisonettes, we will keep in repair all entrance, hall, staircases, lifts, rubbish chutes, lighting and other parts for common use.
- We will keep common areas free from obstruction and items made from material that do not meet fire safety standards.
- .10** We will remove associated rubbish and building material from our property after repair work has finished.
- .11** We have no responsibility in relation to, or improvement of:
 - ventilation
 - heating
 - insulation
 - internal plasterwork
 - electrical appliances and fittings
 within your home, unless you are required to do so above a certain noise level or to fulfil any other provision.
- .12** We are not responsible for condensation or the effects of condensation, unless it arises from a breach of our repairing responsibility or a failure of a water repairing obligation (see section 7 for further information).

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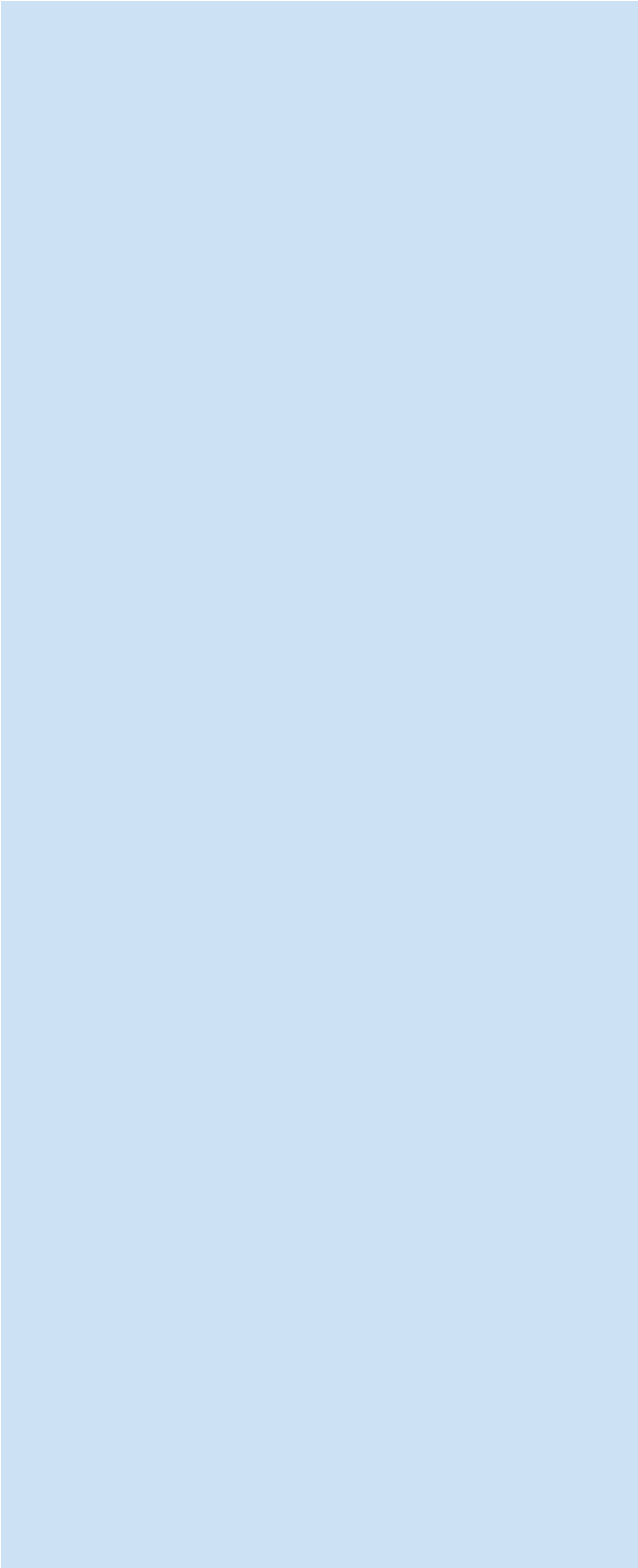
- In certain circumstances you may be entitled to a discount from the help to buy scheme or a mortgage obligation. Please contact your local housing team for advice.

.1 We will keep in good repair and furniture
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.1 This agreement is on the right



This includes reinvestment of an authorised alteration or has been made in the proper way. If you do a sign, you must make it beforehand and clear any debt owed to the landlord. You must leave the property clean and in a good state of repair. Please contact your local housing team for further information.

- You have the right to see your policy on housing. Please contact your local housing team for information.
- You have the right to have certain repair (known as a qualifying repair) done within a certain time limit. If you do not carry out a qualifying repair within the time limit, you can ask to arrange for another approved repair partner to do the work. If this repair partner fails to do the work, you may be entitled to compensation.
- You can carry out certain improvements to your home. You must obtain your written permission before you start making any change.
- You have the right to be consulted about any proposal for change to the way a council manages, maintains, improves, demolishes, sells or transfers council homes, or change to do with services or facilities for council tenants. This right to be consulted does not, however, apply to rent, charges or service charges levied by the council.

.10 If you move and you have been allowed to improve your home, you may be entitled to some compensation. Please speak to your local housing team for further information.

.11 You have the right to see information held about you that is covered by data protection legislation. We may charge you a reasonable cost for providing this information.

SECURE TENANTS ONLY

- You have the right to take in a lodger.
- You have the right to sub-let part of your home, but you must obtain your written permission first. You must not sub-let the whole of your home.
- You have the right to change your home in another Birmingham City Council tenanted or a council tenanted from another council.

You can only change your home in another tenanted if:

- both you and the other tenant are both living in England or Wales
- both you and the other tenant have your written permission from your landlord.

We may refuse an exchange if you do not meet certain conditions. If you exchange your property into your written permission, you will require to move back to your original home. If you fail to do this, you may go to court and ask for you to be evicted. If you have made an authorised improvement or modification to your home, you must put the property back into its previous state or open a new tenancy before you will give permission to exchange.

- In certain circumstances, you have the right to buy your home. Please speak to the Home Sale Team for more information.

NOTES

- Information of a personal nature given by a person, for example, applying for a council property, council house transfer or another service provided by, or essential to enable to provide the housing service required by a tenant and landlord.
- Personal information shall also be either be retained in or computerised and/or held in paper record. Whichever a, or personal information is processed under the provision of data protection legislation.
- You should be aware that there are occasions where or personal information may be disclosed to other bodies/organisation in accordance with your role as a landlord.
- It is important to be aware in all matters relating to disclosure of information that you will be exercising discretion when dealing with an enquiry of a personal nature, whilst maintaining the maximum amount of confidentiality for our customer as prescribed under the terms of data protection legislation.
- Where a request for information is required which is outside of the provision of the legislation, you will also seek the approval of the individual concerned before an action is taken.



- .1 You must pay the rent and all other charge for the property on time throughout the whole period of your tenancy, including any period that you are absent from the property. Other charge include, for example, electricity charge, charge for heating, charge for garage and other services.
- .2 You must pay your rent weekly, or another interval which we agree. You can pay monthly arrangements through your bank.
- .3 During any payment holiday period, if you owe rent or other debts, you must make a minimum payment of at least 10% of your weekly rent plus any other arrangements agreed. If you pay or arrears by direct debit we reserve the right to adjust your direct debit collection amount during each of the payment holiday.
- .4 If you are a joint tenant you are jointly and severally responsible for all the rent and all other charge when you are due. This means that if the other joint tenant in your tenancy do not pay their share of the rent and charge, you must pay all the rent and other charge.
- .5 If you are a housing benefit claimant a method of payment may be agreed for all of your rent. You must tell the Benefits Service and a housing officer immediately of any change which may affect your entitlement to Housing Benefit.
- .6 If you stop your tenancy and do not pay your rent we reserve the right to refer you for special debt and welfare benefit advice in accordance with our prior consent.

NOTES

- .1 Some tenants pay for electricity in their rent. For example, concierge or care taking. We will tell you if this applies to you.
- .2 You are responsible for filling in your housing benefit claim form and of advising us if your circumstances change. If you are not sure about how to fill in the form, you can approach your neighborhood office, Citizens Advice Bureau or community housing/advice centre.
- .3 If you have difficulty paying your rent please contact your housing officer, local neighborhood office or Citizens Advice Bureau. You may be entitled to housing benefit or other benefits. We will do all we can to advise and help you.
- .4 We will give you 28 days notice of any change in rent.
- .5 A money judgment order may affect your ability to obtain credit in the future.
- .6 If you are evicted for rent arrears, you are not automatically obliged to re-hire you. A moral obligation to re-hire you may be re-hired by another landlord.
- .7 If you are in arrears in your rent this may affect your prospects for re-hiring.
- .8 If you have rent arrears and would like to move home, your housing officer will discuss paying your rent arrears with you.

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- .12** Yo m - make and keep o an arrangemen- o re pa o her co - ch a rechargeable repair , co rno -, reco erable ho ing benefi- and ppor- charge .

- .1 We may deduct certain money from the Housing Service from any money you have owed to the council.
- .1 If you have arrears, this may affect your eligibility for a transfer to alternative accommodation or receive an offer of alternative accommodation.
(See notes **g. h. and i.** on pages 15 and 16)
- .1 We will make a reasonable administrative charge for providing credit reference for you. We will not provide a reference until this charge has been paid in full.
- .1 If you owe money for rent or other charge when you leave the property, you must make arrangements to pay the debt and provide your current address to allow us to contact you. You may not be able to have another council home until you do. This may also affect your prospects to be rehoused by another landlord. If you do not repay debts we will take legal action to recover debts and/or may refer debts to a debt collection agency.

NOTES

- You, and an joint tenant, are responsible for your behaviour, the behaviour of your children and an one eliminating or reducing noise, while you are in your home (including shared areas such as landing, staircase, foyer, lift, corridor, garden and parking area) or in the local area. The local area includes the whole of the estate/area the property is on, including private roads or housing association properties, local shops and/or amenities serving the local area. If you, an joint tenant, an one eliminating or reducing noise cause anti-social behaviour, we will take action.

6.1.6 Use or permit an one else to use the property for an criminal, immoral or illegal purpose, including selling or buying unlicensed firearm or using firearm, weapon or illegal drug, or buying or handling stolen goods.

6.1.7 Use threatening behaviour, domestic violence or abuse (including but not restricted to physical, psychological, sexual, financial or emotional abuse) towards an one living in the property.

6.1.8 Intentional damage property. If intentional damage to the council's property, the ill seek compensation, using the correct procedure.

2 If you, or your family or friend behave antisocially we will take action to help you. This may include going to court to ask for an order. This may include going to court to ask for an order. This may include going to court to ask for an order.

6.4.1 The following will all be classified as anti-social behaviour:

- Using or threatening violence.
- Using firearm and/or other weapon.
- Racist behaviour, including literature, letter or verbal abuse.
- Having crime, for example because of a person's colour, race, sexual orientation, gender, religious belief, age, disability or mental illness.
- Prostitution.
- Dealing in pornography.
- Criminal activity in properties.
- Illegal drug and alcohol abuse, substance misuse, drug dealing, growing or processing drugs in or on premises or manufacturing them.
- Verbal abuse and offensive gestures.
- Domestic abuse including child abuse.
- Damaging property including car and bike.
- Arson or attempted arson.
- Dumping rubbish and furniture.
- Flipping.
- Putting offensive material through letterbox.
- Writing and painting graffiti.
- Causing a nuisance in life and communal area, for example fouling communal area or blocking channels.
- Storing or repairing an engine which are powered by petrol, diesel or paraffin in hared area.
- Throwing things off balcony or roof into.
- Breaking hared enclosure, for example allowing danger to get into the building.
- Blocking communal area.
- Playing ball game in area where it is prohibited.
- Jo riding.
- Making malicious or threatening telephone call, sending malicious or threatening letter, email or message or using similar form of

6.4.2 The following is anti-social behaviour when it causes a nuisance:

- Not exercising adequate parental control.
- Making loud noise.
- Banging and slamming door.
- Playing ball game close to people's home or building.
- Skateboarding, roller-skating and cycling on footpath, balcony and communal area.
- Being drunk in public.
- Excessive barking of dog or dog fouling in communal and public area.
- Not keeping pet under control.
- Making unfounded complaints.
- Carrying out DIY and noticeable hours.
- Noise nuisance caused by other means because of the use of laminate or wooden flooring in flat above ground level.
- Riding motorbike, quad bike, or moped on estate.

- **Anti-social behaviour complaints**
Anti-social behaviour complaints are categorised according to the criteria of the complainant. The classifications are:



NOTES

- .1 You must repair, renew or replace a necessary part of the structure, in relation, fire or fixing in side or outside the building where damaged by you, a member of your household or someone who has been allowed into the property, including children.
(See note **d.** on this page)
- .2 You are also responsible for repairing, renewing or replacing the following items:
 - fire
 - cupboard catches and handle
 - keyhole door and window lock
 - plumbing and chain window, balcony and balcony
 - TV aerial
 - surface damage to internal plaster work
 - pelmet, curtain and picture rail
 - gate and shed latch, bolt and catches
 - lagging and other insulation material
 - broken or cracked glass in an internal door or window.
(See note **d.** on this page)

- If the contractor cannot repair, you are responsible, we will charge you a reasonable cost including administration costs.
- If you fail to carry out repair for which you are responsible, we may give you 28 days notice to do so. After this, we will carry out the outstanding work and charge you for doing so.
- If you do not pay, we may require someone to digemend order again to which could affect your ability to obtain credit in the future.
- You must have repair work carried out by a competent and suitably qualified person. We reserve the right to inspect repair after completion.
- We will maintain communal TV aerial in flat and maintain.

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- 7.2.1 We may recharge you for external reglazing when no crime reference number can be provided.

NOTES

- The following items will be provided at the cost of owner. After having initiated responsibility to repair or replace them:
 - door handle and latch
 - balcony and balcony, bath, shower and kitchen work surface
 - cylinder jacket here the hot water tank in non-pre-installed
 - staircase chain/handle
 - drawer handle
 - door number and letter plate
 - glazed tile around the bath, balcony, shower and sink
 - carpet
- You are responsible for carrying out the following activities:
 - bleeding radiator
 - cleaning and removing lime scale from bath, sink, balcony and showerhead
 - lubricating hinge and lock
 - adjusting door when you have new carpet fitted.
- You are responsible for the safe keeping of keys for door and window lock and the provision of additional lock. You are responsible for replacing keys, lock or fob when they are lost or stolen or when you get locked out.
- You must make reasonable steps to avoid moisture building up (condensation) within the property and causing damage.
- You must keep in repair any garage, shed, outbuilding or additional fencing for which you are responsible because you have provided it yourself.
- You, your friend and relative and another person living in or visiting the property (including children) must not cause damage to any council-owned building or property.

- We will replace the item if it is necessary as part of a major repair or we are required to do so as a result of our statutory obligation.
- If you have circumstances which make it difficult for you to carry out a repair for which you are responsible, please contact your local neighborhood office, local housing team or Citizen Advice Bureau. We may be able to do the repair and charge you a reasonable cost or advise you of a voluntary agency that may be able to help.
- In relation to moisture building up, reasonable steps include the following:
 - keeping the property well ventilated, in particular in the bathroom and kitchen at a rate of bathing, drying, indoor drying of clothes and cooking. This means opening windows and doors and using an electric mechanical extractor fan.
 - you must be in your property not using an open flame heater, paraffin heater or other appliance that generates moisture into the property and after ensuring no blocking or obstructing air vents or other means of ventilation.
 - keeping the property efficiently heated by using a heating system provided in your property.
 - not overcrowding your property.
 - preventing damage to food, drink and plaster work by regular wiping down and drying any surface and indoors here moisture ends. If mold grows, you must clean it off using a fungicidal solution.

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NOTES

making reasonable steps to prevent head loss, such as fitting draught excluder strip to the leverbo, external door and window frame.

If you have a burst pipe, put something under the leak to catch the water, turn off the water supply at the stop-tap and telephone the Contact Centre.

We will advise you of the location of the stop-tap and the location of our men. If you need an further advice, please contact your local neighbourhood or housing office.

Gas appliance must be installed by a registered gas fitter. A call to your local housing office for advice.

We advise you to insure the contents of your home. A call to your local neighbourhood or housing office for advice on your insurance scheme for tenants.

You must make reasonable steps to prevent pipe freezing in winter, particularly by insulating heating pipes where provided in your property.

You are responsible for properly and adequately installing and repairing a washing machine, dishwasher or tumble dryer, and for arranging a replacement pipe work where necessary be required. This includes water supply pipe, electrical and any related electrical connection and connecting any gas appliance to it. If you do not properly and adequately install a washing machine or tumble dryer and damage is caused to a main, you must pay the cost of the repair. We may also be required to order an injunction or a grant of possession of your home.
(See notes **k** and **n** on this page)

10 You must make reasonable steps to prevent blockage of a pipe (for example a sink, bath or toilet) or external drain and to remove any blockage if it occurs. You must also clean any blockage in your washing machine, dishwasher or tumble dryer. If you do not make reasonable steps to prevent blockage of a pipe, you must pay the cost of the repair. We may also be required to order an injunction or a grant of possession of your home.

11 If you have an open fire, you must keep and keep clean and clear chimney and fireplace.

12 You are responsible for any repair, patch or painting that is necessary as a means of access to your property.

1 You must not make any change to the structure of the property, including fire, fitting, door, boundary fence or wall or anything connected with the provision of services to the property without prior written permission from us. If you get permission, you must meet certain conditions that must be met.

NOTES

- If you do make change into your permission, you may be the property holder and charge of a reasonable cost for doing so.
- If you give your permission for structural change, you will need to find out if planning permission is needed and obtain it if necessary. You will also need to follow building regulation.
- This includes all outgoing and electrical appliance.
- We will maintain main operated smoke detector that you have provided.
- If you carry out the work in either of the cases, you may charge of the cost of the extra work incurred.
- †. You may connect a hood or are a part of a repair for which you are responsible.

- .1 You may not fix an aerial or aerial cable to the property without your written permission and the relevant planning permission. You may arrange the removal of the aerial cable to carry out repair or when they are no longer required or when it is no longer required. (See note o. on page 24)
- .1 Any work to be done on or to the property must be carried out by a competent and suitably qualified person. If the find work has been carried out in a way that causes damage to the property or danger to someone, you will be liable to have the problem remedied. If the problem is not remedied, you may remedy the problem and charge of a reasonable cost for doing so. (See note r. on this page)
- .1 You are responsible for repairing and maintaining all improvements and fixtures and fittings on all the property.
- .1 You may not remove or disconnect a main-operated smoke detector that you have installed.
- .1 You may maintain a battery-operated smoke detector.
- .1 You are responsible for repair which you should not have been notified if you had given notice about another repair. You are responsible for repair which either you should not have been notified or you should not have been notified if you had given notice earlier. (See note t. on this page)

7.20

7.20.1

7.20.1 We cannot repair our property if you have contacted us and we think you are wrong. We cannot accept any liability for repair of your property if you have contacted us. This applies to your home and to communal areas.

7.20.2 When contacting us about a repair, you should think it may be responsible for, or may describe the problem and where it is, how long it has been there and how it has affected you.

7.20.3 If you do not contact us about a possible defect, we will not accept any liability if you have given appropriate notice for the defect and carry out any work that may be needed.

7.20.4 We may use an arbitration tribunal panel to resolve certain disputes between you and us. If either you or we have referred a dispute to arbitration, both of us must keep the decision of the arbitration tribunal. The arbitration tribunal's decision can be enforced in the courts.

NOTES

- You must contact us as soon as you are aware of a problem and notify us.
- If you are aware of an material damage to health, safety, or a broken electrical equipment which is dangerous and are responsible for maintaining, please telephone the Contact Centre.
- When calling us about a problem, you must make clear how and when we can contact you in response (for example, give us an alternative home or work telephone number).
- Further details of landlord's responsibilities and tenants' responsibilities for repair are explained in our handbook.

7.21

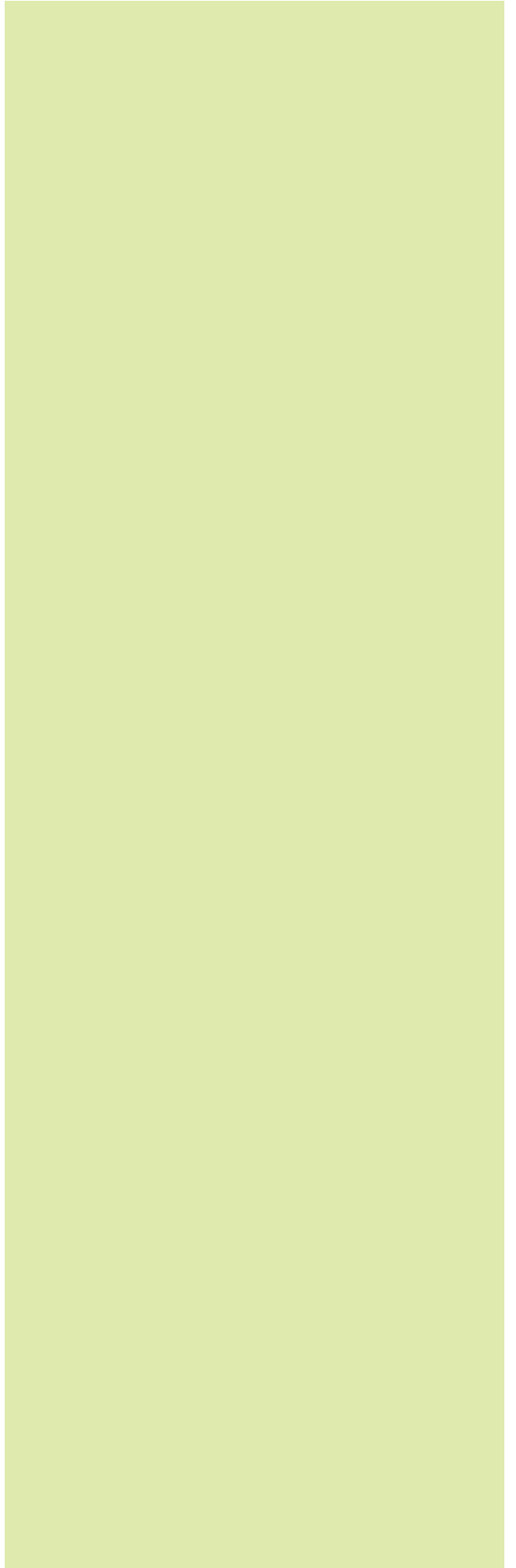
Receiving a receipt

7.21.1 When you report a repair for which you are responsible, you will give the contractor a receipt. The receipt will include the job reference number and an agreed appointment time.

7.21.2 If the repair appointment is not kept, you should telephone the Contact Centre.

NOTES

- You must keep the receipt as confirmation of your request for a repair.
- If you do not receive a receipt for a repair you have reported, telephone the Contact Centre.
- The Right to Repair Regulation provides that in certain circumstances, if you do not carry out repair within a set time, you can ask to arrange for another contractor to do the work. If the second contractor does not carry out the repair on time, you may be able to claim compensation. You should contact the contact centre, neighborhood office or Citizen Advice Bureau for more information.



7.22.6 If something is damaged as a result of our repair, or if you notify us in writing within a period of 28 days from the time it was damaged or from the time our fire became aware it was damaged. (See notes **h.** and **i.** on page 28)

7.22.7 We will remove all associated rubbish, building material and equipment from our property after repair work has been completed.

7.22.8 We will r



- 1 You, your friend and relative and another person living in or visiting the property (including children) must:
 - 8.1.1 Take reasonable steps to keep the property, garden and communal area free from rats, mice and other pests. (See note a. on this page)
 - 8.1.2 Keep the property, garden and communal area clean and free from rubbish and/or refuse and of good order. If you don't, we will charge you for any work we need to do because of this, such as removing rubbish. If you do not pay, we may require a money judgment order. This could affect your ability to obtain credit in the future.
 - 8.1.3 No litter or personal belongings or rubbish in hared areas, hall and landing. We will remove anything you leave in the area and charge you for the work. (See note b. on this page)
 - 8.1.4 Keep the property, garden and communal area free from bad smells. (See note c. on this page)
 - 8.1.5 Keep all hared area free from obstruction.
 - 8.1.6 Telephone the Council Centre immediately if the drain of the property become blocked. (See note d. on this page)
 - 8.1.7 Dispose of household rubbish in the appropriate area, for example using the refuse chutes in multi-store flats, placing rubbish in communal refuse bin, or leaving it outside your home on the correct date for the refuse collection. (See note e. on this page)
 - 8.1.8 No dumping rubbish or flammable.

NOTES

- You must tell Environmental Services (pest control) or your neighborhood or housing office immediately if your home become infested with rats. They will also give advice and guidance on other pests.
- If the mouse infestation, you will not be responsible for any loss or damage.
- Bad smells do not include cooking smells.
- We will clear blocked drains as soon as possible. If you have caused the blockage by not using the drain properly, for example, by pouring fat or grease down the sink or toilet or flushing inappropriate animal items or nappies down the toilet, you will charge you a reasonable cost for the work.
- We can give you advice on where to place your weekly refuse and how to dispose of bulky items.



- 9.1 For health and safety reasons, for your friend and relative and another person living in or visiting the property (including children) must not:
 - 9.1.1 Use portable oil (e.g. oil-filled radiator), paraffin or gas cylinder heater in a flat.
 - 9.1.2 Store inflammable material or gas in the property, garage, or the garden.
 - 9.1.3 Store or repair an vehicle which are powered by petrol, diesel or paraffin in a shared area.
 - 9.1.4 Store an appliance which are powered by petrol, diesel or paraffin in the property, e.g. lawnmower and garden trimmer.
 - 9.1.5 Interfere with an equipment which is there for health and safety purpose, for example, for detecting or putting out fire in the property, door entrance and closed circulation.
 - 9.1.6 Damage or overload lifts.
 - 9.1.7 Do anything in the property which could cause a danger to anyone in the property or in the local area. (See note e. on this page)
 - 9.1.8 Throw anything through the window of the property or from balcony.
 - 9.1.9 Smoke in the internal common area of an building or allow other member of our household or visitor to our property to do so.
 - 9.1.10 Smoke in our home when we are in it. (See note f. on this page)

NOTES

- If you have a portable oil (e.g. oil-filled radiator), paraffin or gas cylinder heater in another type of property, you must obtain our written permission first. Our written permission will not be necessary if held.
 - We advise you to fit a smoke alarm in the property and to check it regularly and replace the batteries when necessary.
 - If you have a powered mobility vehicle, for example, a mobility scooter which you use in a common area, please contact your local housing team to discuss a safe location to leave it.
 - We will give advice on any problem related to health and safety.
 - This may include storing large quantities of inflammable material in a paper.
 - We will not smoke in our home when we are in it.
 - Please contact the Community Drugging Team for further advice on the safe disposal of drugs and medical waste.
 - Always make sure our callers are before you leave in our home.

- 9.1.11 Block, obstruct, create or leave an hazard on an landing, corridor, stair well, lift, change room, fire escape, park area or other communal area or ledge open an fire or electric door .
 - 9.1.12 Leave edging in area where people in the local area may come into contact with them. Signage may be displayed if safe .
(See note g. on page 31)
 - 9.1.13 Leave an object or don't know in the shared area , for example, in multiple block where there are external locked door .
 - 9.1.14 Place anything on a window ledge or balcony which could be a danger to anyone living in the property or in the local area.
 - 9.1.15 Shake mats or carpets from the window or balcony .
 - 9.1.16 Feed wild pigeon or quail outside the property or on balcony .
 - 9.1.17 Park vehicle in area reserved for emergency vehicle .
 - 9.1.18 Delay calling the Council Centre about any damage to the property.
- **2** You may advise if the gas or electric meter has been removed or tampered with by anyone.
 - . Periodically you may be required to advise of the energy supplier who is registered with for gas and/or electricity.

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- When considering haai rea onable and iable, e ill ha e regard e (among oher hing):
 - The epe and ie of o r pe
 - The epe and ie of o r home
 - The n mber of people li ing in o r home
 - acce e the road and open pace h giene
 - The elfare of the animal.
- If o li e in a ho e, o can keep pigeon /bird in a pigeon lofor a iar . Yo m o ain o r rimen permi ion e do o and e ma con l o r neighbo r for their con en. We ma i adra o r permi ion if the pigeon /bird ca e a n i ance.
- We ill a k o e remo e an animal ha o do no ha e o r permi ion e keep hro gh the e Condition of Tenanc or an animal hich i n iable or ca e a n i ance. If o do no agree i h o r deci ion o ma appeal hro gh o r complain proced re.
- If o do no remo e an animal ha o do no ha e o r permi ion e keep, or an animal hich i n iable or ca e n i ance, e ill eke co r action e remo e i and e ma eke acion e repo e o r home. We ill charge o a rea onable co for doing ai .
- If o are e iced, e ma no be a e ma icall obliged e reho e o . Thi ma al o affec o r pro pec e be reho ed b ano her landlord.

11. 1 2 3 4

11.1 You must keep all garden area for which you are responsible neat and tidy.

11.2 If you fail to keep your garden tidy and free from rubbish, the magistrates may, on a necessary order, charge you a reasonable cost for doing this and/or ask the court to order an injunction and/or possession of your home.

11. You must not build a garage in your garden without obtaining your written permission.

11. You must not put a greenhouse or shed in a hared garden, a greenhouse or shed over a driveway or are in a private garden or more than one greenhouse or shed in a private garden without obtaining your written permission for this.
(See note a. on this page)

11. You must not remove, alter, replace or plant a boundary hedge or fence on the property without obtaining your written permission for this.

11. You must not plant large, fast growing shrubs or trees in a place which might cause a nuisance to neighbours, or damage property.

11. If plants or trees do cause a nuisance, including overhanging neighbouring property, you must prune or remove them as necessary.

11. You must not store rubbish, indoor furniture, household appliance, inflammable material or gas in the garden area. If you do, the magistrates may remove them and charge you a reasonable cost for doing this.

11: You must not pour household waste, including oil and chemical, down ordinary drain.

11.10 You must not light or burn bonfire in any garden, including hared garden, or on communal land.

11.10

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- 12.1.10 Park an vehicle on a designated area or provide for emergency vehicle, or park in an area which would block access for emergency vehicle or refuse collection vehicle.
- 12.1.11 Store or repair motorbike in ideal or proper or in designated area.
(See note **d.** on page 36)
- 12.1.12 Sell, rent or give away a parking space which is provided for.
- 12.1.13 Double park vehicle, or park in a way which causes obstruction to pedestrian or other road users.

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1.1.1 You, or your friend and relative and another person living in or visiting the property (including children) must not:

14.1.1 Sell, rent or give a loan of our furniture. If you do, we will ask the contractor for permission to see it. We will also ask the contractor for a money judgement order for the compensation for the furniture.

14.1.2 Deliberate damage or vandalism of our furniture.

14.1.3 Remove any of our furniture from the property without written permission.

1.2 You must never enter the property at unreasonable times in possession of our furniture, or carry out repair. (See note d. on this page)

1. You will be charged for the cost of repairing any damage to our furniture, however caused, fair wear and tear excepted, which you, or another person living in or visiting the property, and your son or another person's pet have caused. (See note e. on this page)

1. If our furniture needs to be repaired and you are responsible for doing the repair, you must act immediately.

1. When you move out of the property you must leave our furniture in the property in a good state. We will inspect the furniture before you leave. We may charge you for broken and damaged items.

NOTES

- When you sign a financial agreement you will be given a list of furniture provided.
- In a criminal offence case, rent or give a loan of our furniture. If you do this, we will inform the police and may charge you for replacing the furniture.
- A money judgement order may affect your ability to obtain credit in the future.
- We will inspect the furniture every three months.
- We recommend that you insure any furniture, including furniture that is rented to you.

15.1 When a tenant leaves the property, the tenant must...

15.1.1 Give a written notice to the landlord at least 14 days before the end of the tenancy. The notice must be given in writing and signed by the tenant. You are responsible for the proper maintenance of the property.

15.1.2 Give a written notice to the landlord, including keys for the lock and the door entry system where appropriate, before the tenancy ends. If you do not return the keys by the time you are given the right to occupy another property, you will be liable for the cost of the keys.

We may also charge you for (including an arrear) from the date...

NOTES

- If a tenant dies, the tenant's estate must give notice to the landlord. We may allow an estate to be cleared. Any outstanding debt should be paid from a deceased tenant's estate. In the event of a death, further advice is available from our local housing team.
- If a tenant leaves their home in a hurry, we may, depending on the circumstances, consider the property abandoned and take steps to end the tenancy and regain possession of the property. You may be entitled to another property for an amount of time. The application for an amount of time to another property.
- We may charge you the reasonable cost of all repairs for which you are responsible and repairs that are needed because of abandoned property.
- We may take steps to secure the property. We may charge you a reasonable cost for doing this.
- We will take reasonable steps to contact you regarding items left on the property.
- If you are a joint tenant, the tenancy will end if you or another joint tenant ends the tenancy. We will then decide whether to create a new tenancy for the tenant who is left or offer them another property. You may have an automatic right to continue living in the property if a joint tenant has brought the tenancy to an end.

Continued on page 41

- 15.1.6 Lease the property and garden in a clean and tidy way. If you do not pay the maintenance of a reasonable cost for cleaning up after you.
- 15.1.7 Provide information for forwarding address and an forwarding address.
- 15.1.8 If you remove an improvement, fixture or fitting or in wall, you must put the property back to the state it was in before you removed them. If you do not pay the maintenance of a reasonable cost for having to do this.
- 15.1.9 Allow access to the property during the notice period. This may include letting in the professional cleaners.
- 15.1.10 Make sure all fixtures and fittings you have in wall and which you are leaving in the property are in good working order.
- 15.1.11 Lease all of your furniture in the property in a reasonable condition.
- 15.1.12 Allow us to enter the property at a reasonable time to inspect

NOTES

- You hold us liable in writing if you will be away from your home for more than four consecutive weeks.
- If we need to do additional work because of damage caused by fire, cladding, wallpaper or any being removed, the maintenance of a reasonable cost for doing this.
- If you do not pay an rent or an other charge of the tenancy when you end the tenancy, we will go to court and ask for a money judgement order to recover the debt. This may affect your ability to obtain credit in the future. It may also affect your ability to obtain accommodation in the future or another landlord in the future.
- If you move and have a small improvement to your home, you may be entitled to some compensation. Please speak to your local housing team for further information.
- We will provide advice on ending your tenancy if you require it. Please contact your local housing team.

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- 1.1** You must obtain our written permission before you:
- 16.1.1 Carry out alterations to the property.
 - 16.1.2 Build a garage in the garden.
 - 16.1.3 Put a greenhouse, shed or other building (other than a garage) in the garden.
 - 16.1.4 Put more than one greenhouse, shed or other building in the garden.
 - 16.1.5 Put a greenhouse, shed or other building in a shared garden.
 - 16.1.6 Put in a door or window.
 - 16.1.7 Fix an electric gate, door, window shutter, electric bar or grille, or other electric fitting to a window and here it is safe for them to be fixed.
 - 16.1.8 Fix an aerial, satellite dish or receiving antennae other than a conventional television aerial.
 - 16.1.9 Lay underground cable.
 - 16.1.10 Fix a camera or any other type of surveillance equipment.
 - 16.1.11 Fix laminate or wooden flooring.
 - 16.1.12 Run a balcony from home.
 - 16.1.13 Use a portable oil, paraffin or gas cylinder heater.
 - 16.1.14 Build a parking space or drive.
 - 16.1.15 Remove, alter, or replace a boundary wall, hedge or fence.
 - 16.1.16 Sub-let any part of the property. (See note **d.** on this page)

NOTES

- If you are given our written permission, you will still obtain planning permission if required and meet building regulations. We will not give you written permission if the relevant planning and other permissions are refused, and we may not give you written permission if a notice is issued.
- Our written permission will not be a condition of a lease or deed.
- We will only give permission for electric gates, doors or windows shutters, electric bars or grilles which meet approved health and safety standards and here it is safe for them to be fixed. If you do not have permission we may seek a mandatory injunction for you to remove them and restore the property to its pre-incident condition.
- You do not have the right to sub-let any part of our home, but you must obtain our written permission first. You may not sub-let the whole of our home.

16.1.17 Exchange or transfer of home.

16.1.18 Removal of furniture from the property.

16.1.19 Build a pigeon loft or a outhouse.

16.1.20 Keep more than two dogs.

16.1.21 In all a gas supply to a property which did not have a gas supply at the start of the tenancy or in all

1. Notices

1.1 We will serve all notice, for example a Notice of Seeking Possession and Notice to Quit, at your last known address.

1.2 We will assume you have received all letters and notice on the second day after posting if we posted them first class, or on the next day if we delivered them by hand.

1.3 You must serve all notice relating to your tenancy at your local housing office, except notice of completion. Notice of completion must be sent to the Strategic Director for Housing and Communities.

(See note **b.** on this page)

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- We will consider your last known address to be the proper address for notice unless you tell us otherwise.
- Your local housing office can advise you of the address of the Strategic Director for Housing and Communities.



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This is important. If you do not understand this document then please ask a friend or relative, who speaks English, to contact your local neighbourhood office or housing team on your behalf. We will then arrange for an interpreter to meet with you.

هذه الرسالة مهمة، فإن لم تفهمها نرجو أن تطلب من أحد أصدقائك أو أقربائك ممن يتكلمون الإنجليزية أن يتصل بمكتب الحي "نيبرهود أوفوس" المحلي أو فريق الإسكان نيابة عنك. بعد ذلك سنرتب للقاء بك مع وجود مترجم فوري.

ARABIC

এটা খুবই গুরুত্বপূর্ণ। আপনি এই দলিলটি বুঝতে না পারলে দয়া করে ইংরেজীতে কথা বলতে পারেন এরূপ আপনার একজন বন্ধু-বান্ধব বা

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