

Frequently Asked Questions:

<u>Tenants Concerns</u>	<u>Tenant Services Response</u>
Section 1.4.4 - Is this a breach to give information to 3rd parties, where money is concerned?	No
Section 4.2.1 - The last line says, "You must not let it become overgrown." I hope you will take the appropriate action with tenants to maintain these areas properly.	Tenant Services will take every effort to work with the tenants to maintain their gardens to a proper standard without interfering with others.
Section 4.2.2 - Since moving into my home on a sheltered site, I have made the garden area attached to my home, pleasant. Will this now be taken away from me, as technically I do not have the rights to a garden?	No, where tenants have carried out garden work without permission, Tenant Services will work with you to try and maintain these areas as long as they do not hamper the grounds maintenance works required.
Section 4.4.2 - Does this include your own garden?	Yes
Section 4.6.1 - How often will tenant and property inspections take place? In addition, why is there a need for photographs?	Initially, this will take place once over a period of every 5 years. However, where there are repair works or additional support is required for the tenant, this may require more inspections. Photographs are taken for recording purposes only. However, consideration will be given to tenants who feel uncomfortable about this.
Section 5.2.1 - 'DIY or operating hours of domestic machinery'. Isn't 6am is a little early? Later times would be better.	Yes, this has now been reviewed.
Section 5.4.1 - Do I need permission for my new pet, if I already had permission for another pet?	Yes, for any changes in your pet, you would require permission. If you do not have permission for a pet, you must obtain retrospective permission for your pet.
Is section 7.5.1 – Is this a way to evict tenants?	No, this is in keeping with the council's policy to ensure a limited resource such as housing is allocated for the use intended. Tenant Services are not trying to evict tenants from this section but to gain a better understanding of why a tenant has a second home, which is not social housing.

<p>I was given verbal permission; do I need this in writing?</p>	<p>Yes, any permission granted to you must be in writing. If you have carried out any works via verbal permission, it would be best for you to contact Tenant Services to obtain retrospective permission.</p> <p>Tenant Services will not take any enforcement action in the first instance to rectify a situation, where works have been carried out without permission. The Council will always work with tenants to identify the best options available to resolve this matter.</p>
<p>Will communal bins be cleaned?</p>	<p>At present communal bins are not cleaned. However, Tenant Services has identified this as a problem and is looking at solutions to rectify this.</p>
<p>My community laundry - there is wrongful misuse of the facilities at times.</p>	<p>There are rules for using the communal laundry rooms. If there are any problems, please contact the Principal Sheltered Housing Officer on Tel. 01453 754173</p>
<p>Will tenants have to remove previous garden works, which go back at least 20 years?</p>	<p>No, but this is dependent on the type of work which has been carried out and whether it poses an issue of health and safety.</p>
<p>Why do these meetings always take place when everyone is unable to attend?</p>	<p>Every effort has been made to hold the consultation meetings at various points of the day to make them accessible to all tenants. Extra evening meetings were arranged to take account of tenants' availability.</p>
<p>I believe there should be some form of clause, which allows SDC to review those in sheltered who are renting social or affordable homes from Council but who are also renting out their own properties or flats.</p>	<p>Thank you for this comment.</p>
<p>Do I need permission to have a mobility scooter?</p>	<p>Yes, this is to make sure that there are no health and safety issues with a mobility scooter. For example, where this vehicle is stored or whether the power source for it, is from your home.</p>
<p>Will this affect my right to buy? I have had a tenancy with the council/ housing association pre 2012 and it is something that I might consider in the future.</p>	<p>The revised terms and conditions do not affect your ability to buy your home.</p>

<p>Tenancy Agreement is quite intimidating compared to the original</p>	<p>The terms and conditions of the Tenancy Agreement has been written in a more legal format. Any other way may give a different meaning to what is expected from both, the Council and the tenant.</p> <p>If further support is required to understand the clauses in these documents, Tenant Services is only too happy to discuss this with individual tenant(s).</p>
<p>Has legislation changed to warrant all changes?</p>	<p>Yes, legislation such as the General Data Protection Regulation 2018, has amended the original Data Protection Act 1998 and necessitated a change to these documents.</p>
<p>Need to differentiate between communal areas and communal lounges</p>	<p>Yes, revision to this has already taken place.</p>
<p>Is it legal to give my details to a third party?</p>	<p>Yes, the General Data protection regulations, allow for personal information to be passed to a third party for the purpose of re-enforcement or to contemplate legal proceedings.</p>