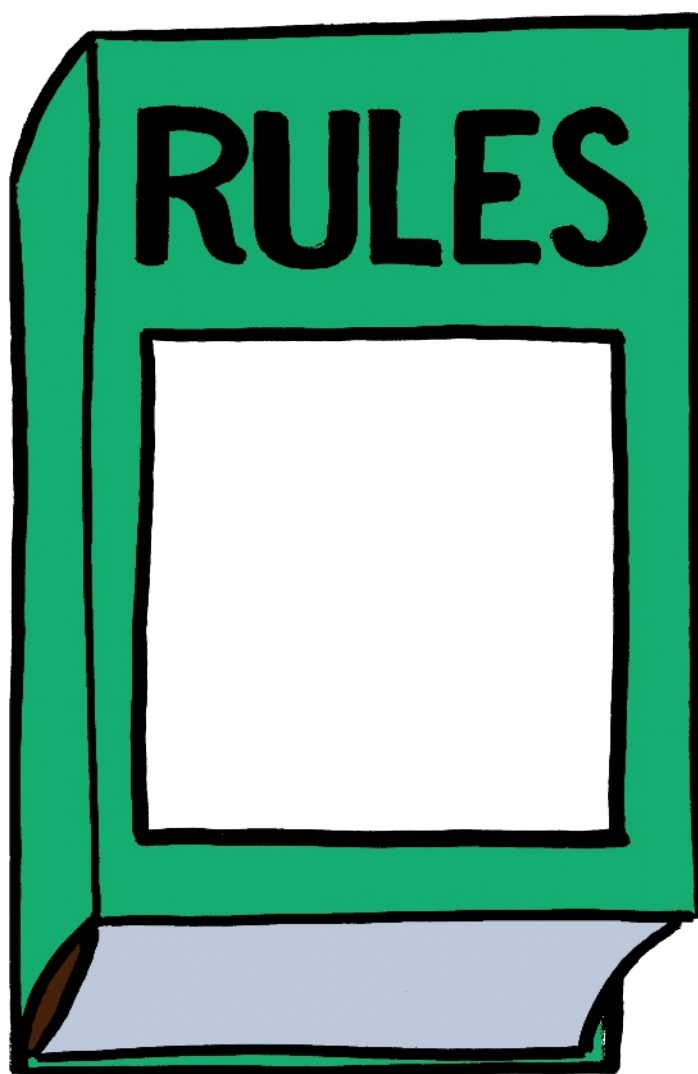




Tenancy conditions

Stroud District Council



EasyRead version

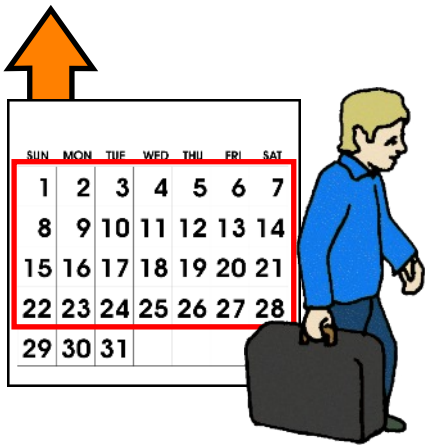
Section 1: Rules we both have to follow and what can happen if you break them

Using your flat or house.

This is called the **property**.



You must live in the property you rent from us.



If you are going to be away for more than 28 days you must tell us.



You must give us contact information of a person who can help us get into the property in an emergency.

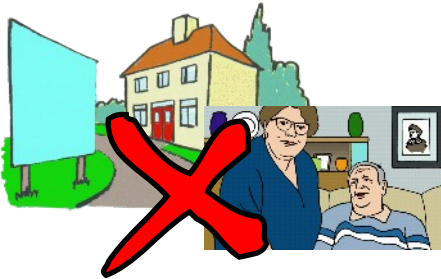


You have the legal right to live in the property unless you break the rules.



You can share your flat or house with another person unless you live in **sheltered accommodation**.

Sheltered accommodation means staff are nearby to support you.



If you live in sheltered accommodation you cannot let another person live with you unless we give you permission.



You and any Visitors

You must make sure you and your visitors follow the rules.



The rules are to make sure you look after the flat or house you live in.

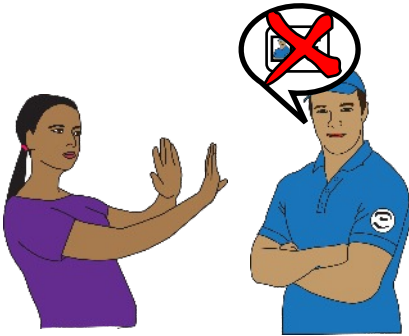


The rules are also about how you behave, see Section 5.

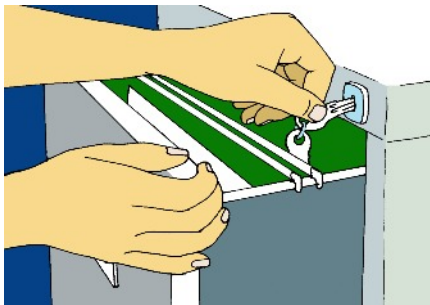


When we visit you

All our staff have identity cards.



If a person says they work for us but do not have an identity card do not let them in.



Your information

We keep personal information about you.

The law tells us how we must keep your information safe.



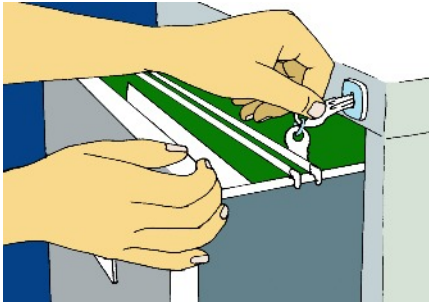
We need your personal information for you to live in one of our flats or houses.



We may use your personal information to help us plan the health and safety of you and our properties.

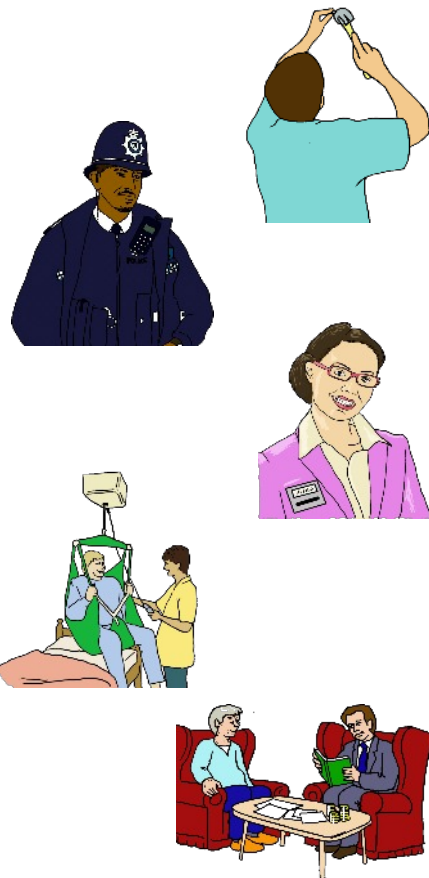


We may use your personal information to help us to carry out repairs to your flat or house.



We have a Privacy Policy that explains how we keep your personal information safe.

We might have to share your personal information with:



- people we send to do repairs
- the Police
- Social Services
- Support Services
- Professional advisors.



If you owe any money when you leave we may share your information with a debt collecting agency or the service you owe money to.



You can ask to see any of the information we keep about you.



If there is another person's information with yours we may not be able to show you everything we keep.



Using the law if you break the rules.

We can use the law to make you leave the property if you break the rules often.

We can do this if:



- you do not pay your rent
- you have caused a nuisance to the neighbours
- you have used the property for illegal activity
- you or anyone living with you have caused damage to our property
- you didn't tell the truth when you asked to live in our property
- you or anyone living in our property is convicted of a serious crime
- you or anyone living in our property has broken the rules of an injunction
- you or anyone living in our property has not followed the rules of a criminal behaviour order
- If there is a Closure Order on the property.



You cannot cause a nuisance from:

- smoke
- animals
- bright lights shining out
- noise.



If you break any of these rules we can use the law to get you to leave the property.

We will give you a letter telling you what we are going to do.



- we might post this letter or leave it at the property
- we might fix this letter on a door or window of the property
- we might give this letter to someone in the property
- we might send this letter to your last known address.

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				



You must ask us before 7 days has passed if you want to talk about this.



You can ask to be at the meeting where your case is talked about.

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				



We will tell you before 28 days has passed what our decision is.

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				



Any costs of taking this legal action against you must be paid by you before 28 days has passed.



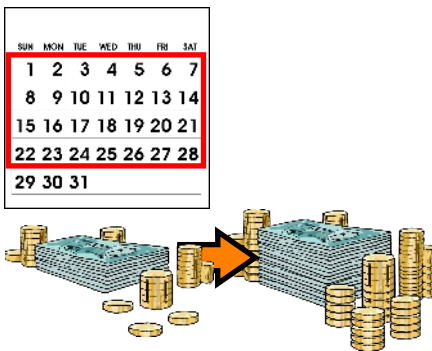
If you do not pay these costs before 28 days has passed we can ask a debt collection agency to collect this money from you.

Section 2: Rent



Paying rent

You must pay your rent and any service charge on time.



If we change how much rent you need to pay we will tell you 4 weeks before.



If you owe us any money for your rent you must agree to pay this back to us.



If you do not pay the money back to us we can ask you to leave the property.



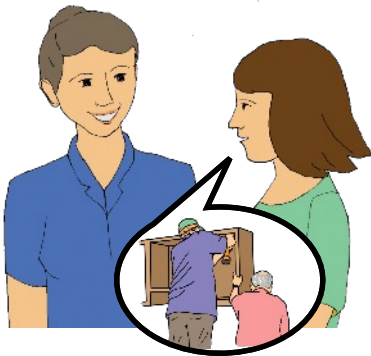
Breaking these rules

If you break any of our rules more than once we can use the law to get you out of the property.



You will have to pay for any legal costs to do this.

Section 3: Repairs



If you find out something is wrong

You must tell us about any repairs that need to be done.

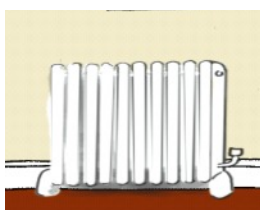
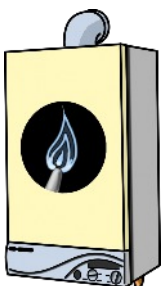


If you do not tell us about any repairs we may ask you to pay for the repair when we find out later it needed to be done.

What the law says we have to do

We will look after:

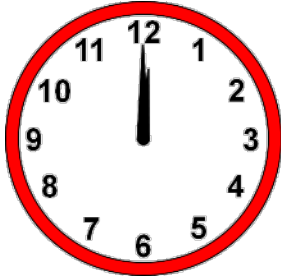
- the property
- supplies of gas, water, electricity and the plumbing
- the heating system
- the water and electricity systems in the shared areas around the property.





Allowing us in

You must allow our staff in to inspect or carry out repair work.



We will usually give you 24 hours' notice unless it is an emergency.



We can force entry to the property if you are not in.



If the emergency was caused by you or anyone else in the property you will have to pay for the repair work.



Moving out while work is done

If it is too difficult for you to live in the property we will find you another place to live while this work is done.



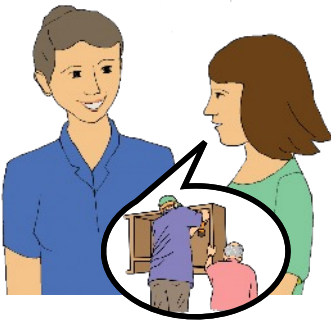
If you are not happy with our work

If you don't think the work we have done is good enough you must tell us.



What you need to do

You must look after the property and everything in it.



If you cause any damage to the property you must arrange to have it repaired.

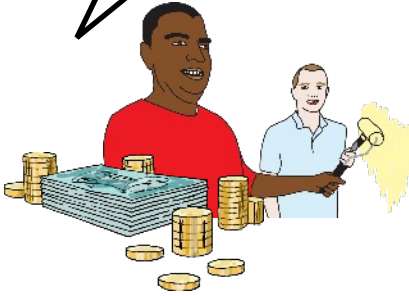
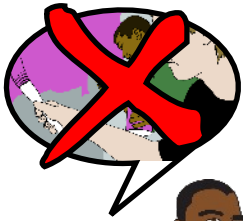


We are not responsible for insuring your own things.



Changing things

You must not make any changes inside or outside the property without asking us for permission.



If you make any changes to the property without asking we can ask you to put the property back the way it was or pay us to do it.



You must ask permission to put up a satellite dish or a tv aerial.



Paying for repairs

You must pay for any repairs for damage you did.



You must pay for any repairs that you said were an emergency but were not.



If you make it difficult for us to do the gas servicing we can put in something that will stop it working until serviced.



If you do not follow the rules of your tenancy we might ask you to leave. You must pay legal costs.

Section 4: The property



Using the property

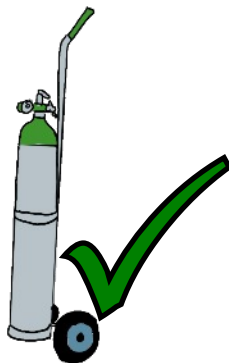
You must keep the property clean and tidy.



You must not keep too much furniture or other things in the property.



You must not keep anything that catches fire easily, like petrol.



You can keep Oxygen cylinders if it is for your health.



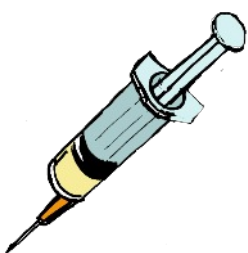
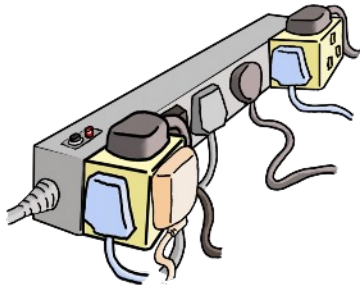
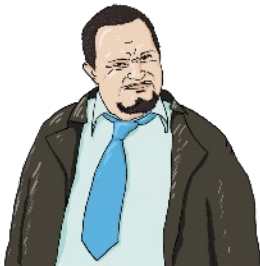
Health and Safety

You have to follow these health and safety rules.

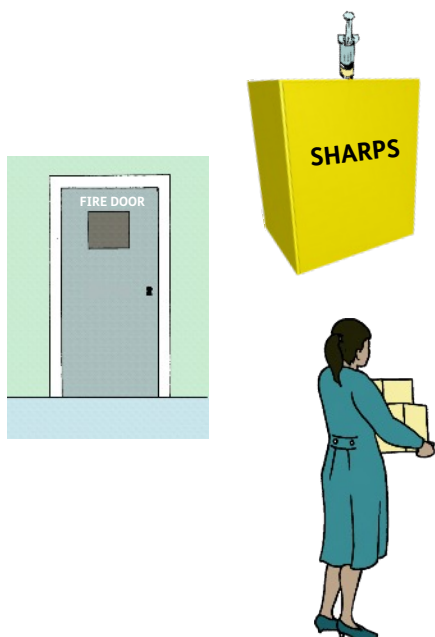


You must not:

- smoke when any of our staff are with you
- be aggressive or rude to any of our staff
- smoke or drink alcohol in shared areas
- use electrical sockets in shared areas
- use any loft space if you do not have permission
- use too many electrical appliances on one socket
- leave used needles and syringes lying around anywhere.



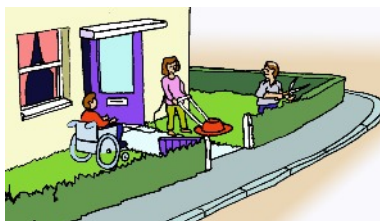
You must:



- put used needles and syringes in a sharps box
- make sure all fire doors are kept closed
- remove items or materials what we ask you to.

Garden

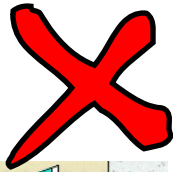
You must:



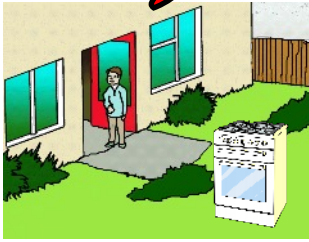
- keep your garden clean and tidy and not let it get overgrown
- get permission to plant any trees or shrubs.



If you live in sheltered accommodation you must not do any gardening or planting without permission.



You must not:

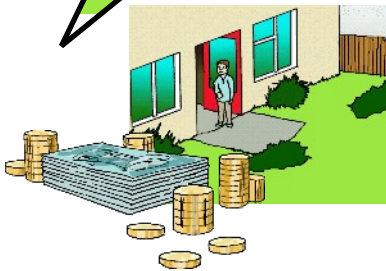


- keep household furniture or vehicle parts in your garden



- do any work on any tree that has a preservation order

- make any big changes to the layout of the garden.



If you do any of these things without our permission we can tell you to put things back the way they were or make you pay us to do it.

Shared areas

In shared areas you must:

- keep them clean and tidy.





You must not:

- plant anything
- store or park anything.



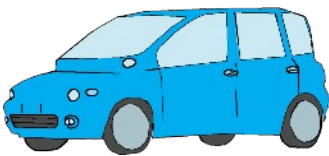
Items may be taken away by us.

Vehicles and driveways

Unless you have permission, you must not:



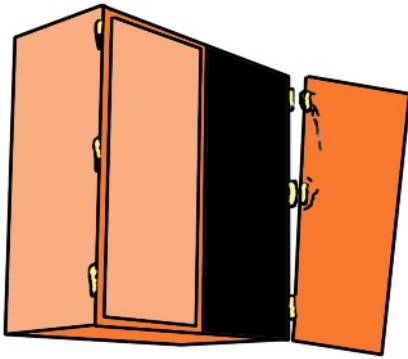
- build a driveway
- drop a kerb
- park a vehicle, unless you are allowed
- park a vehicle over 4.5 metres long or one that weighs more than 2,500 kilograms
- park a trailer, horse box or tractor.





Running a business

You may not run a business from the property without our permission.



We might refuse permission to run a business from the property if it would cause a nuisance to other people or if it will cause damage to the property.



Allowing us in

You must let us in to make inspections. We may need to take photographs.



We will ask you for proof of your identification for an inspection.



Breaking the rules

If you do not follow our rules we might take you to court.



We may make you leave the property or tell you to behave in a better way.



You must agree to follow these rules.



You must pay for any legal costs.

Section 5: Behaviour

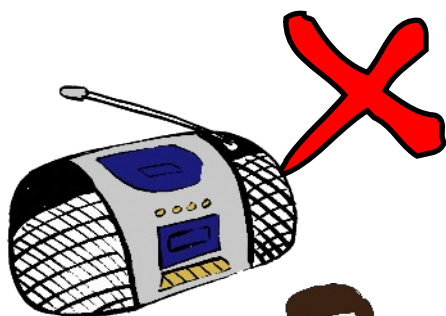


You are responsible for the behaviour of everyone living or visiting your home and in any shared areas.



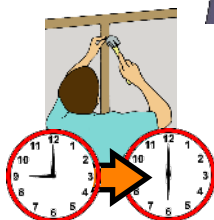
Community responsibilities

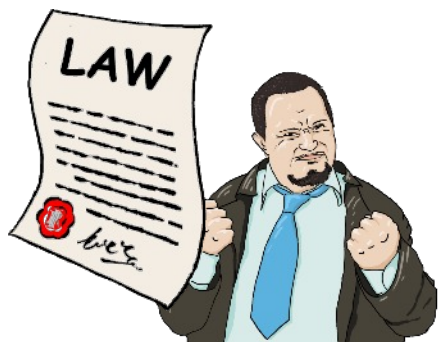
You or other people living with or visiting you must not cause a nuisance in any way, including by social media.



You must not:

- play loud music
- shout or bang doors
- do DIY or use machinery between 9.00pm and 6.00am
- be abusive to others about their race, sexuality, disability, religion or sex-based abuse





- use foul language loudly a lot of the time
- cause damage
- be a part of a gang
- dump rubbish
- cause a nuisance when drunk or using drugs
- have too many visitors
- use or say you will use violence or abuse against another person or your children.

If a person or their children have to leave the property because you have used or threatened violence towards them we make take legal action against you.

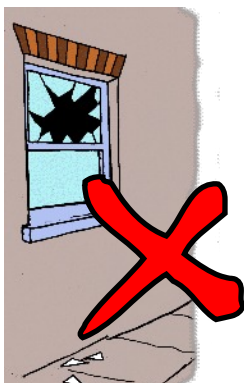


Domestic violence and abuse includes controlling or threatening behaviour and violent behaviour.

This violence or abuse can be:



- psychological
- physical
- sexual
- financial
- emotional.



You must not cause damage to the property or property owned by anyone else.

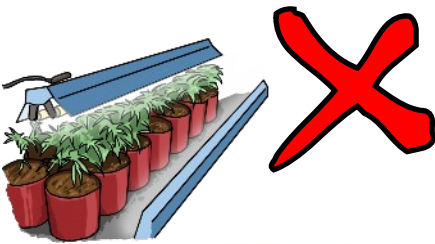


If you or anyone living with or visiting you breaks the law near the property we may take legal action and we may ask you to leave.



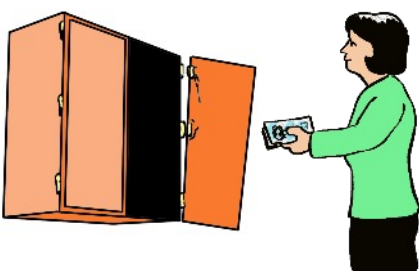
You must not keep any weapons at the property without our permission. We will need to talk to the Police about any weapons you have asked permission to keep.

Using the property



You must not:

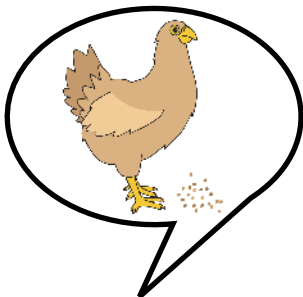
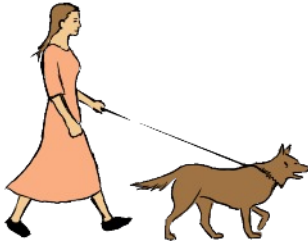
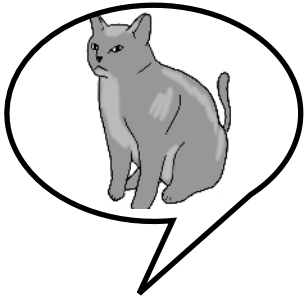
- use, grow, sell or make illegal drugs
- use the property for anything illegal like storing stolen goods or prostitution.



You must pay for any damage caused by the Police entering the property with a warrant.

Pets

You must:



- ask permission to keep a pet in the property
- make sure the pet is under control at all times
- keep the pet safe and clean
- make sure the pet does not cause any problems for anyone
- make sure the pet does not cause damage to any of our property
- remove and clean up any mess created by your pet straight away
- ask our permission to keep any livestock like chickens for example.

If you do not ask permission from us we will make you re-home the animal in 28 days.



If you do not re-home the animal we will take legal action to make you re-home them or remove you from the property.



Breaking these rules

If you do not follow our rules we might take you to court.

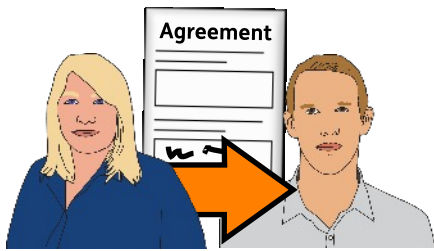


We may stop you being allowed to live in the property.



You must pay for any legal costs.

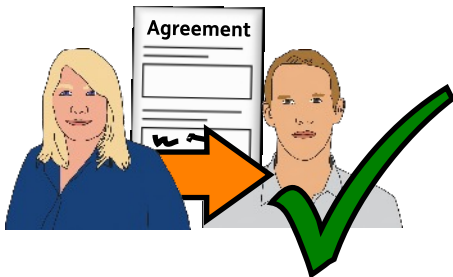
Section 6: Changes to your tenancy



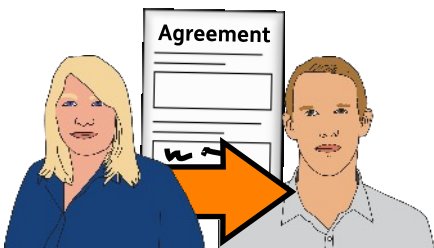
We might give permission for you to give your tenancy to your partner, husband or wife.



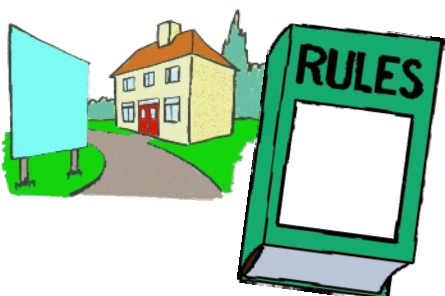
This does not mean the property itself but that person may be offered another property to live in.



We may give you permission to exchange your tenancy.



We will only allow one transfer of a tenancy in this way.

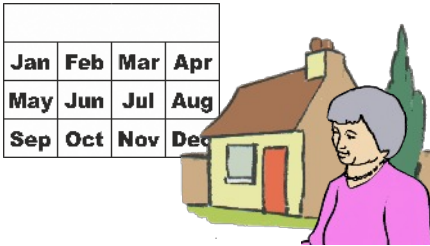


The rules are different if you live in sheltered accommodation. The person you would like to transfer the tenancy to must meet the rules for sheltered accommodation.

If a tenant dies



If one person in a joint tenancy dies the other tenant will get it.



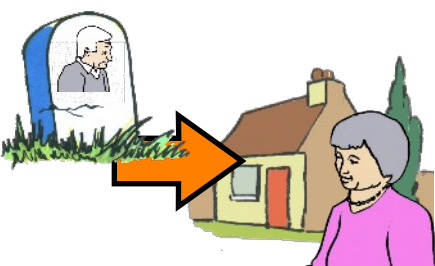
If your tenancy began before 1st April 2012 and you die the person living with you for 12 months before you died may take over the tenancy.



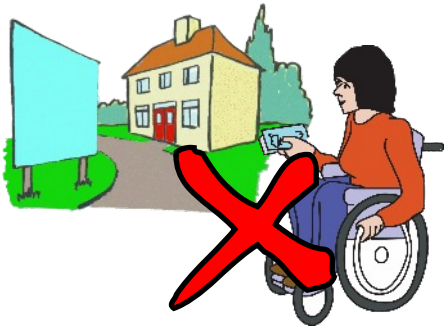
If your tenancy began after 1st April 2012 your husband, wife or partner may take over the tenancy if the property was their only home at the time of your death.



If a person is able to take over the tenancy it does not mean the property itself but that person may be offered another property to live in.



We will only allow one transfer of a tenancy in this way.

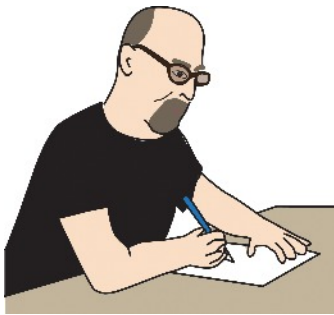


Right to buy

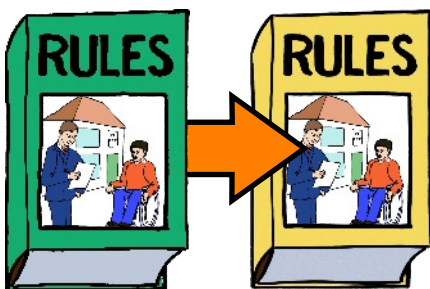
If you live in sheltered accommodation you cannot buy the property.



If you do not live in sheltered accommodation you might be allowed the right to buy your home.



You need to write to us to ask if this is possible.



Changes to the tenancy

We might change the tenancy rules. Before we do this we will tell you and ask what you think about any changes.

Section 7: Moving out

1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				



Giving us notice

If you want to leave the property you must write to us 4 weeks before you plan to leave.

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

We might agree to a shorter time but we do not have to do this.



If you are a joint tenant either of you can give 4 weeks notice without the other person knowing this has been done.



This ends the tenancy for both people.

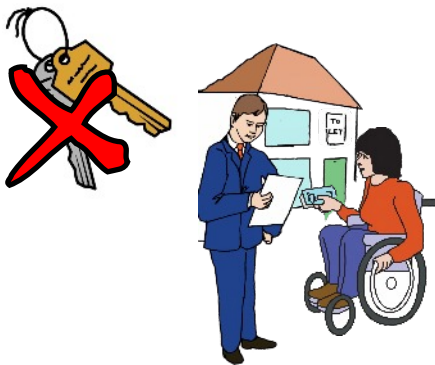


When you leave

You must leave the property clean and in good repair.



If repairs need to be done after you leave you must pay for the work.

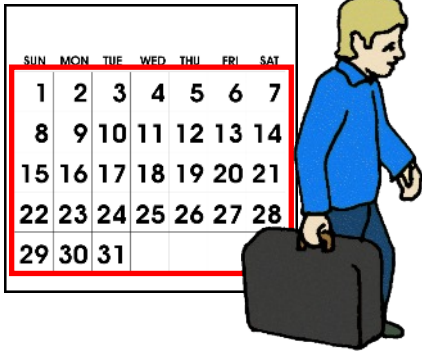


If you do not give back the keys on the agreed end date we will charge you rent until the keys are returned or you will have to pay for changing the locks.



If you have finished the tenancy but you or someone else does not leave we may take legal action to remove you from the property.

If you do not give us notice



If you have left the property for more than 28 days without giving us notice we will take legal action to get control of the property.



You will have to pay for any damage.

If you break any rules



If you break any of the tenancy rules we will take legal action to get the property from you.



You will have to pay for any legal costs.

Other reasons why we may seek to end your tenancy



While you are our tenant you must not get a tenancy anywhere else.



You must tell us immediately if you buy or rent anywhere else.

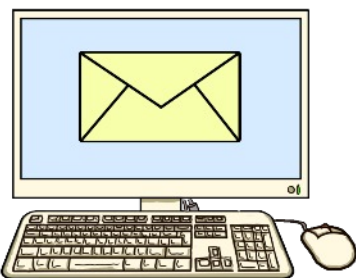


We will take action against you if we believe you have another tenancy that is suitable for you to live in.



To ask permission for anything please write to us at:

**Tenant Services,
Stroud District Council,
Ebley Mill,
Ebley Wharf,
Stroud GL5 4UB**



or by email:

housing.management@stroud.gov.uk

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