

MOVING INTO YOUR NEW HOME

You must make sure that you notify the relevant organisations of your change in address. Some examples are:

- *Your gas supplier*
- *British Telecom or your telephone service provider*
- *United Utilities or Northumbria Water*
- *Your electricity supplier*
- *Your local council*
- *TV Licensing (call 0870 241 6468)*
- *Post Office to re-direct mail*

Failure to inform these providers that you have moved could result in you having to face larger bills at a later date or even you having to pay for a service that previous tenants have used.

CONDITIONS OF TENANCY

Tenancy Agreements are different in certain respects, between former tenants of Eden District Council who transferred to Eden Housing Association, and new tenants of the Association. The main difference is that as a new tenant of the Association since transfer you do not have the 'Right to Buy' your home. If you were a tenant before transfer then you

will have the 'Right to Buy'. However, all of our tenants have the following basic responsibilities:

- *To occupy the dwelling as your only or main home*
- *To pay the rent regularly and promptly*
- *To repair or replace items damaged through your neglect or your carelessness*
- *At the end of the tenancy to leave the dwelling in good decorative condition and to leave any fixtures and fittings in good order*
- *To report promptly any problems with the gas, water or electricity services, or any repair that is the responsibility of the Housing Association*
- *To keep the interior of the dwelling, the garden and fencing (where appropriate), in good order*
- *To park vehicles only in authorised places and not to cause an obstruction*
- *Not to cause nuisance to neighbours or people in the neighbourhood*
- *Not to use the dwelling for illegal or immoral purposes*
- *To be responsible for the replacement of missing or damaged keys*

ENDING YOUR TENANCY

You must give at least four week's notice in writing, to expire on a Monday. You should inform us of your new address and make sure that your rent is paid up to date. We will continue to charge rent until the keys are returned and the property is vacant.

You should leave the dwelling in a clean and tidy state, and remove all rubbish. We will charge you for the removal of any items you leave behind and any decoration, repairs or cleaning which is required to bring the property up to standard.

NUISANCE, ANTI-SOCIAL BEHAVIOUR AND HARASSMENT

The Association views anti-social behaviour as unacceptable and will take action to assist affected tenants and residents. Your tenancy agreement clearly states that you or your visitors must not perpetrate harassment or anti-social behaviour. The types of behaviour, which can be considered to be anti-social, are as follows:

- *Harassment*
- *Damage to property*
- *Violence*

- *Threats of violence or intimidation*
- *Verbal abuse*
- *Alcohol or drugs related incidents*
- *Racial incidents*
- *Drug dealing*
- *Criminal behaviour*
- *Excessive noise*
- *Untidy gardens*
- *Dumping of rubbish*
- *Unhygienic habits*
- *Nuisance from business use*
- *Disturbance from children and youths*
- *Nuisance from dogs and other animals*
- *Inconsiderate parking and abandoned cars*
- *Vandalism/graffiti*

The Association will employ a broad range of measures to tackle anti-social behaviour including:

- *Encouraging tenants and residents to settle matters amicably as an initial step*
- *Housing Officer intervention*
- *Offering the use of an independent mediation service*
- *Liasing with other relevant agencies such as the Police and Environmental Health*

- *Use of 'Acceptable Behaviour Contracts'*
- *Use of Anti-Social Behaviour Orders*
- *Use of injunctions*
- *Applying to the County Court for a Possession Order, which may lead to eviction*
- *Applying to the County Court for a Demotion Order, which would end an existing tenancy and replace it with a less secure 'demoted' tenancy*
- *Pro-active preventative measures such as security lighting and door entry systems*

These lists are not exhaustive; you can obtain a copy of the full anti-social behaviour procedure by contacting our Customer Service team. Please help us by reporting incidents to enable the necessary action to be taken.

RACIAL HARASSMENT

The Association considers racial harassment to be distinct from neighbour disputes and other forms of harassment and anti-social behaviour.

We therefore operate a separate policy and procedure. Copies of this procedure are also available on request.

We consider racial harassment to be violence, which may be verbal or physical and which includes attacks on property as well as on a person. This violence may be suffered by individuals or groups because of their race, colour, nationality or ethnic or national origins, when the complainant believes the perpetrator was acting on racial grounds and/or there is evidence of racism. We will adopt a victim-orientated approach to dealing with reports of racial harassment. Investigations will be carried out in a sensitive manner, and a strategy for meeting the support needs of the victim will be discussed and agreed with the complainant.

Again, we will implement a range of measures for tackling racial harassment such as Possession Proceedings, Demotion Orders and injunctions.

RUNNING A BUSINESS FROM HOME

The Tenancy Agreement prohibits the running of a business from your home. The Association may, at its discretion, however allow certain types of activity which do not cause any nuisance or offence. Please ensure that you have our consent before considering this possibility. You should also be aware that the running of a business will have implications for your home insurance policy.

PETS

Your Tenancy Agreement allows you to have one dog or cat. The Association will not normally enforce this condition, as long as your pets are properly controlled and do not cause a nuisance to your neighbours and other residents. The Association will not normally allow the keeping of pets in flats with communal access and corridors, for example sheltered housing schemes, where this is not appropriate. The keeping of livestock and the breeding of animals is prohibited.

BALL GAMES

Please remember that ball games outside of designated areas can annoy others. Besides being noisy, they can also result in damage to property. For the safety of your children, please ensure that they play in appropriate, safe locations, well away from areas being used by vehicles and that they do not disturb other residents.

GARDENS AND HOUSEHOLD RUBBISH

If you have sole or shared access to a garden, you are responsible for keeping it well cultivated and tidy. If you are older or disabled and are struggling to maintain your

garden, agencies such as Cumbria Probation Services (see 'Useful Contacts') may be able to help. Household rubbish should be stored carefully and safely on a day to day basis. Large items of household refuse should not be allowed to litter gardens or communal areas. In the interests of hygiene, it should only be put out for collection in the appropriate bags on the day refuse collectors are due. Your Local Authority can usually be contacted to take away large items of household refuse, and there may be a charge (see 'Useful Contacts').

Garden rubbish should be packed in appropriate bags available from the Local Authority, or in the special recycling bins provided in some areas and put out for the refuse collectors and not dumped.

VEHICLES AND PARKING

Only taxed and road worthy private cars can be parked on the Association's land. Untaxed vehicles will be towed away. Vehicles can only be parked in garages or a designated parking area. Written permission must be obtained from us if you want to park commercial vehicles, a trailer or caravan on your property or on a designated parking area.

HOME CONTENTS INSURANCE

You are responsible for insuring the contents of your home. It is not our responsibility to replace any personal possessions lost, or damage caused to the decoration to your property through burst pipes, fire or burglary.

These misfortunes happen, so do not get caught out by not having a home contents policy. Most reputable insurance companies will give you a quote for this kind of insurance, which need not be too expensive. We can offer you favourable terms through the Insurance Brokers that deal with our property insurance. Please contact our office for further details.

PROTECTION AGAINST FROST DAMAGE

Severe frosts can result in serious damage to your home and your possessions. If water freezes in pipes, and then expands causing them to burst, they will then leak when they thaw out. Most burst pipes can be avoided by taking the following precautions in a cold spell:

- *Keep your home as warm as you reasonably can throughout the day and night. It is better to keep the heating on a low temperature all the time during severe frosts than*

to put it on for only short periods at high temperatures.

- *If possible, check that your water pipes and tanks in the roof space or in exposed places are fully lagged. If not, contact our Repairs Desk and we will arrange for the work to be done.*
- *Do not allow taps to drip, and keep the plugs in the sink or basin/bath. Slow drips or runs of water quickly freeze in outside waste pipes.*
- *In very cold weather, regularly run cold water through your taps as it brings less cold water in from external underground pipes and helps prevent freezing.*
- *Find out where your mains water stop tap is, and ensure it works. If you cannot find it, or it does not work properly, tell our Repairs Desk and we will advise you or arrange a visit/repair.*
- *If you leave your home empty in the winter, leave the heating on at a low temperature twenty-four hours a day.*

If you turn the water off while you are away (via the stop tap), on your return make sure that water runs through all the taps before turning on the heating.

If you do have a freeze up, contact our Repairs Desk straight away. A plumber will be asked to call as an emergency. Do not light boilers or fires with back boilers, as this may cause an explosion if they are frozen.

Do not use blow lamps to thaw pipes, or force taps/valves that are frozen. Pipes, taps and valves may be gently thawed with a fan heater or hair dryer (but not near water).

Remember, you have a responsibility to take care of your home. If damage is caused through negligence, you may be recharged. You should also insure your possessions against loss, theft or damage.