

شرح عقد الايجار الخاص بك

আপনার ভাড়াটিয়াসত্ত্বের চুক্তির ব্যাখ্যা

توضیح و شرح قرارداد اجاره شما

Votre contrat de location en détails

# your tenancy agreement explained

Objaśnienie Twojej umowy najmu

ਕਿਰਾਏਦਾਰੀ ਬਾਰੇ ਤੁਹਾਡੇ ਇਕਰਾਰਨਾਮੇ ਦੀ ਵਿਆਖਿਆ

Heshiiska kireysigaaga oo la sharraxay

آپ کے معاہدہ کرایہ داری کی وضاحت



**Chevin**  
HOUSING ASSOCIATION LTD

A member of the Chevin Housing Group  
Charitable

**This summary is intended to help you fully understand your responsibilities as a tenant of Chevin Housing Association.**

## A guide to your tenancy conditions

Everyone has the right to enjoy life in their own way, provided they do not upset people living near them. This summary is intended to help you fully understand your responsibilities as a tenant of ours.

A good tenant is responsible for their own actions. A good neighbour is considerate of others and will tolerate and understand different lifestyles. We all want to live a peaceful and pleasant life – this summary provides a few guidelines to help.

**As a landlord, our responsibilities are:**

- to enable you to enjoy the right to security of tenure in your home
- to make sure you are able to live peacefully in your home without unreasonable disturbance from your neighbours
- to offer support to victims of nuisance
- to make sure your property is kept well maintained.

**As a tenant of ours, you should understand your main responsibilities.**

**These are:**

- paying your rent on time
- keeping your home in a good state of decoration and repair
- maintaining your garden and communal areas (where applicable)
- not causing nuisance to neighbours.

## Your rent

**You must pay your rent regularly and on time. Payments are due in advance and can be made in any of the following ways:**

- Direct Debit
- Allpay points
- Text
- Debit card
- Standing Order
- Internet
- Cash or cheque

**It is important to note that failure to pay your rent could result in you losing your home.**

## Your household and guests

**You are responsible for the conduct of all people (including children) living in or visiting your home. You, or any person living in or visiting your home must not cause nuisance, annoyance or disturbance to any other person. Such behaviour includes:**

- playing loud music/musical instruments
- having your television or stereo so loud that it can be heard by your neighbours
- arguing
- slamming doors
- dogs barking and fouling
- dumping rubbish

- offensive drunkenness
- playing ball games close to someone's home
- using domestic appliances during unsocial hours, i.e. between 10pm and 8am.

**You, your family or your visitors must not harass any other tenants, visitors, members of our staff or contractors acting on our behalf. Examples of harassment include:**

- racist or sexist behaviour or language
- using, or threatening to use violence
- using abusive or insulting words or behaviour about someone's religion, disability, age, sexual orientation, appearance or mental/physical capacity
- damaging or threatening to damage another person's home or possessions
- writing threatening, abusive or insulting letters or graffiti
- doing anything that interferes with the peace and comfort of other people.

**You, your family or your visitors must not use your home for illegal or immoral purposes. Examples of this would be:**

- selling or using drugs
- prostitution
- receiving stolen goods

## Crime

- Please take responsibility for reporting crime in your community including damage to property, drug dealing, car crime (including joy riding) and stealing.
- If you want to report a Hate Crime or a non urgent minor crime, contact either your local police force or STOP HATE UK on 0800 138 1625. If there is any danger or risk to life, or a crime is in progress, please dial **999**.
- Remember, if you are convicted of an offence in or around your home, we can ask the court to evict you. We will always seek to take action where drugs, violence, intimidation or any other serious matters are involved.

## Your home

- You must keep the inside of your home clean, in good condition and well decorated.
- You are responsible for repairing and maintaining the items listed in the Tenants' Handbook.
- You must get our written permission before making any alterations or improvements to your home.
- You must allow access to contractors for the purpose of carrying out gas servicing/repairs.

## Gardens

- If you have a private garden, it is your responsibility to keep it neat and tidy. This may just mean removing litter or keeping the grass and hedges cut.
- If you have a shared garden and pay a service charge, it is our responsibility to keep it neat and tidy.
- You must not park any vehicle, caravan, trailer, boat or anything similar in your garden on lawned areas or footpaths.

**Remember, an untidy garden is not only unsightly but reflects on the area in which you live.**

## Pets

- You or any person living in your home must not keep any domestic pet or animal without first getting our written consent. As a general rule, a maximum of two pets will be allowed.
- If you keep pets, you must ensure they do not become a nuisance to your neighbours.
- It is your responsibility to keep dogs under control and secure within the garden of your property and any fouling, including in communal areas, is cleared up immediately.
- Do not let dogs or other pets become a nuisance by being noisy, especially late at night or early in the morning.

## Parking

- Everybody wants to park near their home, but this is not always possible if you do not have your own private driveway. Please be considerate of others when you or your visitors are parking your vehicles. Remember not to block access for emergency services and do not park on grass verges or footways - it is unsightly, causes damage and is dangerous for others.
- Do not park in front of garages or garage areas where you will cause problems for those needing to use them.
- Do not park untaxed or unroadworthy vehicles on land belonging to us.
- Parking areas are precious so do not carry out large-scale car repairs or park caravans or large trailers in these areas.

## Lodgers

- You must first get our written permission if you wish to take a lodger.
- Remember to inform your Housing Officer if the number of people in your household changes - you must not allow your home to become overcrowded.
- You will not be allowed to sub-let your home.

## Shared areas

- You must not store any vehicles, prams, trolleys or other belongings in any area you share with other people.
- You must not obstruct corridors, staircases, balconies, lifts, fire exits or firefighting equipment. This includes doormats and carpets, as they may cause people to trip.
- You must not allow family or friends to use shared facilities such as laundries, kitchens etc for their own personal use.
- Please remember that it is now illegal to smoke in communal shared areas.

## Cleanliness

- Place your household rubbish in the bins provided and help to keep the bin area tidy.
- Bulky household items can be collected by the Council (a charge may apply) by prior arrangement - call your local council for more details.
- We will recharge you if unwanted items are not removed within a reasonable time scale.

## General environment

- Replacing trees and shrubs is costly; please do not allow people to damage them.
- Please report damage, graffiti, dumped rubbish or other problems in communal areas to your Housing Officer.
- Please report streetlights that are not working to your local council.
- Effective street lighting reduces crime and the fear of crime.

## Resident involvement

There are a number of ways in which you can have your say in the way we manage your estate.

- You could become a resident panel member and represent the views of residents in a number of localities. We currently have four panels, each covering a different part of Yorkshire. Each panel has between six and fourteen members and deals with issues relating to service improvement.
- If you don't like attending meetings but still want to have a say in how we manage your home, you could join the armchair panel. The panel is contacted two or three times a year for their thoughts on current issues.
- Or you could sign up to become a mystery shopper and help us improve and maintain the service we give to tenants.
- To find out more information on how you can get involved, contact the Policy Development and Service Improvement Team on 0845 270 1088.

### Please Remember

Non compliance with the terms of your tenancy agreement is unacceptable to us. We will take action against people who persistently breach these terms. Every tenant is responsible for keeping to the terms of their tenancy agreement.

# We are committed to a policy of equal access to information.

If you would like this information in another language or format, or if you require the services of an interpreter, please contact us on **0845 270 1088**.



**CASSETTE**



**IN LARGE TYPE**



**BRAILLE**



**OR ANY OTHER FORMAT**

## Arabic

نحن ملتزمون بسياسة تكافؤ الوصول إلى المعلومات..

إذا كنت ترغب في الحصول على هذه المعلومات بلغة أو شكل آخر أو إذا كنت تتطلب خدمات مترجم فوري، رجاء اتصل بنا.

## Bengali

তথ্যের সমান অধিগমনের নীতির বিষয়ে আমরা প্রতিশ্রুতিবদ্ধ।

আপনি যদি এই তথ্য অন্য ভাষা বা রূপে চান, অথবা আপনার যদি এক দোভাষীর পরিষেবার প্রয়োজন হয়, অনুগ্রহ করে আমাদের যোগাযোগ করুন।

## Farsi

ما به سیاست برابری دسترسی به اطلاعات پایبند هستیم.

اگر مایل به دریافت این اطلاعات به زبان یا فرمت دیگری هستید، و یا به خدمات مترجمین شفاهی نیاز دارید، لطفاً با ما تماس بگیرید.

## Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਸੂਚਨਾ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀਆਂ ਸੇਵਾਵਾਂ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

## Somali

Waxaa naga go'an siyaasadda awood u helidda warka oo loo wada siman yahaye.

Haddii aad jeclaan lahayd warkaan oo ku qoran luqad kale ama qaab kale u qoran, ama haddii aad u baahan tahay adeeg turjumaan afka ah, fadlan nala soo xiriir.

## Urdu

ہم معلومات تک مساوی دسترس کی پالیسی کے پاسدار ہیں۔

اگر آپ ان معلومات کو کسی دوسری زبان یا صورت میں چاہتے ہیں، یا اگر آپ کو کسی مترجم کی خدمات درکار ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔

## French

Nous appliquons une politique d'égalité d'accès aux informations.

Si vous souhaitez consulter ces informations dans une autre langue ou sous un autre format, ou si vous avez besoin des services d'un interprète, veuillez nous contacter.

## Polish

Kierujemy si zasad równego dost pu do informacji.

Je eli chcial(a)by otrzymal ten tekst w Innym j zyku lub formacie b d potrzebujesz tlumacza, prosimy o skontaktowanie si z nami.



**Chevin**  
HOUSING ASSOCIATION LTD

A member of the Chevin Housing Group  
Charitable

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Language Line  
SERVICES



POSITIVE ABOUT  
DISABLED PEOPLE



INVESTOR IN PEOPLE



Give respect Get respect



business for neighbourhoods