



Haig Housing Living in Your Home: Our Policy

This leaflet is a summary of conditions which form part of your tenancy agreement and are designed to make living in your home pleasant for you and your neighbours. Non-cooperation with any of the conditions would be considered to be breaches of your tenancy agreement and will be treated as such.

To make life easier, especially in an emergency, please take note of the following things to do when you first move into your home

- Note meter readings
- Locate switches, fuses, stopcocks, and taps
- Make arrangements for connection of supplies - ask the Gas, Water and Electricity boards about their various payment methods.
- Familiarise yourself with the instructions for the type of heating installed in your home. If you are unsure of how to operate it safely and economically you should contact your Housing Manager or the Property Services Department at Head Office for help and advice

THINGS TO DO

- Take responsibility for servicing the **GAS COOKER** unless it was provided by the Trust
- Give access to your home to the Trust's contractors to service **GAS EQUIPMENT** (except your cooker). See separate leaflet 'Gas Safety' for more detail
- Inform the Trust of any **PETS** you have and apply for permission to keep a dog or a cat by signing a formal agreement with the Trust. Normally not more than one animal may be kept. Your animal must not cause a nuisance to your neighbours and any bedding, food and fouling should be cleared up and disposed hygienically. Dogs must be kept on a lead on the Trust's communal areas. Consent will be withdrawn if animals create a nuisance.
- Keep your **GARDEN** (if you have one) in good order. Ensure plants, trees and bushes do not become overgrown, a nuisance or danger to others. Control vermin and avoid accumulation of refuse. Help with gardens may be available from the Trust to tenants who are disabled and infirm or over age 70. See separate leaflet 'Less Abled Assistance'
- Keep **COMMUNAL PARTS**, such as stairs and landings clean and tidy – you are jointly responsible for this with others tenants. If they are not maintained, the Trust may impose a service charge to cover the cost of maintenance by contractors
- Take responsibility for the **SECURITY** of your home, including when you are away (cancel newspapers and other deliveries and make sure that a neighbour/responsible person checks your home, knows how to contact you and has a key). Contents insurance is your responsibility. Don't allow strangers into your home - always ask to see proof of identity

THINGS NOT TO DO

- Use your home for any **BUSINESS ACTIVITY** which causes disturbance of any kind to your neighbours – such as car repairs, use of machinery, storage or many visitors to the premises.
- **OVERCROWD** your home. **The maximum number of people allowed to live in your accommodation is shown in your Tenancy Agreement**
- Use your home for anything **ILLEGAL** or **IMMORAL** - the Trust will seek a Court Order to evict the tenant in such cases.
- **HARASS** anyone on/near the premises – nor should any guests, visitors, or family members. See Policy leaflets 'Countering Harassment' and 'Abusive and Threatening Behaviour'

NEIGHBOURLINESS

- **PARKING** – many of the older estates do not have enough parking spaces for current demand. Please be considerate when parking your car and if possible give disabled drivers close access to their homes. Do not occupy spaces with unused/non-roadworthy vehicles, caravans, boats, materials, etc. Vehicles over 5 cwt are banned.
- **SAFETY** - Paths, steps and inclines can become dangerous in bad weather. You must take due precautions but also report to the Trust any dangerous defects like uneven paving, worn stair treads, standing water, etc
- **TV DISH AERIALS** - are not permitted on the front of the Trust's properties or where they may be unsightly to others. Apply to the Trust for guidance.