



Exeter
City Council

Tenancy Agreement

Introductory Tenancies, Demoted Tenancies and
Lifetime Secure Tenancies

This document sets out the terms and conditions under which you occupy your property.
You must read and make sure you understand this tenancy agreement before signing.

Effective date

We are required under section 6 of the Audit Commission Act 1998 to participate in the National Fraud Initiative (NFI) data matching exercise.

Tenancy data will be provided to the Audit Commission for NFI and will be used for cross-system and cross-authority comparison for the prevention and detection of fraud.

WELCOME If you have difficulty reading this document because of a disability or because English is not your first language, we can help you. Please call us on 01392 265033 or ask someone to call on your behalf.

Chinese

欢迎

如果您因残疾或因为英语不是您的第一语言而难以阅读本文件，我们可以为您提供帮助。请拨打 01392 265033 与我们联系，或请他人代您致电。

Arabic

مرحباً

إذا كنت تواجه صعوبة في قراءة هذا المستند بسبب إعاقة أو لأن اللغة الإنجليزية ليست لغتك الأولى، فيمكننا مساعدتك. يرجى الاتصال بنا على الرقم 01392 265033 أو اطلب من شخص ما الاتصال نيابةً عنك.

Punjabi

ਜੀ ਆਇਆਂ ਨੂੰ

ਜੇ ਤੁਹਾਨੂੰ ਕਿਸੇ ਅਪਾਹਜਤਾ ਕਰਕੇ ਜਾਂ ਇਸ ਕਰਕੇ ਕਿ ਅੰਗਰੇਜ਼ੀ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ, ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਪੜ੍ਹਨ ਵਿੱਚ ਮੁਸ਼ਕਲ ਹੁੰਦੀ ਹੈ, ਤਾਂ ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ 01392 265033 'ਤੇ ਫ਼ੋਨ ਕਰੋ ਜਾਂ ਕਿਸੇ ਹੋਰ ਨੂੰ ਆਪਣੇ ਵਲੋਂ ਫ਼ੋਨ ਕਰਨ ਲਈ ਕਹੋ।

Kurdish

BI XÊR HATÎ

Heke hûn ji ber seqetiyek an ji ber ku Englishngilîzî ye di xwendina vê belgeyê de dijiwariyek heye ne zimanê we yê yekem e, em dikarin alîkariya we bikin. Ji kerema xwe telefona meya alîkariyê li ser 01392 265033 bikin an bipirsin kesek ku li ser navê we bang bike.

Portuguese

BEM-VINDO

Se tiver dificuldade em ler este documento devido a uma deficiência ou porque o inglês não é a sua primeira língua, podemos ajudá-lo. Por favor, ligue-nos para o 01392 265033 ou peça a alguém para ligar em seu nome.

Somali

SOO DHAWEYN Haddii ay kugu adag tahay inaad akhrido dukumeentigan naafo darteed ama Ingiriisi waa maaha luqadaada koowaad, waan ku caawin karnaa. Fadlan wac khadkayaga caawinta 01392 265033 ama weydii qof magacaaga ku hadlaya.

Contents

This document contains the terms and conditions that apply to introductory, demoted and lifetime secure tenancies.

Please read the whole document because it tells you about all your rights and responsibilities as a tenant. To help you find your way around the document, here is a contents list:

1. Your Responsibilities (Sections A – J)

2. Your Rights (Sections K – V)

3. The Council's Right to Possession

4. The Council's Responsibilities

Note:

The tenancy agreement explains what rights you and the Council have and what you can and cannot do.

A further explanation is available in your Tenant Handbook.

If you break any terms or conditions of this agreement, the Council may take enforcement action.

If this happens, you will usually be:

- Told why we believe you are in breach of your agreement.
- Given the opportunity to make representations to the Council.
- Given the opportunity to meet with officers of the Council.
- Given the opportunity to put things right.

If the Council believe that the safety of yourself and/or others is at risk, however, the Council will take enforcement action whether or not we have contacted you first.

This tenancy agreement is available in other formats from Tenancy Services.

Please call **01392 265033** or email **housing.estates.management@exeter.gov.uk**

If you would like to download an electronic version of this agreement, please go to www.exeter.gov.uk/tenancyagreement

Explanation of Words & Phrases

It is important that you understand this tenancy agreement before you sign it because it explains all your rights and responsibilities.

To ensure you fully understand what the tenancy agreement means, we have explained some words and phrases that may be unfamiliar to you.

Alteration(s)	Any change to your home which makes it different from that provided to you at the start of your tenancy. This includes such things as the fitting of CCTV or a key safe to the outside of your home.
Assignment	The legal process of passing all your tenancy rights and responsibilities to another person.
Communal area	Any part of the building and communal land that all tenants share or can use including rooms or spaces used for communal purposes and escape routes.
Council, we, us, our	Exeter City Council as landlord or our agent (or both).
District Heating	A system for supplying heat through external pipework to your home which via a heat exchange unit transfers that heat to the internal system in your home for heat and hot water. If your home has the benefit of a District Heating scheme special terms apply to your use of your home.
Enforcement proceedings	Any legal action that we may take to make you comply with your responsibilities under this agreement. For example: • We may ask the court to order you to comply with this agreement or stop you breaking this agreement. This could be an injunction order. • We may ask the court to make an order that takes away some of your rights as a tenant. This is called a demoted tenancy order. • We may ask the court to order you to leave your home. This is called an eviction order. • We may ask the court to do any or all of these things.

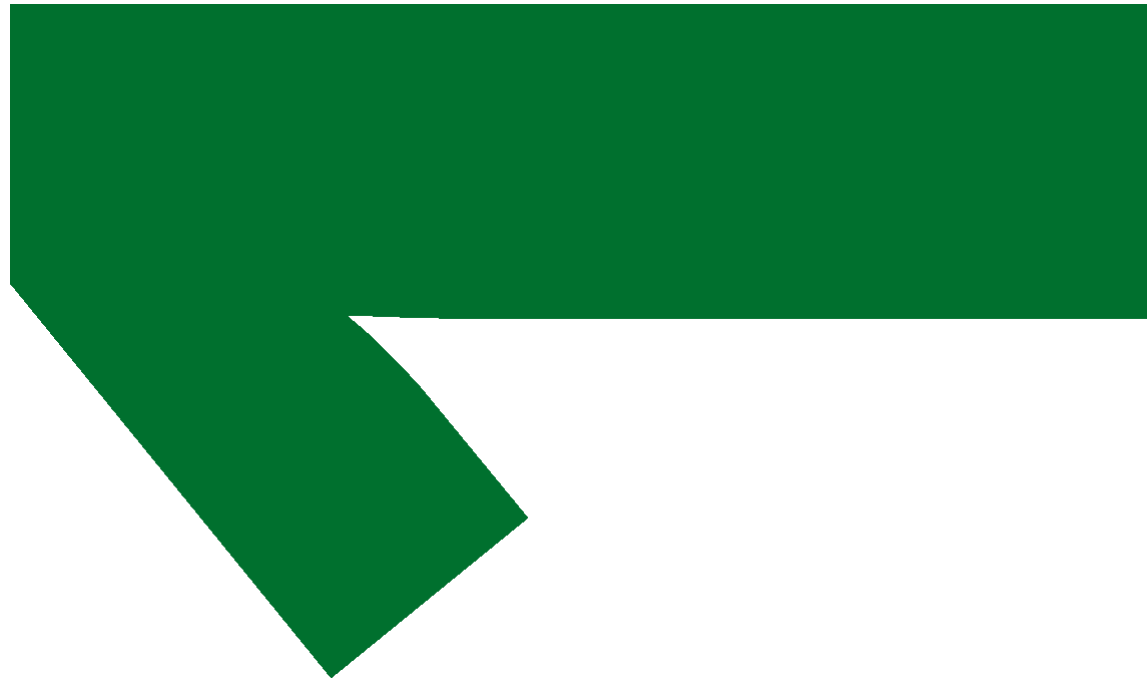
Escape Route	A route forming part of the means of escape from any point in a building to the final exit.
Exchange	Swapping your tenancy, and with it, your home to another person by mutual agreement where allowed by the Housing Act 1985. This is done through the legal process of assignment (see above). 'Mutual agreement' means both parties agree.
Eviction	This is when you are required to leave your home. We cannot evict you without a court order.
Firearm	The Council and this tenancy agreement uses the same definition of firearm as is set out in section 57 of the Firearms Act 1968 (as amended).
Genuine emergency	A real and immediate risk of harm to you or a real and immediate risk of serious structural damage to your home or to a neighbour's home (or all of these). We will decide whether a situation is a genuine emergency or not.
Home	The property let to you under this agreement, which will include all outbuildings and gardens (where applicable), for the sole use of your household.
Household	Everyone living at your home.
Improvement work	Work completed by either the Council or yourself on your home that improves the structure or facilities that were at your home when you first moved in.
Injunction order	Given by a court to order you or a member of your household or your visitors to do something or stop them doing something
Inspection	When the Council's contractors and or employees come to your home to check on the condition of your home and/or check the use that you and your household make of your home. Checks on your home are undertaken for various reasons relating to its physical condition but also for the use made of it, for example, damage caused by you or your household.

Introductory tenancy	A tenancy designed to give the Council the chance to see if you are a good tenant; that is someone who meets their obligations under the tenancy, for example prompt payment of rent. It is a 'periodic' tenancy, which means it runs from week to week. This tenancy has fewer rights than a flexible tenancy.
Joint tenancy	If you are joint tenants, the words 'you' or 'tenant' are used to refer to you individually and to both of you because each of you is individually responsible for complying with the terms of this tenancy, including where the other joint tenant is not doing so.
Locality	The area around your home which is more than the road or street where your home is situated. The final decision on the exact extent of that area, if it relates to enforcement proceedings, will be decided by the courts.
Lodger	A person who pays you money to share your home, but is given no rights under this agreement.
Mobility Scooter	A mobility aid equivalent to a wheelchair but configured like a motor scooter.
Notice	A written statement that seeks to end your right to live in your home. For example, this could be a Notice to Quit from you to us or a Notice of Seeking Possession (NoSP) from us to you.
Partner	Husband, wife, civil partner, partner or anyone else you live with as if they were your husband or wife.
Passivhaus	This is an eco-home building constructed with special materials to make it a low energy environmentally friendly home. This requires you and your household to adopt a lifestyle to match the building. If your home is a Passivhaus then special terms apply to your tenancy.
Personal representatives	When you die your personal representative is the person who administers your estate including giving vacant possession of your home to the Council and paying any debts owed by you to the Council. If they are named in your will they are called the 'executor' or 'executrix'. If you leave no will, or they are not named in your will as your executor, then they are known as your 'administrator'.

Possession order	A formal instruction from a court that gives us permission to take action to make you leave your home.
Rent	The total payment due from you to us as set out in this agreement. This will also include any service charges.
Safe	We expect that you will keep your home safe for you, your household and your lawful visitors. We expect that you will not allow your home to become a hazard to you or anyone else lawfully at or near your home, for example by the stockpiling of flammable materials in one or more of the rooms of your home
Service charges	Service charges are included in your rent and cover any additional services you need to pay, for example, cleaning in communal areas (flats).
Statutory body	An organisation set up under an Act of Parliament.
Solar Panels	These are fitted to some Council properties to provide low-cost electricity. If your home has the benefit of these panels then special terms apply to your tenancy.
Sub-letting	Where you give all or part of your home to another person to live in.
Succession	When a tenant dies the tenancy can only go to a spouse, partner or civil partner and only in certain circumstances.
Temporary move	Sometimes we may need to move you from your home to a temporary home, for example if we need to do a lot of work on your home. Any offer of a temporary home is on the basis that you will return to your home when possible. We will decide when that is. If you refuse to return, we will take action to evict you from your former home and your temporary home.
Vehicle	Means of transport such as a car or motorbike.
Written consent	A letter from us giving you permission to do something. If you do need our consent to do something, we may ask you to put your request in writing. If we grant consent we may impose conditions on that consent which if breached may lead to the withdrawal of our consent.

Your rights	The rights that are established by Parliament in written law (by legislation), the rights provided by this agreement (by contract) and the rights determined by the courts (common law).
ZEBCat	Zero Energy Buildings Catalyst (ZEBcat) property - this is a retrofit upgrade to a number of elements of the building which is designed to collectively improve energy efficiency. This may require your household to adapt to achieve the maximum energy savings. If your home is a ZEBcat property then special terms apply to your tenancy.
You only need to know what the following mean if you have solar PV panels fitted to your roof:	
Central FIT Register	The register kept and maintained by OFGEM (see below).
Feed in Tariff (FIT)	The money paid by energy companies, the Government or any other buyer for the electricity generated from the Solar Panel System, exported to the grid or sold to any other buyer. This also includes any other benefits that arise from the generation of electricity by the Solar Panel System including, CO2 savings.
FIT Period	This is the period of 25 years from the date that the Solar Panel System is installed at your Home. It will be recognised under the MCS as satisfying the relevant equipment and installation standards and has been entered into the Central FIT Register by OFGEM.
MCS	Micro-generator Certification Scheme or equivalent schemes accredited under EN45011.
OFGEM	Gas and Electricity Markets Authority or such other authority that takes over its functions in respect of the Feed in Tariff.
The Provider	Us or any person appointed by us to install, maintain, operate, repair or replace the Solar Panel System.
Solar Panel System	Any solar panels, fixings and additional equipment including the cables, inverter meter and monitoring equipment installed or to be installed in or on your Home

Part One – Your Responsibilities



A1 – Rent (including service charges)

A1.1 At the time of this agreement, the fortnightly rent for the property is made up as follows:

Cost for the home	£
Service charge*	£
Water charge (if any)	£
Heating charge (if any)	£
Other charges (if any)	£
Rent	£

* This will be broken down in your agreement to show what each service costs.

A1.2 You must pay your rent on time, including any service charges. The rent is due on a **Monday**, every fortnight in advance, but you can pay in advance every month if you prefer.

A1.3 There are occasional non-collection weeks when no rent is due (at Christmas, for example). We will let you know the non-collection weeks at the start of your tenancy and at the start of each financial year. If you owe us rent (you are in rent arrears), you must continue to pay the sum you have agreed to pay off the arrears during non-collection weeks.

A1.4 If you have any difficulty paying your rent, you must contact the Housing Income Collections team immediately by phoning **01392 265475** or by e-mail to **rent.collections@exeter.gov.uk**. A Housing Income Collections officer will be able to offer help and advice to make your rent more manageable. **If you do not pay your rent it is a breach of your tenancy and we can go to court to get a possession order to evict you from your home.**

A1.5 If you are joint tenants, you are each responsible for all the rent and for any rent arrears. We can recover all rent arrears owed for your home from any joint tenant.

A1.6 Your rent or service charge (or both) may be increased or reduced from time to time, usually from the first Monday in April each year. We will give you **4 weeks' written notice** of any changes.

A1.7 If at the end of a previous tenancy with us you owed us rent or any other money in connection with that tenancy, then you are liable to pay it to us as a term of this tenancy agreement.

A2 – Service Charges

A2.1 You may receive services that you have to pay for. The service charge is included in your rent. We divide the costs fairly between the homes that get these services. We will estimate the amount we are likely to spend in providing services to you over the coming year. We will give you a list of the services provided.

A2.2 We may vary the services provided or introduce new services. If we do, the amount you pay in service charges will change accordingly.

A2.3 We may increase or reduce your service charge when the rent is varied, using the same notice procedure. However, if there is a change in the services provided, we can vary the service charge to reflect the change in services, by giving you at **least 4 weeks' notice**.

A3 – Other Payments

A3.1 You must pay all bills (including Council tax, water, electricity and gas) for your home and district heating scheme charges (if applicable), unless the charges are included in your service charge.

A3.2 We recommend that you take out contents insurance. This should include third-party liability to cover any personal loss or damage to others, say through water leaking from a washing machine into your neighbour's home. We will not accept liability in such cases. For more information about insurance cover, please seek advice from an independent specialist.

A3.3 If you are receiving support for which there is a Community Based Support Charge you will be asked to sign a Community Based Support Agreement. It will state the conditions of the agreement, including information about the amount you will be charged for the support. It is separate from this tenancy agreement.

A3.4 A Community Based Support Charge may apply if:

- a. Your home is connected to an alarm service, or
- b. You receive other support services that support you to stay in your home.

B1 – Repairs and Improvement

B1.1 You must report any repairs, faults or damage to your home or shared areas immediately. If you delay reporting a fault and this leads to more damage, we may charge you to put that extra damage right.

B1.2 You must let us, anyone acting for us or any other statutory body or the Provider of the district heating scheme (if applicable), into your home to carry out a safety check or any other inspection of your home. You must let us, anyone acting for us or any other statutory body, into your home to carry out repairs, servicing and improvements until such repairs, servicing and improvements are completed to our satisfaction.

However, please ask for sight of official identification before allowing someone to enter your home. If in doubt, contact the Police or your Housing Officer on **01392 265033**.

Under the Landlord and Tenant Act 1985 you have the right to receive notice of a proposed visit with 24 hours' notice to carry out repairs and maintenance or to inspect the premises. Where possible, however, we will give you **48 hours' notice** that we need access to your home, except in a genuine emergency, when we will need to gain access immediately.

B1.3 Under the Gas Safety Regulations (Installation and Use) 1998, the Council must carry out an annual safety check on all gas appliances when we will also carry out a service. Tenants must co-operate fully by allowing access for this work to be done.

Due to the risks to the health of your household if a gas appliance is not serviced, we reserve the right to use reasonable force to enter your home if you refuse to let us in to do the work.

We may exercise this right immediately in a genuine emergency by using reasonable force to enter your home or we may ask the court to confirm our right to do this by making a court order. If we obtain a court order to enter your home you will be responsible for the Council's cost in obtaining that order.

B1.4 You must allow the Council or contractors or the Provider of the district heating scheme (if applicable), access to enable cables, drains, poles or other services to be laid in the home or its surroundings. We will give you **at least 48 hours' notice** of such work, except in a genuine emergency when we will need to gain access immediately.

B1.5 You must keep appointments for our workmen and other Council employees to call at your home, or give us reasonable notice if you cannot keep the appointment. You may have to pay the costs of the call-out if you do not keep the appointment or fail to notify us that you cannot keep it.

B1.6 When work is required that may disturb the floor coverings you have fitted or laid, you must arrange for their removal. The Council cannot be held liable for any damage if the floor coverings have not been removed. You will also be responsible for replacing or re-installing any such floor coverings.

B1.7 You must repair, or pay for the repair or replacement, if damage is caused to your home through your actions or omissions, for example, smashed glass in windows, broken or damaged doors, etc. This includes poor standard do-it-yourself work. You will have to pay the costs of such repair or replacement.

B1.8 You are responsible for repairing and maintaining any domestic equipment you have installed yourself. This includes cookers, washing machines, tumble dryers, dishwashers etc.

B1.9 You must do all repairs you are responsible for. This includes the following:

Chimney sweeping / Clothes lines/posts / Internal decoration / Renewal of toilet seats / Fuses, plugs and light bulbs / Gate catches and locks / Dividing wooden, concrete or metal fences and gates between properties / Gas escapes from tenants' appliances / Certain footpaths specific to your home / TV aerials

This list is not exhaustive and may be added to from time to time. For further information please see your Tenant Handbook.

B1.10 You must not make any alteration(s) to your home without first getting our written consent. Our consent will not be unreasonably withheld, but we do reserve the right to impose conditions on the giving of our consent. In some cases, you will have to meet Building Regulations, planning requirements, or any other statutory conditions e.g. Party Wall etc. Act.

B1.11 If your home is connected to a district heating scheme you must not make any alteration to this either externally or internally.

B1.12 You must notify the Council when the alteration is complete and allow access to the premises to enable the Council to inspect the work to ensure that it is completed to a satisfactory standard and complies with any conditions imposed.

B1.13 If you make an improvement or alteration to your home without our written agreement or fail to adhere to any conditions we impose, we will either tell you to remove it and return the property to how it was before or we will do the work and you will be responsible for the costs involved in that work. If you elect to do the works, these works will have to be carried out to a standard that is acceptable to the Council.

B1.14 If you make an unauthorised alteration to your home (either by adding something or taking something away) that creates a hazard, causes harm or damage to others and/or their property, you will be responsible for the cost of putting the damage right and you may be recharged for this.

B1.15 If we grant you permission to install a gas appliance, it is a condition of that permission and a term of this agreement that you must allow the Council to carry out its right to inspect and/or discharge its statutory duties under the Gas Safety regulations. This may require you to remove the appliance temporarily to enable that inspection to take place (and any works required as a result of that inspection). The costs of removing and re-instating the appliance will be your responsibility

B1.16 Some of our homes are fitted with environmental sensors which monitor temperature, humidity and carbon dioxide. They may also be connected to smoke and carbon monoxide detectors. You agree not to interfere with these sensors.

B1.17 You must make efforts to reduce the amount of moisture in your home as this can lead to mould formation.

B1.18 You must not block permanent air vents or ventilation fans.

C1 – Behaviour

C1.1 Most tenants act reasonably and have consideration for their neighbours. We will not tolerate anti-social behaviour, harassment or domestic violence and we will take firm action against anyone carrying out this behaviour.

C1.2 As the tenant(s) you are not only responsible for your own behaviour but also for the behaviour of your family and any other member of your household, together with anyone who is a lawful visitor to your home. You are also responsible for their behaviour when they are in the locality as a result of visiting or contacting you. You are also responsible for the behaviour of anyone whom you encourage in any way to act on your behalf. You are also responsible if you allow and/or do not prevent any of those people causing anti-social behaviour, harassment or violence including domestic violence, regardless of their age or their relationship to you.

C1.3 You must not do, encourage or allow anyone else living with you or visiting you to do the following:

- a. Cause, or behave in such a way as to be likely to cause, a nuisance or annoyance to anyone who is lawfully in your locality.
- b. Harass anyone in your locality on grounds of colour, race, ethnic origin, sex, sexual orientation, disability or health, age, religious beliefs or culture, immigration status or any other reason.

Examples of harassment are using or threatening to use violence; using abusive or insulting words or behaviour; racist or homophobic abuse; damaging or threatening to damage another person's home or possessions; writing threatening, abusive or insulting graffiti. (This is not meant to be a complete list. The Council generally consider behaviour to be harassment if it is a course of conduct, i.e. there have been at least two incidents, but individual serious incidents may themselves constitute harassment even if not repeated).

- c. Doing anything that interferes with the peace, comfort or convenience of others who are lawfully in the locality.
- d. Make threats or be violent towards anyone else who is lawfully in your home or in the locality, including your partners or former partners, other members of your family, or the people related to your partners or former partners. You must not harass or use mental, emotional, financial or sexual abuse to persuade anyone who lives with you to leave the home.
- e. Make threats of any kind or be violent or use abusive or foul language towards any Council employee, its contractors or consultants, or any city Councillor at any time or in any place. This includes when you visit or telephone any Council office, if you are visited at your home, or in any other situation.
- f. Harass any Council employee, its contractors or consultants, or any city Councillor in any way at any time or any place. Examples of harassment are sending text messages or emails or any other form of electronic communication that contain abusive or offensive content or the making of unnecessary phone calls or visits to the Council's offices. (This is not meant to be a complete list. The Council generally considers behaviour to be harassment if it is a course of conduct, i.e. there have been at least two incidents, but individual serious incidents may themselves constitute harassment even if not repeated).
- g. Use your home or the locality for any activity that is unlawful, including but not limited to, drug dealing, possessing or consuming illegal drugs, drug growing or drug production, storing stolen goods or contraband, benefit fraud, obtaining goods fraudulently, sexual offences, or storing or keeping illegal guns or other weapons.

- h. Keep any firearm at your home without our prior written permission. Permission will only be granted if you hold a current firearm licence and confirmation of this must be provided to the Council before permission will be issued. Permission will also be subject to your compliance with any conditions attached to a firearms licence particularly relating to its storage at your home. Compliance with any Home Office Guidance or Rules relating to storage (e.g. Firearms Rules 1998) will be required at all times. Please note that any works to the premises in order to comply with such requirement(s) will also require our consent in accordance with B1 10 above.
- i. Interfere with security and safety equipment in communal entrances. Doors must not be jammed open and strangers must not be let in without identification. You must co-operate with the installation and maintenance of security systems.
- j. Damage or deface your home or other City Council property or the district heating system internally or externally. We will treat this as a breach of your tenancy agreement and you will have to pay the cost of repair or replacement.
- k. Keep any animal unless you have our written permission. If we give our permission, we can withdraw it at any time if the animal causes a nuisance or annoyance to others who are lawfully in the locality. You must take proper care and control over any animals kept at or visiting your home..
- l. Carry out repairs, except emergency running repairs, to motor vehicles on the street or in parking areas.
- m. Park any untaxed, illegal or un-roadworthy vehicles on the land around your home, on the road near your home or in a designated parking area (this includes where a Statutory Off Road Notification (SORN) has been obtained).
- n. Park any heavy trade vehicle or large commercial vehicle of greater than standard transit size on any communal hard-standing, parking bay or forecourt.
- o. Park any motor caravan, caravan, boat or trailer on any communal hard-standing, parking bay or forecourt, without our written permission. We will refuse permission only if there is a good reason.
- p. Park any vehicle on any Council owned land at or near your home unless a Council-approved garage or hard-standing is provided and you have our written consent to use it.
- q. Put up structures such as satellite dish aerials, sheds, garages or pigeon lofts anywhere on your property or alter any existing structures or vary services such as water, gas or electricity supplies to the home without the Council's written agreement. Planning conditions and Building Regulations must also be satisfied.

- r. Run a business from your home or its surroundings without our written permission. We will not normally refuse permission unless the business would cause a nuisance, breach an existing covenant (a legally binding promise) that prevents business use, or possibly lead to damage to the property. Planning permission for business uses may be required, and it is your responsibility to get it. If, as a result of your running a business from your home, National Non-Domestic Rates (Business Rates) apply, you will be responsible for paying them.
- s. Store any flammable liquid or gas inside your home, for example paraffin or butane or propane cylinders.
- t. Have more people living in your home than the maximum number allowed by this agreement save for (i) natural changes in the household or (ii) when your relatives visit for a while or (iii) you have the written permission of the Council.
- u. Keep cars, mopeds, motorcycles, mobility scooters, motor scooters, engines and parts inside your home or on indoor communal areas such as entrance halls or landings save where written consent has been granted by the Council to you and you have complied with any conditions attached to such consent.
- v. Smoke or vape in any communal areas.

C1.4 You must keep all communal areas (including escape routes) clean, tidy and clear of obstruction. You must keep these areas clean and free of all items (for example doormats, floor coverings, personal items etc.). If we have to take action against you to enforce this term we will recover the costs from you.

C1.5 You must keep your garden tidy and free from rubbish (this will include cutting the lawn, maintaining walls and trimming the hedges) and maintained to a standard that we consider acceptable taking into account the character and location of your home. If you cannot maintain the garden because of ill health or disability, we may be able to offer you help. Please ask your Housing Officer for more information on **01392 265033**.

C1.6 You must keep the inside of your home and, if applicable, any storage cupboards or spaces made available for your exclusive use, clean, safe, tidy, free from vermin (pests) and in a good state of decoration, and therefore maintained to a standard that we consider acceptable. We may be able to help you decorate if you are elderly or disabled or provide materials if you are a single parent on Housing Benefit. Please ask your Housing Officer for more information on **01392 265033**.

D1 – Notice to Quit

D1.1 You must give us **at least 4 weeks' written notice** before you want to leave your home. This 4 weeks' notice must end on a Monday.

D1.2 You must return all of the keys you have for your home to the Civic Centre when you leave and obtain a receipt for doing so. The keys must be returned no later than **10.00 am on the Monday** which immediately follows the 4 week notice period given in your written notice and referred to in paragraph **D1 (1)** above, otherwise you will be charged occupation charges for the week which starts on that Monday.

D1.3 If you are joint tenants, any one of you can end the tenancy by giving us 4 weeks' written notice, but everybody living in your home must leave by the time the notice expires.

D1.4 You must leave the property, fixtures and fittings in good condition. You will have to pay for any repair or replacement if damage has been caused deliberately or by your own neglect. You will not have to pay for normal wear and tear.

D1.5 You must allow us access to your home at reasonable times during the last month of your tenancy so we can inspect the property and show prospective new tenants around. We will agree, with you, any work that needs to be completed before you move out. Under the Landlord and Tenant Act 1985 you have the right to receive notice of a proposed visit from us with 24 hours' notice. Where possible, however, we will give you **48 hours' notice** that we need access to your home.

D2 – Notice to Quit for Introductory Tenants

D2.1 You must give us **at least 4 weeks' written notice** before you want to leave your home. This 4 weeks' notice must end on a Monday.

D2.2 You must return your keys to the Civic Centre when you leave. If the keys are not returned by **10.00 am on that Monday** then occupation charges will be charged for another full week.

D2.3 If you are joint tenants, any one of you can end the tenancy by giving us **4 weeks' written notice**, but everybody living in your home must leave by the time the notice expires.

D2.4 You must leave the property, fixtures and fittings in good condition. You will have to pay for any repair or replacement if damage has been caused deliberately or by your own neglect. You will not have to pay for normal wear and tear.

D2.5 You must allow us access to your home during the last month of your tenancy at reasonable times so we can inspect the property and show prospective new tenants around. We will agree with you any work that needs to be completed before you move out. Under the Landlord and Tenant Act 1985 you have the right to receive notice of a proposed visit from us with 24 hours' notice. Where possible, however, we will give you **48 hours' notice** that we need access to your home.

E1 – Vacant Possession

E1.1 You will be liable for any legal costs and reasonable expenses if you fail to give us vacant possession of your home when you leave.

E1.2 Vacant possession means that you and your household have left your home and that you have removed all your possessions and/or any items you have brought into your home. It also means that you have removed all your possessions and/or any items stored by you in any outbuildings, the loft (if applicable), and your gardens. This includes any rubbish produced by you or your household.

E1.3 If you let persons into your home and/or leave persons in occupation after you have left, then the Council will obtain a court order to evict them and you will be responsible for the costs incurred by the Council in doing this.

E1.4 Once we have control of your home again, we will remove anything that has been left by you or your family or lawful visitors. If those things are considered to be harmful to others, such as clinical waste or rotting food or dirty clothing, they will be disposed of immediately.

We will store any other items for **up to 28 days**. We will try to notify you in writing (at your last known address) that the items are being stored, where they are being stored, how you can get them back and the date by which we will dispose of them if you do not collect them. We will charge you the cost of storage.

If we dispose of the items by selling them, the proceeds of sale will be used to pay towards any debt you owe to the Council, such as rent arrears or storage charges. If this still leaves a debt owing to the Council you remain responsible for paying it. If you do not have a debt to the Council or the proceeds of sale pays off your debt to the Council, then the remaining proceeds will be paid to you.

F1 – Death

F1.1 If you die during the tenancy your personal representative must notify the Council of your death as soon as is possible.

F1.2 If we are informed within 48 hours of your death then we may allow your personal representatives a rent-free period of up to 3 weeks to enable them to deal with your possessions and clear out your home. The keys must be returned to the Civic Centre by **10.00 am on the first Monday after 3 weeks** has passed from the date of your death. The keys may be returned to the us at any earlier time during the 3 week period. The tenancy will end on the date that keys are returned as long as your home has been cleared so that we have vacant possession as described in **section E1**.

F1.3 If we are informed within 48 hours of your death but the keys are not returned within the period allowed to you under paragraph **F1.2** then your full rent and any other charges due under the tenancy will be charged from the first Monday after 3 weeks has passed from the date of your death until the date that the keys are returned to us and we are given vacant possession of your home as described in **section E1**.

F1.4 If we are not informed within 48 hours of your death then no rent free period will be granted to your personal representatives and your full rent and any other charges due under the tenancy will continue to be charged from the date of your death to the first Monday after keys are returned to the Council and it is given vacant possession of your home as described in **section E1**.

F1.5 If your personal representatives do not return the keys to your home to the Council and give us vacant possession of your home as described in **section E1**, then we will serve a Notice to Quit in the manner prescribed by law and will obtain a possession order from the court and take possession of your home.

F1.6 All rent and other charges due under your tenancy referred to in this section must be paid from your estate or otherwise by your personal representatives. All costs and expenses reasonably incurred by the Council in order to obtain vacant possession of your home after your death must be paid from your estate or otherwise by your personal representatives.

G1 – Assignment

G1.1 You cannot pass on your tenancy (called an ‘assignment’) to anyone without our written consent. If you do, you are breaking the tenancy agreement. Anyone who takes an assignment that we have not permitted runs the risk of legal action against them for possession. Such a person may also be an unlawful occupier or a tenant whose tenancy is not secure. For further information about assignments please contact your Housing Officer on **01392 265033**.

H1 – Tenant Conditions

H1.1 You must occupy the property as your main or only home.

H1.2 You must not sub-let your home or part with possession of your home.

H1.3 You may only sub-let part of your home if and when you have received our written permission and not before.

H1.4 You must tell us if you expect to be away from your home for **more than 4 weeks**.

H1.5 We will need to know why and for how long you intend to be away. You must also tell us if someone will be staying in your home while you are away and who they are.

H1.6 If your home appears to the Council to be abandoned and/or your whereabouts are not known, we will conclude that you are no longer occupying your home as ‘your only or main home’.

This means that you will no longer be a secure tenant and we can bring your right to occupy your home to an end by either serving a Notice to Quit or Notice of Seeking Possession (or a Notice of Proceedings for Possession of an Introductory Tenancy, if applicable) and then seeking a court order for possession of your home. You will be liable for the costs incurred by the Council in doing this.

H1.7 Once we have control of your home again, we will remove anything that has been left in the property. If those things are considered to be harmful to others, such as clinical waste or rotting food or dirty clothing, we will dispose of them immediately.

We will store any other items for **up to 28 days**. We will try to notify you in writing (at your last known address) that the items are being stored, where they are being stored, how you can get them back and the date by which we will dispose of them if you do not collect them. You will have to pay the cost of storage.

If we dispose of the items by selling them, the proceeds of sale will be credited to your account, less any amount you owe the Council such as for rent arrears or storage charges. Any money you still owe will remain your responsibility.

I1 – Notices

I1.1 If you wish to serve a notice on the Council, including a Notice to Quit or a Notice to Terminate, you must deliver it to the following address:

Lettings and Home Ownership Team
Exeter City Council, Civic Centre
Paris Street, Exeter
EX1 1RQ

Notices must be delivered either in person (either you or someone on your behalf), by post, or by email to lettingsandhomeownership@exeter.gov.uk

J1 – Solar PV Panels

J1.1 – General Terms

J1.1 We or the Provider may install a Solar Panel System at your home and retain it there (the inverter is usually installed in your loft space which means that we or the Provider may need access to your loft space from time to time) but neither we nor the Provider are under any obligation to do so. You agree that we may grant the Provider an exclusive right for the Solar Panel System to occupy the parts of your home where it will be installed or has been installed.

J1.2 During the Feed in Tarriff (FIT) Period, the Solar Panel System belongs to the Provider and is not part of your home.

J1.3 We or the Provider may connect the Solar Panel System into and use the existing electrical system within your home for the installation and operation of the Solar Panel System.

J1.4 The Provider is exclusively entitled to the benefit of the Feed in Tariff and you shall provide such assistance as the Provider shall reasonably require (including entering into documentation) to ensure that the Provider is entitled to receive the Feed-in Tariff for the Solar Panel System during the FIT Period. The Provider shall pay any costs which you reasonably incur in providing any assistance pursuant to this obligation.

J1.5 Subject to **J1.22** any electricity generated by the Solar Panel System may be used by you and we will not charge you for that electricity.

J1.6 Any electricity that you do not use will be exported to the national grid for the sole benefit of the Provider.

J1.7 The part of the Solar Panel System known as the inverter may use a small amount of electricity from the electricity supply in your home and you will not charge us or the Provider for that electricity.

J1.8 We or the Provider may at any time alter the Solar Panel System or remove it from your home either permanently or for a period of time.

J1.9 Our obligations in the Tenancy to keep your home in good condition and to repair and maintain the wiring does not include an obligation to keep in good condition; repair or maintain the Solar Panel System unless we are the Provider.

J1.10 In the event of the Solar Panel System or any part thereof failing and being uneconomic to repair or replace the Solar Panel System can be left in situ until such time as it is economic to repair or replace or the Solar Panel System is removed.

J1.11 The amount of free electricity that the Solar Panel System may generate and which may be used by you may vary and that neither we or the Provider are liable in any way to compensate you for any variation to the amount of free electricity that may be used by you whether as a result of:

- Us or the Provider carrying out repairs, works or alterations to the Solar Panel System or removing it from your home
- Us carrying out repairs, works or alterations to your home
- The weather, season or other factors beyond our control or the control of the Provider
- The age of the Solar Panel System (solar panels may become less efficient with age)
- The Solar Panel System or any part thereof failing and being uneconomic to repair or replace
- Any other reason.

J1.12 Your right to live in your Home without any interruption or interference from us does not apply where access is required as set out in **J1.17** of this Agreement.

J1.13 In the event that you apply to exercise your right to buy your home and you wish to continue to receive the electricity generated by the Solar Panel System you should let us know so that we can advise the Provider. The Provider may offer to enter into a contract with you under which you allow the Solar Panel System to remain at your home and in return you will still get free electricity from the Solar Panel System.

J1.2 – Our Obligations

J1.14 We will write and tell you if a Solar Panel System is going to be installed on your home.

J1.15 We will tell you if the Solar Panel System is going to be removed by us or by the Provider.

J1.16 We will take reasonable steps to ensure that, subject to clauses **J1.8** and **J1.10**, the Provider keeps the Solar Panel System in good repair and working order during the FIT Period.

J1.3 – Your Obligations

J1.17 You will allow us or the Provider (and our, or the Provider's employees or contractors acting on our, or the Provider's behalf) access at reasonable times and subject to reasonable notice to install, maintain, repair, replace or undertake other works to, or inspect the condition of the Solar Panel System and to take meter readings. This may involve putting up scaffolding to safely access the roof of your home. You must ensure that access to the Solar Panel System is kept clear and it may be necessary for us, or the Provider to move personal items in your loft area particularly during the installation. Under the Landlord and Tenant Act 1985 you have the right to receive notice of a proposed visit from us with 24 hours' notice. Where possible, however, we will give you **48 hours' notice** that we need access to your home.

J1.18 You will not cause any damage to or interfere with the Solar Panel System (including any cables serving the same) and pay us or the Provider any reasonable costs incurred by us or the Provider in respect of any damage caused to the Solar Panel System by you, members of your household or visitors to your home.

J1.19 You will make sure that no trees or vegetation at your home grow to overshadow the Solar Panel System.

J1.20 You will make sure that nothing is constructed or erected at your home which overshadows the Solar Panel System.

J1.21 You will tell us as soon as you are aware of any damage (however the damage is caused) to either the Solar Panel System or any part of your home to which the Solar Panel System is attached or in which it is contained.

J1.22 You agree to use the electricity generated by the Solar Panel System for personal domestic use only, not to store any electricity generated by the Solar Panel System in large storage batteries (this does not include rechargeable batteries in portable appliances such as a mobile phone, electric toothbrush or mobility scooter), and not to sell or attempt to sell any electricity generated by the Solar Panel System to anyone.

J1.23 You agree that where your home has the benefit or will have the benefit of solar PV panels that your personal information held by the Council will be disclosed to the Provider (if that be a third party).

J2 – Passivhaus (Eco-home)

J2.1 If your home is a 'Passivhaus' then paragraphs **B1.10, B1.11, B1.12 B1.15** and **L2**, of this agreement do not apply to you and you will not have the benefit of any rights set out in those paragraphs

J2.2 The following special terms and conditions shall apply to you. These are:

- a. You shall not carry out any improvements or alterations to your home.
- b. You will be mindful of the specific nature of the construction and heating system of this property, and you will not act or fail to act in any way that will reduce or prevent the

unique design from working effectively. Although not a complete list, this includes actions such as:

- No cat flaps to be installed
 - No breaching of the external walls to fit any items (CCTV or satellite dishes)
 - No changing of doors
 - No major breaches of internal walls.
- c. Given the design of these properties, any act or omission on your part or that of your household that prevents or reduces the performance of the Passivhaus will be considered a serious breach of your tenancy. If you breach these terms and conditions we will consider enforcement action against you and you will be charged for the costs of any remedial work required.

J3 – Zero Energy Buildings Catalyst (ZEBCat) or other retrofit thermal insulation/energy upgraded property

J3.1 If your home has been subject to a ZEBCat or other retrofit thermal insulation/energy upgrade then paragraphs **B1.10**, **B1.11**, **B1.12** **B1.15** and **L2**, of this agreement do not apply to you and you will not have the benefit of any rights set out in those paragraphs.

J3.2 The following special terms and conditions shall apply to you. These are:

- a. You shall not carry out any improvements or alterations to your home.
- b. You will be mindful of the specific nature of the construction and heating system of this property and you will not act or fail to act in any way that will reduce or prevent the unique design from working effectively. Although not a complete list, this includes actions such as:
 - No cat flaps to be installed
 - No breaching of the external walls to fit any items (CCTV or satellite dishes)
 - No changing of doors
 - No major breaches of internal walls.
- c. Given the design of these properties, any act or omission on your part or that of your household that prevents or reduces the performance of the retrofit thermal insulation/energy upgrade will be considered a serious breach of your tenancy. If you breach these terms and conditions we will consider enforcement action against you and you will be charged for the costs of any remedial work required.

Part Two – Your Rights



K1 – Your Right to Occupy

K1.1 You cannot be evicted from your home unless the Council obtain a court order for possession and/or have executed a warrant for possession.

K1.2 If you are an introductory, demoted, or a lifetime secure tenant, then the Council will serve on you (save for secure tenants in exceptional circumstances) a notice either setting out the grounds for possession (set out at Schedule 2 of the Housing Act 1985) and the reasons why the Council consider that those grounds apply or why your tenancy should be brought to an end.

K1.3 If you are an introductory tenant or demoted tenant then you will have the right to request a review of the decision to end your tenancy.

K1.4 You can end your tenancy at your discretion by serving a valid notice to quit on the Council (see **section I1** as to how to serve a notice on the Council).

K1.5 You may wish to hold your tenancy jointly with your spouse, partner or civil partner. This is dependent on the Council's agreement to give you a joint tenancy, however the Council will not unreasonably withhold consent for a joint tenancy to be granted.

K2 – Your Rights as an Introductory Tenant

K2.1 If you have an introductory tenancy you have fewer rights than a secure tenant, but you will become a lifetime secure tenant on the expiry of the trial period. However, the Council must be satisfied that you are suitable to have a lifetime secure tenancy with this Council.

Your conduct (including that of your household) will be monitored and this will determine whether or not the Council allow the trial period to expire or extend it or bring your tenancy to an end. The trial period is usually for one year but can be extended to 18 months.

K2.2 As an introductory tenant you do not have the right to:

- Sublet any part of your home, assign or exchange your home
- Make improvements or alterations to your home
- Apply to buy your home (although the introductory period will count towards any qualifying period)
- Vote before any transfer of your home is made to a new landlord.

K2.3 If your introductory tenancy changes to a lifetime secure tenancy, then all the terms of this tenancy agreement will apply to you at that time.

K3 – Your Rights as a Demoted Tenant

K3.1 If your tenancy is changed to a demoted tenancy, you do not have the right to:

- Sublet any part of your home, to exchange your home or assign (except where ordered by a court)

- Make improvements to your home
- Apply to buy your home
- Vote before any transfer of your home is made to a new landlord.

K3.2 If your demoted tenancy becomes a secure tenancy again, then all the terms of this tenancy agreement will apply to you at that time.

L1 – Your Rights with Repairs

L1.1 You have a right to get repairs done in a reasonable time. In some cases you have a legal Right to Repair or the Right to Compensation if certain repairs are not done on time.

Please ask us if you want more information or refer to your Tenant Handbook.

L2 – Your Rights with Improvements

L2.1 You have the right to make your own improvements, such as:

- Bathroom suites
- Central heating (not applicable if you have a district heating system)
- Hard flooring such as laminate floors (we may refuse permission for this work in flats above the ground floor)
- New kitchen units
- Showers
- Gas fires (not applicable if you have a district heating system)
- Satellite dishes
- CCTV equipment.

You must get our agreement in writing before doing any work like this (see **section B1, B1.10 - 12**). We will not refuse permission unless there is a good reason.

L2.2 We will expect you to keep the improvement in reasonable repair. All gas appliances must be installed by an approved and registered gas appliance contractor and all changes or additions to the electrical installations must be undertaken by a registered and approved electrical contractor. You will need to supply us with a certificate (include gas safety and repairs certificates) to show any works meet all health and safety standards (available from your contractor) within 14 days. . You may need Building Regulations approval or planning permission for improvement work, and it is your responsibility to get such approval or permission.

If you wish to upgrade your radiators, you will also need to provide us with a room heat loss calculation alongside the permission request (prior to permission being granted) so that we can make sure that the new radiator is of suitable size to heat the room.

Further information is held in your Tenant Handbook.

L2.3 Agreed improvements after 1 April 1994 may give you the Right to Compensation for these improvements when you leave. The amount you receive depends on the age of the improvement, the type of improvement and your ability to provide receipts for the work. Once fixed to the home, improvements become part of it and must be left when you leave.

M1 - Your Right to be Consulted

M1.1 You have the right to be consulted about our housing management of your home if it substantially affects you. For example, we will consult you about modernisation or improvement work that is planned for your home or your area. We will endeavour to involve you or your tenants' group in local housing issues and a copy of our Resident Involvement Strategy is available on request.

M1.2 You have the right to be consulted about any planned changes to the tenancy agreement. We will tell you in writing if the changes are to go ahead.

N1 – Your Right to Complain

N1.1 You have the right to have your complaints dealt with efficiently and effectively. Please direct your complaint to:

- Team: Housing Complaints
- Email: housing.complaints@exeter.gov.uk
- Telephone: 01392 265759

Alternatively, you can make a complaint through your Housing Officer by calling, 01392 265033.

N1.2 You can contact the Housing Ombudsman at any time throughout the complaints process. The Housing Ombudsman provide a free, independent, and impartial dispute resolution service.

You can contact the Housing Ombudsman in the following ways:

- By telephone: 0300 111 3000
- Online: www.housing-ombudsman.org.uk
- Address: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET.

O1 – Your Right to Know

O1.1 You have the right to examine your tenancy file to see what information we have about you, provided you give us written notice. In certain circumstances you will not be able to see everything; for example, letters about you from third parties unless we get the author's permission, or a medical letter about a condition affecting a family member.

O1.2 If you pay service charges, you have the right to see our financial records for them. You must give us reasonable notice (**2 weeks**) if you want to do this.

P1 – Your Right to Manage

P1.1 Right to Manage is when a group of Local Authority residents choose to manage their homes themselves by coming together to set up a group called a Tenant Management Organisation (TMO).

Once a TMO is formed the organisation can enter into a legal agreement which allows them to take on collective responsibility for managing their homes. This might include things like organising repairs and arranging estate cleaning services. Residents remain a council tenant or leaseholder, and their rights do not change. The only change is the organisation helps manage the homes.

P1.2 You have the right to manage your property by forming a Tenant Management Organisation (TMO). For more information, please contact your Housing Officer on **01392 265033**. Further information about Right to Manage and Tenant Management Organisations is available online or by searching "Right to Manage Guidance" on www.gov.uk. There is also more information in your Tenant Handbook.

P1.3 You have the right to join or start a residents' group in your neighbourhood residents' group in your neighbourhood if you wish. Your Housing Officer will be able to give you advice. Please call **01392 265033**.

Q1 – Your Right to take in Lodgers

Q1.1 You have the right to take in lodgers, but you must get our written permission before you do this. A lodger is someone who lives in your home but does not have exclusive right to any one part of it. They will get some sort of service from you, such as cooking or cleaning.

Q1.2 You have the right, if you are a secure tenant, to sub-let, but you must get our written permission first. Sub-letting means that someone pays you rent to have exclusive right to part of your home. They will usually do their own cooking and cleaning. You must not sub-let the whole of the property.

R1 – Your Right to Quiet Enjoyment of your Home

R1.1 You have the right to live in your home without any interruption or interference from us, subject to the rights retained by the Council to enter your home set out in this agreement, and also subject to you keeping to the terms of this agreement and that your home remains your only or main home.

S1 – Your Right to Swap your Tenancy

S1.1 You have the right, if you are a secure tenant, to swap your home (called an ‘Assignment by way of Exchange’ or ‘Mutual Exchange’) with another tenant of the Council, another Council or a housing association. However, you must get our written agreement first and the other tenant must also have obtained his or her landlord’s written agreement to swap with you or another tenant. We can refuse permission only in certain circumstances, which are set out in Schedule 3 of the Housing Act 1985. For example, we could refuse permission if:

- One of the homes would be overcrowded
- One of the homes would be much too large for the new tenants
- There is legal action being taken to get possession of the home of any of the tenants involved
- The exchange would mean that a home adapted or specifically for elderly or disabled people would have no one living there who needed the service.

If the Council does give permission to swap your tenancy, then that permission may be subject to conditions, such as that any breach of the tenancy must be remedied before you leave, for example replacing internal doors damaged by you and or your household, or paying off rent arrears etc.

In addition, the assignee of your tenancy will take your home in its current condition (subject to any works we identify as part of our safety checks) and will take responsibility for any breaches of the tenancy agreement which occurred before the date of assignment by you.

S1.2 If you do exchange without our written agreement, we will take legal action to evict you. You will not be able to return to your original home and will not be offered alternative housing.

S1.3 Please note that (i) you have an absolute obligation to provide full, fair and accurate disclosure of your existing tenancy rights to the proposed assignee and (ii) you shall not offer any financial inducement to another relevant tenant to secure their agreement to or involvement in an assignment.

T1 – Your Right to Buy your Home

T1.1 If you are a secure tenant, you have the right to buy your home subject to Right to Buy legislation. However, this right does not apply to some types of housing, for example, housing specifically for the elderly or people with physical disabilities. If you wish to discuss whether you have the Right to Buy, please contact the Lettings and Homeownership team on 01392 265744 or email lettingsandhomeownership@exeter.gov.uk.

U1 – Your Spouse, Partner's or Civil Partner's Right to Succeed to the Tenancy

U1.1 If you are an introductory or lifetime secure tenant, there is a right for your spouse, partner or civil partner to succeed to your tenancy on your death if they occupy your home as their only or main home.

U1.2 If your spouse, partner or civil partner is already a tenant with you (a joint tenant) then they will retain their tenancy on your death, and this is called 'by right of survivorship'.

U1.3 If your spouse, partner or civil partner is not already a tenant, and you were not a successor to the tenancy, then they will succeed to your tenancy. This means they will take over your tenancy.

U1.4 If you are a lifetime secure tenant then the Council will not allow anyone else to succeed to your tenancy.

U1.5 If you are an introductory tenant there is also a right for a member of your family (as defined by section 140 of the Housing Act 1996) to succeed, if there is no spouse or civil partner, as long as (a) they occupy your home as their only or main home and (b) that member of your family has lived with you throughout the period of twelve months ending with your death.

U1.6 If you are a demoted tenant there is a right to succeed for a person who (a) occupies your home as their only or main home at the time of your death and (b) is a member of your family (as defined by section 143P of the Housing Act 1996) and (c) has lived with you throughout the period of twelve months ending with your death. If there is more than one person entitled to succeed then priority is given to your spouse or civil partner.

V1 – Your Right to request Home Adaptations

V1.1 You can request home adaptations (in accordance with the Equality Act 2010) if you need them to help you or a member of your household with independent living, privacy and dignity. More information about adaptations is available in your Tenant Handbook.

Part Three – The Council's Right to Possession of your Home



The Council's Right to Possession of your Home

3.1 If you have an introductory tenancy and at any time any obligation owed by you to the Council and contained within this agreement is not complied with then possession can be sought during the trial period of your introductory tenancy following service of a Notice of Proceedings for Possession of an Introductory Tenancy.

3.2 If you have a demoted tenancy and at any time any obligation owed by you to the Council and contained within this agreement is not complied with then possession can also be sought during the period of your demoted tenancy.

3.3 If you have a lifetime secure tenancy and at any time any obligation owed by you to the Council and contained within this agreement is not complied with then possession can also be sought following service of a Notice of Seeking Possession setting out the ground(s) for possession and the particulars of breach relied on.

3.4 In certain circumstances we have the right to take possession of your home and move you elsewhere. For example, we can do this if the property has features which make it substantially different from normal accommodation, for example, it is adapted for the disabled such as ramps, wheelchair accessible features, walk in showers, hoists, stair lifts etc. and there is no longer any one resident who needs those features. Or, we can do this if you have succeeded to the tenancy but your home is larger than you need. In either case we will offer you a suitable alternative home before you have to leave.

Part Four – The Council's Responsibilities to You



The Council's Responsibilities to You

4.1 We will keep your home in good condition and will repair and maintain:

- The structure and exterior of the building
- Kitchen and bathroom fixtures
- The wiring, and certain gas and water pipes
- Most types of gas appliances (except those you are entitled to remove) and flues
- Heating and water heating equipment we have installed
- Any communal areas around your home (stairs, lifts, landings, lighting, entrance halls, paving, parking areas and rubbish chutes).

4.2 We will do repairs in a reasonable time. In your sign-up pack we set out how quickly we will do different types of repairs. We will respond to genuine repair emergencies outside normal office hours. However, if we think the work needed is not a genuine emergency, we can charge you for the call-out.

4.3 We will comply with Awaab's Law by investigating reports of hazards within required timescales and carrying out necessary remedial works promptly where a risk to health is identified. Please see your Tenant Handbook for more information about Awaab's Law.

4.4 At the end of repair work we will clean up to a certain standard, taking account of the age and condition of your home before the work started.

4.5 There are special circumstances where we have the legal right to take possession of your home because work needs to be done to it. If your property needs to be empty for major building repair or site redevelopment, we will offer you a suitable alternative home. You will usually get compensation or help with the moving costs (or both) depending on your circumstances. Your move could be permanent or temporary. Such moves will be accompanied by a written agreement between you and the Council. If a temporary move is an option, we would expect you to move back to your original home when the work is finished.

4.5 If we need to serve a notice on you we will:

- Deliver the notice to you personally or to someone living in your home, or
- Send the notice to you by recorded delivery, or
- Send the notice to you by first-class post, or
- Leave the notice at your home, which may include attaching the notice to your door.

Notices include any that we may need to serve on you in connection with evicting you from your home. We will assume you have received the notice on the date it was delivered to you or left at your home. If we send the notice by recorded or first-class post, we will assume you received it on the second day after we sent it.

4.6 We will take account of any vulnerabilities that you make us aware of, including that of your household, and we will make reasonable adjustments to any areas of our service where appropriate. Examples of vulnerabilities may include health issues, a disability, communication needs, money worries, or changes in circumstances. Please see our [Vulnerability Policy](#) on our website for more information.

THIS AGREEMENT IS BETWEEN EXETER CITY COUNCIL (‘the Council’) and

[the tenant]

[joint tenant]

IT IS AGREED AS FOLLOWS

1. The Council has a “unified” agreement for its lifetime tenants. The Council lets all of its lifetime tenancies on the terms and conditions in this agreement.

2. The tenancy starts on (start date)

3. This agreement is for the home and garden(s) (if applicable) for your exclusive use at:

Cost for the home	£
Service charge*	£
Water charge (if any)	£
Heating charge (if any)	£
Other charges (if any)	£
Rent	£

4. This agreement contains the terms and obligations of the tenancy. You should read it carefully to ensure that it contains nothing that you disagree with. If you do not understand this agreement or anything in it, the Council recommends that you ask for an explanation before you sign it. You may want to consult a solicitor, Citizens Advice Bureau or Housing Advice Centre. If English is not your first language, please ask for the agreement to be translated for you.

5. The Council expect no more than _____ persons to occupy your home as their only or main home.

DECLARATION

I/we declare that I/we (or anyone on my/our behalf) have not knowingly or recklessly made a false statement inducing the Council to grant this tenancy.

I/we acknowledge that if I/we (or anyone on my/our behalf) have knowingly or recklessly made a false statement which induced the Council to grant this tenancy that I/we will be evicted from my/our home.

I/we understand that it is a term of this tenancy that my/our personal information (including information about my individual needs and vulnerabilities) collected and held by the Council in accordance with our published [Housing Services Privacy Notice](#) and in connection with or related to the grant and the management of my/our tenancy will be disclosed, where necessary, to third parties for the purposes of investigating any breaches of this agreement or for the purposes of sustaining my tenancy or for the purposes of preventing crime and disorder or for the purposes of or in connection with legal proceedings or for the purposes of an audit carried out by either external or internal agencies or bodies where access to my personal information is necessary.

I/we understand that where our home has the benefit or will have the benefit of solar PV panels that my/our personal information will be disclosed to the Provider (if that be a third party)

I/we have read, understand, and accept, the terms and conditions of this tenancy agreement.

[If there is a concern that the proposed tenant or tenants do not have full literacy skills or he or she has a disability inhibiting their ability to read this agreement, then please read through the agreement in full and complete this clause.

I certify that I, _____

have read over the contents of this tenancy agreement to the person or persons signing this agreement and explained the nature and effect of entering into a tenancy agreement and the person or persons appeared to understand the document and the consequences of making a false declaration and made their/his/her mark in my presence.]

Signed _____ **[the tenant]**

Signed _____ **[joint tenant]**

Date _____

Witnessed and signed _____ **Date** _____
(Signed on behalf of Exeter City Council)