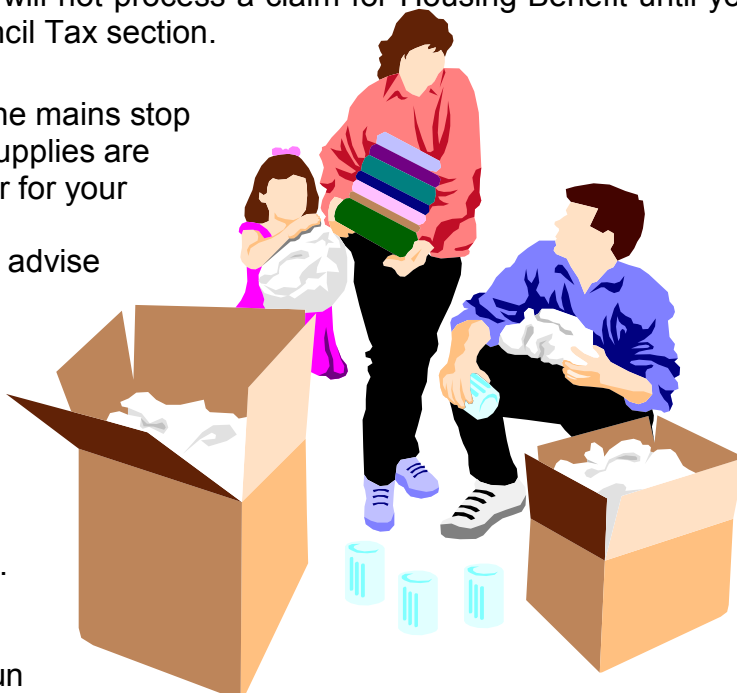


YOU AND YOUR HOME

Moving In

Before you move in you should: -

- ✓ Contact Scottish Power and Scottish Gas if applicable to arrange for meter readings and for the supply to be put in your name.
- ✓ Contact West Dunbartonshire Council at Garshake Road in Dumbarton to register for Council Tax. The Council will not process a claim for Housing Benefit until you have registered with the Council Tax section.
- ✓ Check that you know where the mains stop taps for your water and gas supplies are and locate your circuit breaker for your electricity supply. Clydebank Housing Association staff can advise you if necessary.
- ✓ **Arrange contents insurance** for your furniture, decoration and belongings (Clydebank Housing Association only arranges buildings insurance). The Association has application forms for a contents insurance scheme run by the Scottish Federation of Housing Associations.
- ✓ Contact the Maintenance Officer to show you how to work your central heating if you are unsure about this.
- ✓ If applicable, immediately apply to West Dunbartonshire Council for Housing Benefit to contribute to your rent. This cannot be processed until you have registered for Council Tax.
- ✓ All properties have a telephone point provided. You should arrange for connection with the relevant company.



YOU AND YOUR HOME

Your Tenancy

What does being a tenant of Clydebank Housing Association mean?

When you become a tenant of Clydebank Housing Association you gain the right to occupy a property as your home. You also gain some responsibilities, which are laid down in your Tenancy Agreement (such as payment of rent, communal area cleaning, etc). Your Tenancy Agreement spells out the conditions on which you occupy your home and is a legally binding contract. A member of staff will have explained your Tenancy Agreement to you.

It is a condition of your tenancy that you live in the property.

The property has been allocated to the household you told us about. You must keep us informed of any changes in your household.

We usually need to get a court order to end your tenancy without your consent. It is only where there has been a serious breach of the conditions of a tenancy that we consider ending it.

We do not need a court order to change your tenancy to a Short Scottish Secure tenancy if you have been served with an Anti-Social Behaviour Order. Neither do we need to get a court order to end your tenancy if we think you have abandoned it.

What happens if I am away from home for a while?

Please tell your Housing Officer if you expect to be away from home for longer than 4 weeks. If your home is to be empty during the winter months, you should take steps to ensure the house is heated and the water system is drained down. Contact our Maintenance Officer for advice.

If you are hospitalised or go into an institution, please ensure your Housing Officer is made aware of this. You will need to make arrangements to continue to pay your rent - remember also that your benefits may be stopped if you are absent for any period.

You must also inform the Housing Benefit Section of West Dunbartonshire Council of any absences as this could affect your entitlement to Housing Benefit.

What happens if I abandon my property?

If it is suspected that you have abandoned your property, the Housing Management Section will serve a Notice on you, giving you 28 days to respond. During this time they will carry out investigations to find out if you are still staying in your home.

If after 28 days it appears you have abandoned the property, the house will be repossessed by serving a second Notice and changing the locks. Goods left behind may be disposed of depending on their value, the cost of storage and whether you owe the Association any money.

YOU AND YOUR HOME

What happens to my tenancy if I die?

If you die the tenancy may be inherited in the following way:

In the first instance to your spouse if the house was their only or principal home on your death, co-habitee if they have occupied the house as their only or principal home for at least 6 months immediately before your death or a joint tenant if the house was their only or principal home on your death.

If more than one person qualifies for the tenancy they should decide amongst themselves who should get the tenancy. If they cannot agree we will decide.

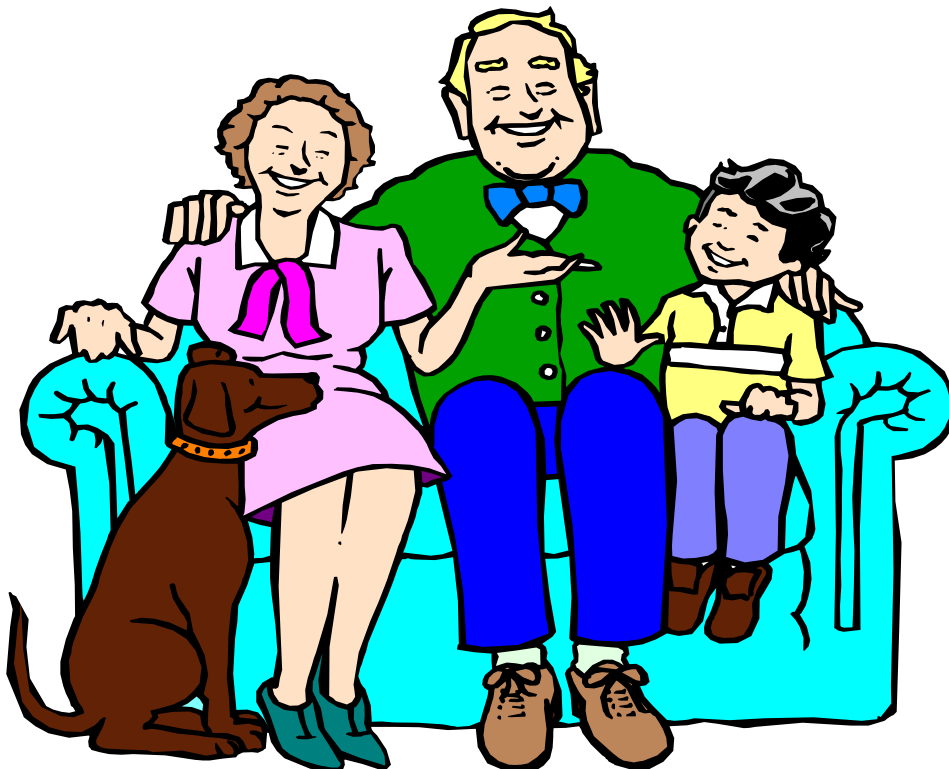
If no-one above exists or does not want to succeed to the tenancy it may be inherited by a member of your family as long as they are at least 16 years of age at the date of death and the house was their only or principal home at the date of death.

If more than one person qualifies for the tenancy they should decide amongst themselves who should get the tenancy. If they cannot agree we will decide.

If no-one above exists or does not want to succeed to the tenancy it may be inherited by a carer as long as they are at least 16 years of age at the date of death, the house was their only or principal home at the date of death and they gave up another only or principal home before the death and they provided care to the tenant or a member of the tenant's family.

Special rules apply to properties which have been adapted or built for a disabled tenant.

In all cases an appointment should be made with the Housing Assistant for the area.



YOU AND YOUR HOME

Getting On With Your Neighbours

Most tenants get on reasonably well with their neighbours and can work out any difficulties fairly amicably.

The most common causes of disagreement are: -

Noise

Some noise is inevitable in communal buildings. If noise from a neighbour is excessive and frequent you should complain in writing to the Association.

The Police also have powers in some instances to seize equipment from a frequent offender.

West Dunbartonshire Council's Environmental Health Department also has powers in relation to noise and excessive noise should be reported to them.

Close And Stair Cleaning

Most tenants work out an acceptable system of taking turns to do the close and common areas. If this fails Clydebank Housing Association can impose a rota.



YOU AND YOUR HOME

Use of Communal Areas

Common areas should be kept clear of objects, as they are an escape route in event of a fire. The refuse bins provided are for the **individual** use of each tenant and should be taken out for collection every week and returned to the bin area the same day.

Parents should supervise children when playing in common areas.

Car Parking

We hope that all tenants will park considerately. Spaces are not allocated to individuals for their own private use, unless stated in the lease.

Spaces should not be used for untaxed or unlicensed vehicles, lorries, caravans, boats, trailers or for extensive car repairs. Action will be taken to have any vehicles of this nature removed.

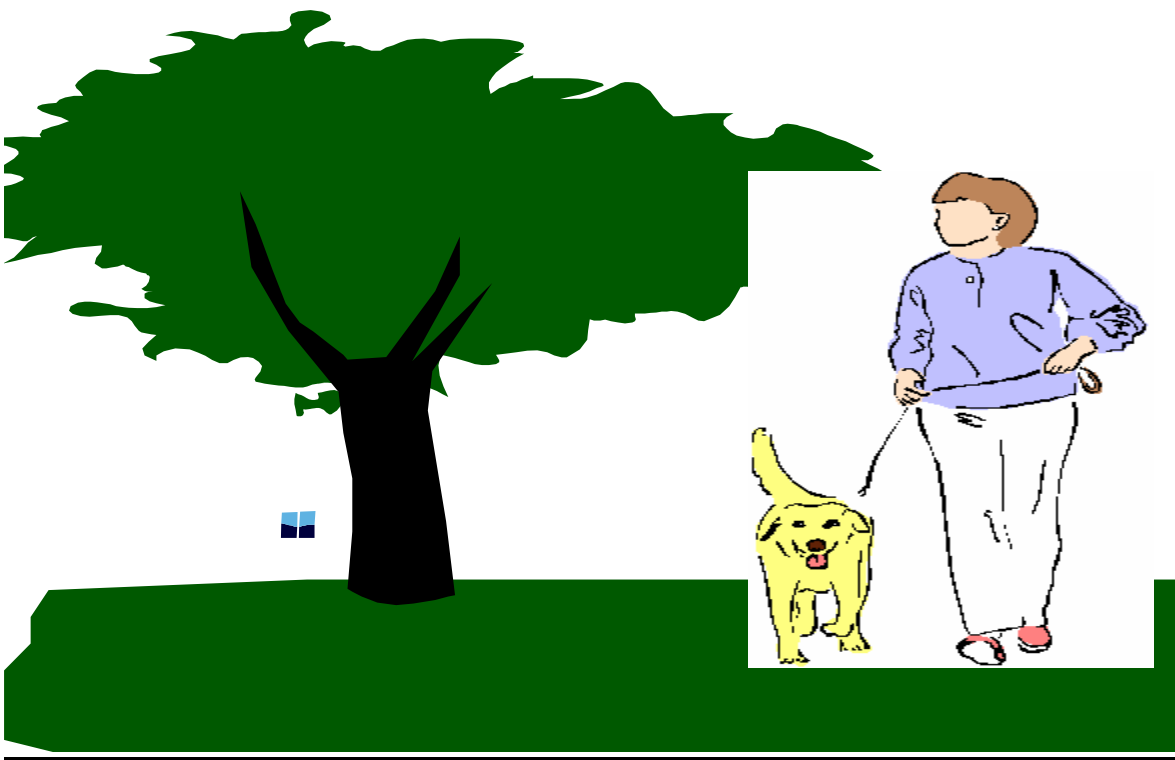
Pets

KEEPING OF PETS

The following rules will apply in relation to the keeping of pets

- No dogs will be permitted in multi-storey flats except for canine helpers (The exception is for tenants who had a dog at the time of transferring from Scottish Homes, however once the original dog dies, no permission will be given for keeping another dog).
- The definition of a pet is – domestic pets which include but are not limited to dog, cat, rabbit, hamster, mouse, gerbil, guinea pig, birds(excluding pigeons) and any other species of animal or insect which is deemed as harmless. In the event of any dispute we will determine whether any animal falls within this definition of pet and whether the animal is deemed as harmless.
- No animal will be permitted if it is prohibited by the Dangerous Dogs Act 1991, or by any other law
- Permission to keep a dog and / or any animal which falls outwith the definition above must be applied for in writing to us. We will not withhold permission unreasonably
- You will be responsible for the behaviour of any pets owned by you or anyone else living with you
- You must take all reasonable steps to supervise and keep such pets under control
- You will exercise your pet in areas outwith Association property
- You will not allow your pet to foul common areas

- You will take all reasonable steps to ensure that such pets do not cause damage to the house, your neighbours' property or the common parts
- You will be responsible for cleaning up dog faeces deposited by your dog
- The number of pets will not be restricted as long as it is deemed as reasonable within the confines of your property. Should you require guidance on this matter please contact us for clarification. In the event that we determine the number of pets is excessive you will, on request from us, reduce the number of pets to a number determined by us.
- We are entitled to ask you to remove your pet(s) within twenty eight days if you fail to abide by the conditions set out in this paragraph.



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Neighbour Nuisance

How do I make a complaint?

You can make a general complaint verbally. The staff will contact all the relevant tenants to try to resolve the problem.

A complaint regarding the behaviour of one or more named tenants must be made in writing (anonymous complaints of this type will not be dealt with). Once this is done the complaint will be investigated, the individual(s) visited and you will be informed of the outcome. Your identity will not be revealed.

We have timescales in place to deal with your complaint.

In some cases you may wish to make a complaint regarding services provided by another body (e.g. the Cleansing Service or other local authority department). We would normally advise you to contact them directly, but would take up any persistent problems with them.

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What about anti-social behaviour?

If a tenant (or person associated with a tenant) is behaving in such a way as to cause serious annoyance, this is likely to be a breach of their tenancy conditions.

If criminal behaviour is occurring you should report this to the police. In the most serious cases legal action will be started and repossession sought. However, to do this a substantial case must exist and supporting evidence must be available. Witnesses will be likely to be called on to testify in court.

The law states that the tenant is responsible for ensuring they do not cause or allow any person occupying or visiting the house to cause nuisance or annoyance to neighbours or to cause any nuisance or annoyance within the vicinity of the house.

In this context, visitors would include friends, relatives, children's friends, tradesmen and any other person visiting the property.

The vicinity of the house means within a distance it would be reasonable to expect a tenant to be aware of any disturbances being caused by a visitor.









YOU AND YOUR HOME

Policy On Harassment

Clydebank Housing Association is concerned that all tenants (regardless of race, colour, nationality, sex, religion, age, disability, sexual orientation, HIV status or relationship to any other person) have the right to enjoy their home quietly.

Clydebank Housing Association is strongly opposed to harassment.

We will undertake to: -

-  make all tenants aware of our policy on harassment.
-  investigate any complaint of harassment thoroughly and speedily.
-  to listen to and support the victim of harassment, taking no action without their consent.
-  support a complaint to the police.
-  deal promptly with any damage to the victim's home including removal of graffiti.
-  Do our best to transfer the victim where documentary evidence shows the physical safety of the victim is being compromised.
-  take speedy action to interview the perpetrator(s).
-  legal action will be taken against the perpetrator (if at all possible) to terminate their tenancy.



IF YOU ARE BEING HARASSED YOU SHOULD REPORT THE MATTER TO YOUR HOUSING ASSISTANT AS SOON AS POSSIBLE. THE MATTER WILL BE DEALT WITH IN CONFIDENCE AND YOUR WISHES RESPECTED.

Sub-Letting And Lodgers

Can I Sub-Let My Home?

Clydebank Housing Association does allow sub-letting in cases where a tenant cannot live in their home for a limited period of time, but does not wish to give up the tenancy.

All applications must be made in writing. We do impose conditions where a sub-let is approved.

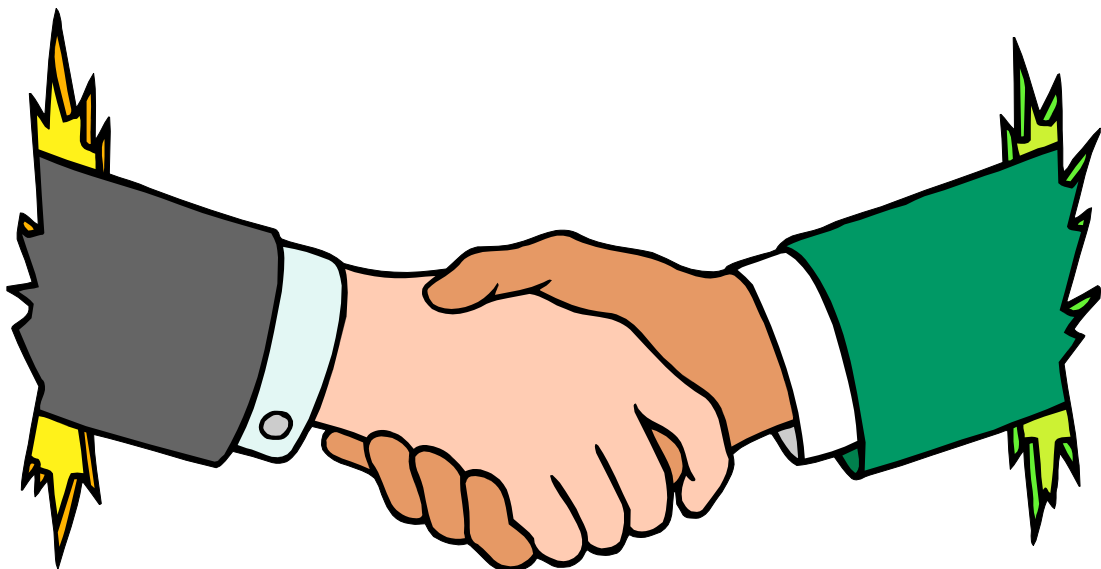
We will respond to an application within 4 weeks and will not withhold our consent unreasonably.

You cannot sublet your property without the Association's approval. Contact your Housing Assistant to discuss the details and to apply for permission if you are in this position.

Can I take in lodgers?

If you wish to take in a lodger, you should ask for permission in writing.

We will respond within 4 weeks and will not withhold our consent unreasonably but conditions do apply.



YOU AND YOUR HOME

Aids And Adaptations

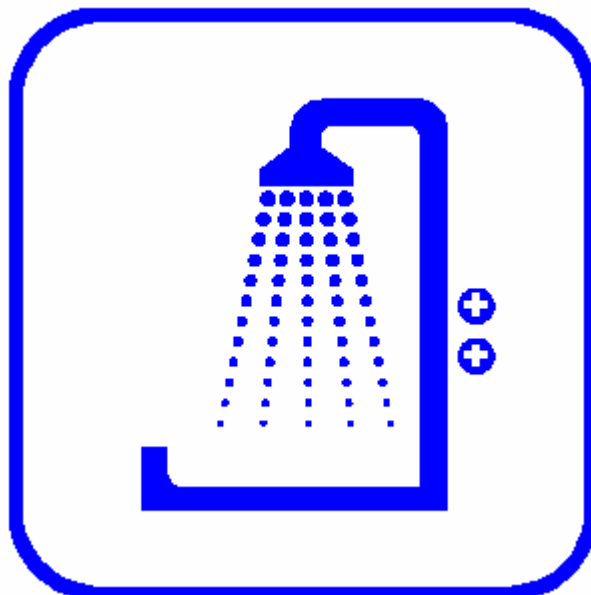
Tenants who are having mobility problems or who find it difficult to make use of bathroom or kitchen facilities because of illness or disability should contact the Social Work Department at West Dunbartonshire Council. An Occupational Therapist will assess your need for adaptations to help you live independently in your own home.

The Council is responsible for supplying some adaptations e.g. bath aids. The Association is responsible for others e.g. ramps or walk in showers. In both cases the Council must carry out an assessment first.

Once the Occupational Therapist has made a referral to us we will put your name on our waiting list for adaptations. The length of time you will have to wait will depend on how much money is available for adaptations in a given year and how many requests are received.

The Maintenance Section will be able to give you more specific advice.

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If you would prefer to move to a more suitable property, you should complete a transfer application form and medical self-assessment form. We will advise you how many points you have and the likelihood or otherwise of a quick move will be explained at an interview if you request one.