

# Being a good tenant



## What do I need to do to be a good tenant?

When you become an ANCHO tenant, you sign a tenancy agreement, which is a legal contract between you and us. Please take time to read this document carefully as it clearly sets out our responsibilities and your responsibilities.

Please also remember that you are responsible for the behaviour of people who live with you and visit you. This responsibility covers behaviour in your home and also in the local area.

You will have your tenancy for as long as you wish unless you break the terms of your tenancy agreement (this does not apply if you have a Short Scottish Secure Tenancy).

When you signed your tenancy agreement you will have received an explanation of the key clauses within it. Please make sure that you have retained your tenancy agreement in a safe place in case you need to refer to them in the future.

You are responsible for keeping to the terms of your tenancy in the following ways:

- Paying your rent on time
- Allowing us and our contractors access to carry out inspections and repairs, especially annual servicing of gas appliances.
- Reporting faults and repairs to us that are our responsibility to carry out.
- Not causing neighbour nuisance or harassment.
- Keeping your home in a clean condition, including internal decoration and minor repairs.
- Arranging contents insurance to cover your personal belongings and for accidental damage to ANCHO's fixtures and fittings. We can provide details of a low cost policy through the Thistle Tenant Risks Home Contents Insurance scheme.
- Only operating a business from your home if you have discussed it with us first and obtained our permission.
- Not using your home for illegal or immoral purposes.
- Obtaining permission in writing before making any alterations.
- Keep pets under control and make sure that they don't cause a nuisance to neighbours, damage to the property or foul in common areas

## Extra responsibilities if you live in a flat

Although we provide cleaning services to some communal close areas it is your responsibility to:

- Keep the outside of your flat clear of rubbish and litter.
- Contact your local Council to collect large items. DO NOT leave them in bin store or communal areas.
- Keep the stair area clear of bikes or any other items which might cause fire or cause an obstruction or a trip hazard.
- Take your turn, along with other residents to clean and wash the common stairs, landings and windows (if we do not provide cleaning services in your close)
- Door entry systems should be used properly. Always keep the main door of your close secure.

## Fobs/door entry keys

Key entry fobs or door entry keys will be issued to each household living in a block where there is a controlled entry system. The number of fobs/keys issued depends on the size of your household.

In general we will issue fobs or keys as per the following standard:

- Single Tenant: 2 x fobs/keys
- Couple: 2 x fobs/keys
- Children and other household members 14 years or over: 1 x fob/key per person
- Children under 14: no fob/key issued

If you lose your fob/key or require extra fobs/keys you can ask the office for a replacement or for an extra fob. There is a cost for replacement or extra fobs. Each fob costs £20 and each door entry keys cost £15. The office will arrange a replacement for you as soon as possible.

If your fob is faulty we will replace it free of charge. Bring it into the office and if we have one we will replace it there and then or we will order a new one.

## Showing Respect for Others

Everyone has the right to live in their home without annoyance or disturbance from neighbours.

Very often people do not realise they are annoying or disturbing others. The first step is to try to explain the problem politely to your neighbour. If the situation does not improve, contact us for advice.

- **Music** Music should be kept at a reasonable level at all times. If you wish to play music loudly please use headphones. It also helps if you place radios, stereo speakers and televisions away from adjoining properties.

The Police can and do remove equipment which causes noise nuisance to neighbours.

- **Car repairs** Tuning, repairing and servicing cars near your home should be kept to a minimum. Carrying out car repairs at your home as a business is not permitted. Music whilst you work is fine but not when the whole street has to share it.
- **Parking** You should not park or drive on communal areas, pathways, traffic calming measures or grassed areas which are not intended for parking. Any un-roadworthy or illegal vehicles parked on our land without permission will be removed.

You and those living with you and your visitors must not harass or act in an anti-social manner to any person in the neighbourhood. This includes other residents, their visitors, our employees, agents and contractors.

Anti-social behaviour means doing things that cause or could cause alarm, distress, nuisance or annoyance to any person or causing damage to property.

This means that you and other people who live with you, and your visitors must not:

- Be noisy or disruptive
- Use your house, or allow it to be used, for illegal or immoral purposes.
- Vandalise or damage our property or any part of the common parts or neighbourhood.
- Harass or assault any person in the house or neighbourhood for whatever reason.
- Use or carry offensive weapons.
- Use or sell unlawful drugs or sell alcohol.

If you are affected by behaviour like this, you should let us know. You should also tell the Police. We will investigate and take any action that we can to tackle the problem. We will always keep your name and address confidential and we won't say who has made the complaint. Of course, your neighbour may be able to guess who has complained. We may try to use mediation and other ways to improve the situation. We will take legal action if we believe it is necessary.

## Simple rules to follow

Following these few simple do's and don'ts can make life more enjoyable for you and your neighbours:

### Do's -

- Keep your garden neat and tidy.
- Keep any pets under control at all times.
- Close gates and doors behind you, particularly doors in flats with controlled entry systems.
- Keep an eye on your children and ensure they are not a nuisance to neighbours.
- Expect to hear some noise from other properties at times and be tolerant of this.
- Make sure friends visiting or leaving your home late at night come and go quietly.
- Put your rubbish into your wheelie bins and ensure they are put out regularly for collection.

### Dont's -

- Play music, TV etc at loud volume especially late at night.
- Clutter or block communal stairways.
- Leave rubbish on stairs or garden areas, as this can be fire and/or health hazard.
- Allow anyone access to common closes if you don't know who they are.
- Use household appliances e.g. washing machines, vacuum cleaners late at night.

## Harassment

We do not tolerate harassment and hate crime of any nature. Tenants, members of their households or their visitors who are subject to such harassment will be assisted and given help to resolve it. Those responsible for causing the harassment will be dealt with quickly.

## Your Garden

You are responsible for:

- Keeping the garden tidy, cultivated and free of rubbish or any unsightly or scrap materials.
- Trimming or lopping any shrubs, hedges or trees to make sure they do not become a nuisance.
- Maintaining any general garden paths or patios.
- Providing and maintaining fencing between gardens.

If you are elderly or disabled and are unable to cut your grass the Council provides a grass cutting service during the summer months. If you would like more information telephone: 01294 310000.

ANCHO's Handyman Service and can also provide a grass and hedge cutting service. If you would like a quote, please contact the office.

## Permissions

You need our permission to:

- Run a business from your home
- Store a caravan, trailer or other large item
- Cut down or remove any bushes, hedges or trees (unless you planted them)
- To sublet your home\*
- To add or change a joint tenant\*
- To assign your tenancy\*
- To exchange your home with someone else\*
- To take in a lodger\*
- To make alterations and improvements (including putting up or taking down a garage or hut, putting up or changing a wall or fence)\*

\*We have separate leaflets for these

## Pets

You are permitted to keep pets in your home. However, this is subject to the following conditions:

- You must make sure that your pets cannot escape, e.g. don't leave gates open.
- Your pets must not annoy your neighbours. This includes fouling, noise or smell from your pet. You must clean up your animal's faeces.
- You can be fined or taken to court if you allow your dog to foul public areas or roam.
- Do not allow your dog to bark continually.

## Complaints and removal of pets

Where we are in receipt of complaints regarding the keeping and supervision of animals, you may be required to rehome your pet if the complaints are consistent and justifiable.

Where we are in receipt of complaints, you will be given the opportunity to rectify the problem, prior to being required to rehome the animal concerned.

Where the animal or the keeping of the animal is causing a deterioration of the property, you will be required to take appropriate action to rectify the damage and take appropriate steps to prevent further deterioration to the property e.g. pet behaviour classes.

If you do not follow this guidance, you are breaking the terms of your tenancy and this could lead to legal action against you.

## Environmental and Related Services

If you have issues with any of the following you can telephone North Ayrshire Council on: 01294 310000

- Abandoned vehicles
- Dog fouling
- Fly-tipping
- General litter
- Graffiti
- Litter/dog bin full
- Missed domestic bin collection
- Recycling enquiry
- Replace/remove/request litter/dog bin
- Request additional bin

### Questions

We're happy to help if you're unsure about what to do. Just call our Freephone number **03030 300 999**



**Telephone: 01294 313121**



**Email: [mail@ancho.co.uk](mailto:mail@ancho.co.uk)**



**Web: [www.ancho.co.uk](http://www.ancho.co.uk)**

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