

# You and Your Tenancy

## YOUR TENANCY AGREEMENT

Your tenancy agreement is a legal contract between you and the Council. Every council tenant signs a tenancy agreement before they move into their home.

Your tenancy agreement describes:

- what the Council must do
- what the tenant must do
- your rights as a tenant given to you by the law
- any extra rights the Council may have given you

Once you have signed your tenancy agreement the law assumes you have read and understood it.

**If there is anything in the agreement you don't understand please contact your local Housing Office.**

## YOUR PROMISES

**The conditions of your tenancy. What you must and must not do.**

When you sign your tenancy agreement you promise to keep to the rules it sets out otherwise you may put your tenancy at risk. This means that as the tenant:

### YOU MUST

- Pay your rent and any other charges **regularly and on time.**
- Look after your home, carrying out internal decoration, and some household repairs yourself.
- Keep your garden, forecourt or any area attached to it such as paths or steps in good condition and free from rubbish.
- **Let us know quickly if you need any repairs and allow us in to inspect and complete the repair.**
- Be a good neighbour, try not to disturb your neighbours or cause them nuisance or annoyance. You must also make sure that members of your family and visitors to your home keep to this rule. **YOU ARE RESPONSIBLE FOR THEIR BEHAVIOUR WHILE THEY ARE IN OR AROUND YOUR HOME.**
- Examples of nuisance, annoyance or disturbance include but are not restricted to: loud music, arguing and door slamming, dog barking and fouling, offensive drunkenness, rubbish dumping and playing ball games close to someone else's home.
- Allow Council employees and our contractors access to your home if we need to carry out regular maintenance contracts, improvement schemes/repairs or tenancy inspections.
- Keep your local Housing Office informed of any changes that may occur such as, marriage, separation, divorce, births, deaths. If your income or your circumstances change any housing benefit you receive may be affected and it is important that this is sorted out quickly.
- Get permission from us if you want to carry out any alterations or improvements to your home. Contact your local Housing Office and they will give you advice BEFORE you carry out any changes in your home.

## YOU MUST NOT

- Allow pets to cause a nuisance.
- Park any cars, vans, caravans, trailers, boats inside your property boundary unless you have permission.
- Carry out vehicle repairs on council car parks, open areas, or grass verges.
- Use your home as a place of business without permission.  
Childminders should contact us for further advice.
- Use your property or any of the common areas surrounding it for any purpose that is illegal, and you must not allow anyone else to use it in that way.

## PETS

Different rules regarding pet ownership apply to each property type. Before getting a pet, you should contact your local Housing Office to ensure that you are not breaching your tenancy agreement.

Property Type	Pet Policy
House	You can keep ONE domestic pet, if you wish to keep more than one, please contact your Housing Office for consent.
Bungalow	
Flat which does not have a communal entrance	
Flat with a communal entrance	Pets are not permitted without specific written consent, please contact your Housing Officer for further information.
Sheltered Housing with communal entrances	

## YOUR RIGHTS

As a secure tenant you have rights given to you by the law:

- **The Right to a Permanent home** - We can only make you leave after going to court if you have broken your Tenancy Conditions.
- **The Right to Consultation** - You have the legal right to be asked about housing issues that directly affect you. This includes changes to your tenancy agreement and the way that the Council manages the area in which you live.
- **The Right to Information** - As a Council tenant you have a legal right to be given information about our performance. This information is available upon request.
- **The Right to Repair** - You have the legal right to have certain repairs completed within a set timescale.

**FURTHER INFORMATION IS AVAILABLE UPON REQUEST FROM YOUR AREA OR NEIGHBOURHOOD HOUSING OFFICE, OR ALTERNATIVELY YOU CAN ACCESS INFORMATION ON OUR WEBSITE AT [WWW.CAERPHILLY.GOV.UK/SERVICES/HOUSING](http://WWW.CAERPHILLY.GOV.UK/SERVICES/HOUSING)**