

section 4

Your responsibilities





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Living in your home

Your responsibilities

Your responsibilities are outlined in your Scottish Secure Tenancy Agreement. Please take time to read it 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.

When you signed your tenancy agreement you will have received an explanation of the key parts. Please retain your tenancy agreement and this handbook 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 (covered under Money Matters, Section 5)
- Allowing us and our contractors access to carry out 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. (further information available in anti-social policy)

- 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 Forth's fixtures and fittings. We can provide details of a low cost policy through the Scottish Federation of Housing Association's. (SFHA)
- 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.
- Obtaining permission to keep a pet (further information available in pets policy, covered under this Section)

Extra responsibilities if you live in a flat

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

- Keep the outside of your flat clear of rubbish and litter.
- Contact Stirling 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 item which might cause fire, trip hazard or a dangerous obstruction.

Your responsibilities to your neighbours

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

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 property.

Music whilst you work is fine but not when the whole street has to share it.

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.

Estate Management

We will carry out regular estate management visits. The dates of these inspections are advertised in our Tenants' Newsletter.

Pets

Tenants are required to request written permission and to receive written consent from us prior to taking ownership of any animal. On receipt of written consent, you must always 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.

Number of pets allowed

The number of animals allowed to be kept in an Association property will be subject to the type and size of property in question.

Flats:

- Tenants in flats will be permitted to keep **1** small/medium dog or 1 cat, regardless of the size of property.

Consideration will be taken in respect of the property size and the dog breeds size/weight eg a Rottweiler is classed as a large dog breed.

- Tenants in flats will be permitted to keep in addition to **1** small dog **or 1** cat, 2 small animals e.g. bird, hamster.
- Hutches will not be permitted in communal gardens.

Houses:

- Tenants in houses will be permitted to keep **1** dog **or 1** cat.
- Tenants in houses will be permitted to keep in addition to **1** dog **or 1** cat, 2 small animals e.g. bird, hamster,

Pets allowed

- Cats
- Dogs
- Birds
- Rabbits
- Guinea Pigs
- Rats
- Hamsters
- Fish

In all cases the breeding of animals will not be permitted.

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 keep a pet without permission, you are breaking the terms of your tenancy and this could lead to legal action against you.

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 might be removed.

Caravans, boats and trailers

If you wish to park a caravan, boat, trailer or similar item you must first request our written permission. Permission will not be given to park such items in communal parking bays within a development.

Anti-social behaviour

We recognise that every individual is entitled to live without disturbance or disruption within their neighbourhood, and we are committed to tackling anti-social behaviour promptly, firmly and fairly.

We recognise the importance of taking early and effective action against anti-social behaviour to reduce the likelihood of legal action being needed, and to increase the chances of it being resolved successfully.

In practice anti-social behaviour can mean different things to different people. It can cover a wide range of behaviours from dog fouling to criminal damage to property.

It happens when a person's actions are likely to cause alarm, distress, nuisance or annoyance to another person, or damage to someone's property. It can include speaking threateningly or offensively.

Tenants experiencing anti-social behaviour will be encouraged to play a full part in action taken to deal with this. Their views will be taken into account in reaching decisions on courses of action, and they will be kept informed of progress by their Housing Officer.

If a tenant continues to act in an anti-social manner, or allows others for whom they are responsible to do so, we can request permission from the Court to Evict.

Where it is necessary we will involve other agencies such as Police and Social Work.

(Further information available in Anti-social Policy)

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 dealt with through a separate policy.

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. Please make sure your bin lid is closed and recyclables covered. Items placed inside your wheelie bin will be collected but any excess waste/side waste presented outwith the bin will not be collected. Please take your bin and box(es) back in as soon as possible after they have been emptied.

Don'ts -

- 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 a fire and/or health hazard.
- Allow anyone access to common closes if you don't know who they are.
- Use household appliances eg washing machines, vacuum cleaners late at night.
- Do not contaminate your wheelie bin as it will not be uplifted.