



## Section 3 - Your Rights

As a resident of the Association you have rights set out by law.

The Tenancy Agreement you signed when you became a resident details your rights and what the Association has a right to expect from you in return.

### What the Association Expects from You

The Association requires you to:

- occupy your home as soon as your tenancy starts and not to sublet the whole of your home to someone else.
  - occupy the Association's property as your only or main home and not to run a business from it, unless you have our written permission.
  - pay the full rent and other charges promptly according to the arrangements written in your tenancy agreement.
  - look after your home, and to treat our property with respect. You will be expected to make good any damage caused by yourself, members of your household, or visitors.
- report to the Association any repairs that are needed to your home as soon as possible.
  - not harass or cause a nuisance to your neighbours, their visitors, other residents or anyone in your locality - and not allow anyone else who lives in or visits your home to do so.
  - in properties where pets are allowed, they should be kept under control.
  - not allow your home to become overcrowded.
  - give at least 4 weeks notice in writing if you want to end your tenancy.

It is important to remember that your tenancy agreement puts legal obligations on you as well as on the Association, and in serious cases we may take action to evict residents who fail to keep their side of the agreement.



## What You Can Expect from the Association

The Association undertakes:

- to let you enjoy the use of your home without interference, for as long as you want to stay, provided you comply with the terms of your agreement.
- to give you information about, and to consult you on, things that affect the service we provide to you.
- to keep your home in good condition, carrying out repairs to the building, plumbing, heating system and electrical wiring, within prescribed time limits.
- that the rent you pay for your home will be kept as low as possible while ensuring that the Association maintains its properties and provides a good standard of service.
- that if you have any reason for dissatisfaction with our service we will treat your complaint seriously and deal with it according to our Complaints Policy (See Section 10).