

Your Tenancy Agreement

The Tenancy Agreement you signed when you moved into your property sets out your rights and responsibilities as a tenant and also our obligations as your landlord.

The following pages are intended to help you understand what is in your Tenancy Agreement, but if you require any further information please let us know.

You will also be able to receive independent advice on your position as a tenant by contacting a Citizens Advice Bureau or a housing advice service such as Shelter.

If your tenancy is a Joint Tenancy, the term tenant applies equally to each Joint Tenant.

Each Joint Tenant individually has the full rights and responsibilities set out in the Tenancy Agreement.



Altering the Agreement

With the exception of any changes in Rent or charges, your Tenancy Agreement can only be altered with the consent in writing of both you and the Association.

Keeping a pet

We ask you to request the Association's permission in writing if you wish to keep any household pet.

This permission will not be unreasonably withheld.

Where permission is given it is essential that the pet does not cause a nuisance to your neighbours and is kept under control at all times. You will not be allowed to keep any pet that causes a nuisance.

Considering others

Noise

Please remember that if you make a lot of noise you will disturb your neighbours.

When windows are open, especially during hot weather, remember that sound from your television, radio or music player travels, so keep the volume down. There are certain noises which tend to carry through the structure of the building, for example, low notes from speakers standing on the floor or secured to walls.

For the sake of people who go to bed earlier than you or your family, please do not make a lot of noise late at night. Similarly, if you are planning a party, it is a good idea to warn your neighbours in advance. You are reminded that noise is likely to be a particularly sensitive issue between the hours of 11.00pm and 7.30am.

Roadways

Do not block local roadways and any other vehicular access. Keep them and car parking spaces clear from unroadworthy vehicles and other obstructions. Only legal motorised vehicles may be parked. No caravans, trailers, commercial vehicles or boats are permitted on the development.

Drugs

The illegal use of drugs on our premises will be taken as a serious breach of the tenancy agreement and possession proceedings will be considered if a tenant or person residing in the premises is convicted of such an offence.

Gardens

You are responsible for keeping the external areas of your home tidy and for the cultivation and maintenance of garden areas.

Where gardens are not maintained by the tenants the Association may undertake this work and recover the cost from the tenant.

If you want to put up a shed, greenhouse or other construction you **must** put the request in writing to us and obtain our permission before any work can commence.

Refuse Storage

In Cornwall household rubbish is collected weekly and collections begin at 7:00am. Please make sure your rubbish is out by this time. Put it at the boundary of your property, as close to the public highway as possible. Further information can be obtained from the [Cornwall Council website](#).

The Council of the Isles of Scilly provides a range of household and commercial waste and recycling collection and disposal services.

It is your responsibility to contain your rubbish in a suitable manner and keep the area clean and tidy. The task will be much easier if all refuse is wrapped before being placed in the bin or bag.

Large items of rubbish such as old furniture, toys or prams can be removed by arrangement. Please contact your relevant local authority

- Cornwall Council 0300 1234 141
 - Isles of Scilly Council 01720 424450 infrastructure@scilly.gov.uk
-

Pest Control

From time to time, homes can get infested by various pests, which may include mice and rats, ants, wasps, fleas and other insects.

You are responsible for making sure that your home and garden are free from pests at all times. If you discover any pests you should contact a pest control specialist to treat them (you can find details in the phone book or online).

Loft spaces

The loft space in your property has not been designed for storage. Please do not store items in your loft or roof space.

Moving Out

Your tenancy may be ended on a Monday provided you give us one month's notice in writing.

For example, if you give us notice on Monday the 1st you would need to return the keys to us on Monday the 29th.

You must return all keys to the property to us by 9am on the date your tenancy ends. Your tenancy will not be terminated until you return the keys to us.

Even if you have given the required notice in writing, we will continue to charge rent until we receive the keys.

You must leave your house in a good and clean condition. You will be charged for any repair or redecoration that is needed.

You must remove all your furniture and property leaving the dwelling empty. We will pass on the cost of removing any items left behind to you.

Please ensure you take meter readings to avoid having to pay for any electricity, gas or water used by the next tenant. Remember to have the telephone disconnected. Please give us your forwarding address so that we can send on any mail.

Tenants leaving properties fitted with oil-fired central heating must make sure that they leave at least as much oil in the storage tank as was there when they moved into the property.
