

# Your tenancy

an easy read guide





Welcome to your Camden tenancy

We hope you are happy in your new home



What is a tenancy agreement?

A tenancy agreement is a paper you sign to say that you agree to the terms and conditions of your tenancy



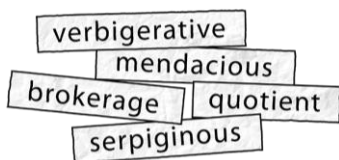
These terms and conditions are like rules

This agreement is a contract between you (the tenant) and the Council (the landlord)



What is an easy read guide?

An easy read guide is easier to understand



There are no hard words or jargon



There are pictures with the words

# What you must do as a tenant

If you accept a Camden tenancy we expect you to

	<p>Pay your rent on time</p>
	<p>Take good care of your home</p>
	<p>If you are a couple we usually expect you to share the tenancy - this is called being a <b>joint tenant</b></p>
	<p>New council tenants have a <b>trial period</b> of <b>1 year</b> We can increase this to <b>18 months</b> or end your tenancy if you have broken the tenancy rules</p>
	<p>After the trial period you can keep your home for as long as you want unless you break these tenancy rules</p>
	<p>Let us know if you have any problems with your housing and we will let you know if we can help An example of a problem could be anti-social behaviour</p>
	<p>You must pay your rent Let us know if you need help with this</p>

	<p>You must live in the flat or house we have given you and not pass it on to someone else</p>
	<p>If you are going to be away from home for longer than <b>3 months</b> you must tell us</p>
	<p>If you have another flat or house you could live in we may ask you to give up your tenancy</p>
	<p>You may be able to swap your home with another tenant if we agree</p>
	<p>If you break the tenancy rules, we will try and help you keep your home but you could lose it</p>
	<p>Sometimes we will need to go into your home, to check the gas or do repairs for example</p>
	<p>In an emergency, if there is a flood for example, we may have to go into your home – we will always try to contact you first</p> <p>We will show you our <b>ID card</b></p>
	<p>Make sure everything you tell the Council is true</p>



# Looking after your home

We expect you to take good care of your home



You can make improvements to your home but you have to ask us to agree first



You can't fix anything to your home unless we agree

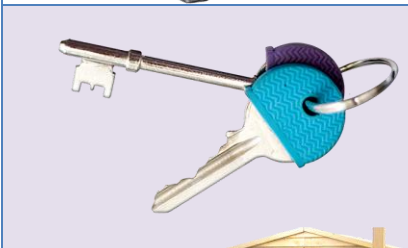
This means things like satellite dishes or security doors



You must put down carpets if we ask you to



Keep your home clean and free of rubbish



Look after your keys – you may have to pay if you lose them



If you have a garden or a balcony, keep it tidy



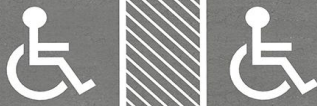
Don't leave rubbish outside unless it's where it should be



Be careful not to do anything that causes a fire risk (for example leaving candles unattended)



It's a good idea to have household insurance  
This is also called **house contents insurance**



Only park in parking spaces or car parks

# Pets and pigeons



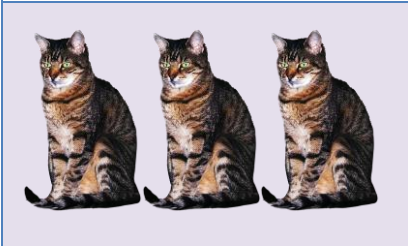
Keep any dogs on a lead



No more than **2 dogs** although we can stop you keeping any dogs at all



Clean up any mess



No more than **3 cats**



Make sure any pets don't cause a nuisance – this includes dogs barking



Don't feed pigeons on the estate or outside your block or flat

## Other people



Have consideration for others living around you



You are responsible for your family and visitors



Be considerate to others



For example, don't make any noise that can be heard outside your home between **11pm** and **8am**



You should ask us if someone else can move in with you unless it is a family member or friend



## What the Council must do



We will do the repairs that the law says we must do if you tell us about them



We will give you help and advice if you tell us about anti-social behaviour that is affecting you



We will ask for your views first if we plan any big changes, for example if we are going to carry out major improvements to your estate or home



You have the right to see any records we have about you



We will follow the rules in the Data Protection Act and look after your personal information

## If you want to end your tenancy



Tell your housing officer at least **4 weeks** before you want your tenancy to end



Leave your home clean and tidy if you move out