



Understand your Tenancy Agreement?

This'll help you
get to grips

We can produce information on request in large print, Braille, tape and on disk. It is also available in other languages. If you need information in any of these formats please contact us on Freephone 0800 479 7979.

如果你向我們提出要求，我們可以為你提供本資訊的其他語言的版本，或者是盲文或磁帶。如果你需要本資訊的任何一種這些版式的版本，請聯繫我們，電話號碼是 0800 479 7979

Si vous nous le demandez, nous pouvons vous remettre ces informations en d'autres langues, en braille ou sur cassette. Si vous souhaitez que ces informations vous soient fournies sous l'un de ces formats, contactez-nous en composant le 0800 479 7979.

چنانچه مایل باشید می‌توانید این مطالب را به فارسی یا زبان‌های دیگر و همچنین بریل و یا بر روی نوار کاست دریافت دارید. در صورت نیاز خواهشمندیم با شماره تلفن 0800 479 7979 با ما تماس بگیرید.

ਜੇ ਤੁਸੀਂ ਸਾਨੂੰ ਬੋਨਤੀ ਕਰੋ ਤਾਂ ਅਸੀਂ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਹੋਰ ਭਾਸ਼ਾਵਾਂ, ਬੋਲ (ਨੋਤਰੀਨਾ ਲਈ ਭਾਸ਼ਾ) ਵਿੱਚ, ਜਾਂ ਟੇਪ ਉੱਪਰ ਦੇ ਸਕਦੇ ਹਾਂ। ਜੇ ਤੁਹਾਨੂੰ ਇਨ੍ਹਾਂ ਵਿੱਚੋਂ ਕਿਸੇ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦੀ ਹੋਵੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ 0800 479 7979 ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ।

Na Pana/Pani życzenie możemy zapewnić te informacje w innych językach, alfabetem Braille'a lub na kasecie. Jeśli chciał(a)by Pan(i) uzyskać te informacje w którejś z tych form, prosimy skontaktować się z nami pod numerem telefonu 0800 479 7979.

Haddii aad na weydiisato waxaanu warbixintan kugu siin karaa iyadoo ku qoran luuqad kale, farta ay dadka indhaha la' akhriyaan ama cajalad ku duuban. Haddii aad jeclaan lahayd in warbixintan lagugu siiyo mid ka mid ah qaababkaas, fadlan nagala soo xidhiidh telefoonka 0800 479 7979.

По вашей просьбе данная информация может быть предоставлена на других языках, шрифтом Брайля или в аудиозаписи. Если вам требуется информация в одном из этих форматов, позвоните нам по номеру 0800 479 7979.

You and GHA

Sometimes legal documents can be a bit confusing. To make your life easier we thought you'd find it useful to have a summary of the most important bits of your Tenancy Agreement.

If this hasn't answered all your questions please give us a call on Freephone 0800 479 7979.

Need to contact us?

- ▶▶ Call us 24/7 on Freephone 0800 479 7979
- ▶▶ Visit your local GHA office
- ▶▶ Write to us at GHA Customer Service Centre, Lipton House, 170 Crown Street, Glasgow G5 9XD
- ▶▶ You can also visit us online www.gha.org.uk or send an email to talk@gha.org.uk



Using this booklet

This booklet is only a summary of your Tenancy Agreement with GHA and is not legally binding. You should read it alongside your signed Scottish Secure Tenancy Agreement.

If you want to know more about your rights and responsibilities you can talk with your local housing officer, refer to your tenant handbook or call us on **Freephone 0800 479 7979**.

Your tenant handbook

If you haven't received, or you've misplaced, your tenant handbook you can request a copy by calling **Freephone 0800 479 7979**

Part 1 – About your rent

If you become a tenant with GHA you will be required to pay four weeks' rent in advance.

We will consult you about any proposed increase in rent and take your views into account before we make a decision. We are entitled to increase your rent as long as we tell you in writing at least four weeks before the increase is to start.

You must ensure that you (and anyone living with you or visiting you) do not break the terms and conditions of your Tenancy Agreement.

If any terms of the agreement are broken, we may raise legal action against you. Legal action may include the recovery of unpaid rent and/or service charges as well as eviction proceedings.

You and a joint tenant are both equally responsible for paying rent, service charges and keeping to the terms and conditions of your Tenancy Agreement.

Part 2 – Use of your house and the common parts

You must live in the house and use it as your only home. Also, you must not allow your house to become overcrowded. You must tell us who is living with you and any change in people living in your house.

Reasonable care must be taken to avoid damage to your house and your neighbours' houses. You must tell us in advance if you are leaving your house unoccupied – this is particularly important in freezing weather.

Tenants in multi-storey flats are not allowed to keep any dogs. You must ask our permission before you keep a pet or other animal. We will only refuse permission when there's a good reason.

You must not use or allow your house to be used for illegal or immoral purposes including dealing in controlled drugs, running a brothel, dealing in stolen goods, illegal betting or gambling.

You must take your turn in cleaning the common parts and keep the garden tidy. You must dispose of your rubbish properly.

All vehicles owned by you, your visitors and anyone living with you must be parked only on land designated for parking.

Part 3 – Having respect for others

You, those living with you and your visitors must not harass or act in an antisocial manner towards, threaten with violence or pursue a course of antisocial conduct against any people in the neighbourhood. This includes your neighbours, residents, our employees and representatives.

If you have a complaint about other people's behaviour you must report it to us. We will investigate your complaint and take appropriate action if necessary.

We will not discriminate unfairly against you in any way. If you believe we have acted unfairly you can make a complaint using our complaints procedure.

Part 4 – Sub-letting, assignation and exchange of your tenancy

You must make a written request for permission before you:

- ›› Sub-let your tenancy to someone else
- ›› Assign (pass on) your tenancy to someone else
- ›› Exchange your house with another tenant
- ›› Take in lodgers
- ›› Add, change or remove the joint tenant.

We will only refuse permission when there's a good reason.

Part 5 – Repairs, maintenance, improvements and alterations

Before your tenancy begins, we will inspect the house and carry out work to ensure it is wind and watertight and ready for you to live in. After you move in, we will carry out work to keep the property in reasonable repair.

You must tell us about any repairs required to your house or common parts. We will carry out the work or repairs within a reasonable period of being notified by you.

We will maintain the structure, external fabric and the common areas of your building. We will maintain only the installations we have provided, including the kitchen and bathroom fittings, water and gas pipes, heating systems, electrical wiring (including hard wired smoke alarms), windows and doors.

Every year we will inspect the gas installations provided by us.

We have the right to inspect your house, its fixtures and fittings and carry out repairs to it or your neighbour's house. If we need access to your house we will give you at least 24 hours' notice.

You must get our written permission before you carry out any improvements or alterations to your home.

Also, you must report any damage to the house, common parts or loss or damage to our property.

You, and others living in your house, must take reasonable care of it. You are responsible for minor repairs and redecoration.

We are not responsible for repairing damage caused by you, anyone living with you or your visitors. If we do repair such damage, we may charge you. This does not apply to wear and tear.

Part 6 – Ending your tenancy

The Tenancy Agreement can be ended in the following ways:

- By you and a joint tenant giving us at least 28 days' written notice
- By written agreement between you, any joint tenant, and us
- By court order for eviction after having first given you and any qualifying people living with you a written warning
- By you abandoning the house
- By your death, if the house does not transfer to someone else
- If you buy the house
- By conversion to a short Scottish Secure Tenancy.

Part 7 – What if a tenant dies?

If you die, the tenancy may be inherited by:

- Your husband or wife, if it was their only home **or**
- A joint tenant if it was their only home **or**
- Your partner if it was their only home **or**
- Any other member of your family who was living with you, if it was their only home **or**
- A live-in carer if it was their only home.

By law, the house can only be inherited twice. However, we will consider applications from people who would be entitled to inherit the tenancy after the tenancy has been inherited twice.

Part 8 – More information and consultation

In terms of the Data Protection Act 1998 you are entitled to inspect information held about you in your housing file. Copies of the information can be provided to you and we may charge you £10 for this.

You are entitled to check information you have provided in connection with your housing application free of charge.

We publish information on housing management which includes how the level of rent is set, rent arrears, evictions, repairs and maintenance, allocations and transfers. Copies of this information can be provided to you.

We will consult you about housing management issues.

We will consult you on any proposal for a Second Stage Transfer or any disposal to another landlord. Second Stage Transfer or any disposal would only take place if a majority of tenants were in favour of it.

What is data protection?

The Data Protection Act (1998) is UK legislation which protects the use of your personal information. It gives you a way of controlling the information organisations hold about you

Part 9 – Complaints

If you think we have broken the Tenancy Agreement, or failed to do anything we agreed to do, you can complain by using our complaints procedure. We can provide you with a copy of our complaints procedure.

If you are dissatisfied with the handling of your complaint, you can complain to the Scottish Public Services Ombudsman.

You may also take advice from an independent source such as a law centre, solicitor, housing advice centre or Citizens' Advice Bureau.

Part 10 – Some general information

You may have the right to buy your house under the terms and conditions of Chapter 2 of the Housing (Scotland) Act 2001. We can provide you with our Buying Your Home Information Pack.

Where the Tenancy Agreement requires our permission you must make a request in writing. We will not refuse your request without good reason. If we refuse we will tell you what the reason is. You can appeal any refusal using our complaints procedure.

Would you like more information?

Freephone: 0800 479 7979

Email: talk@gha.org.uk

Visit: www.gha.org.uk

The Glasgow Housing Association Limited is a not-for-profit housing association registered under the Industrial and Provident Societies Act 1965, registered no. 2572R(S). It is also recognised by HM Revenue and Customs as a Scottish charity (SC034054) and is registered with The Scottish Housing Regulator under the Housing (Scotland) Act 2001 as a registered social landlord, no. 317. VAT registration no. 796709466. Registered office: Granite House, 177 Trongate, Glasgow G1 5HF

