

Tenancy Agreement



Clackmannanshire
Council

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Comhairle Siorrachd
Chlach Mhanann



Scottish Secure Tenancy Agreement Between Clackmannanshire Council

and _____

for the house at _____

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1. Introduction

1.1 This document is a Scottish Secure Tenancy Agreement between us, Clackmannanshire Council, Kilncraigs, Greenside Street, Alloa, FK10 1EB, and you:

_____ (tenant/joint tenant)

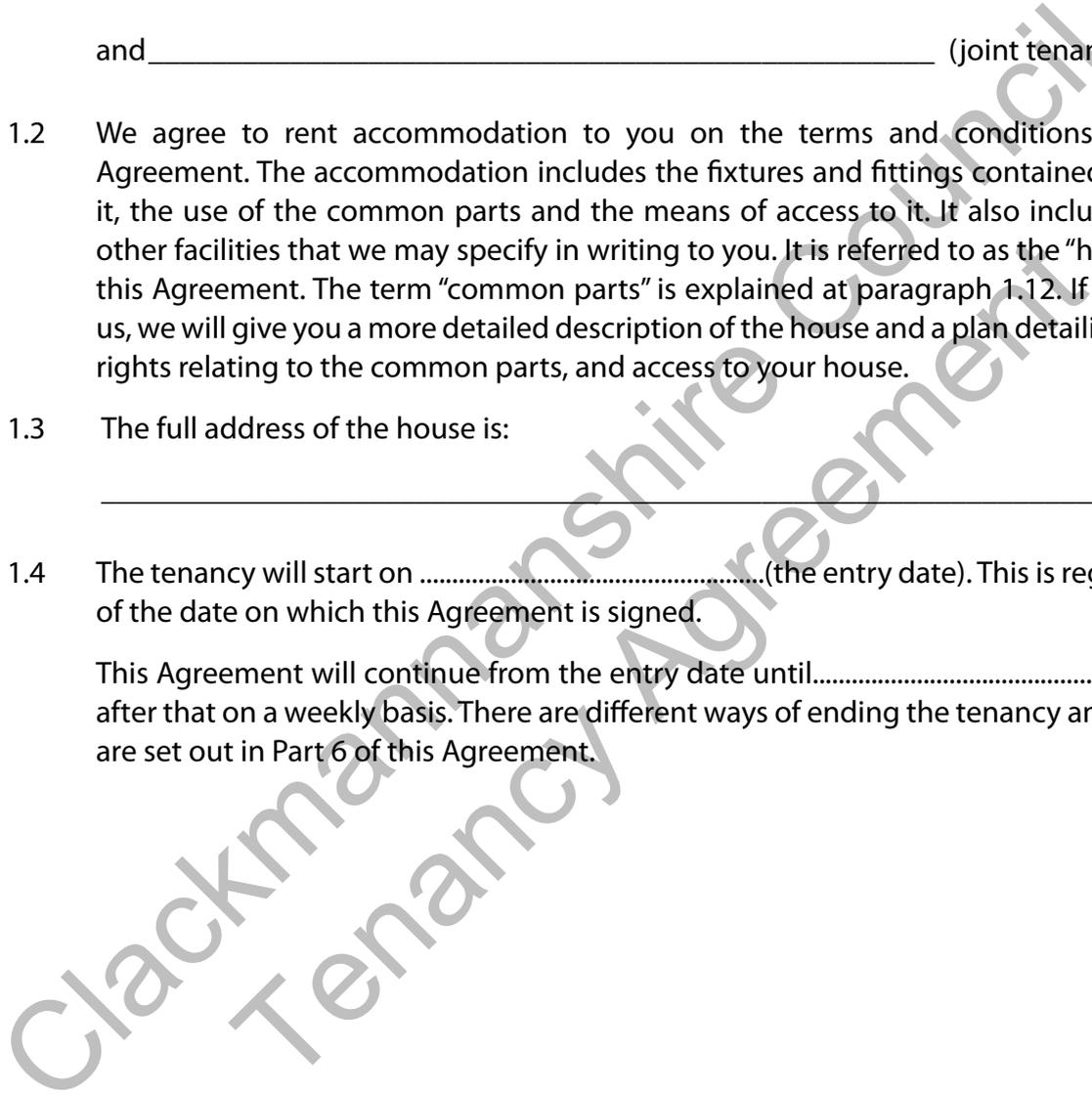
and _____ (joint tenant)

1.2 We agree to rent accommodation to you on the terms and conditions in this Agreement. The accommodation includes the fixtures and fittings contained within it, the use of the common parts and the means of access to it. It also includes any other facilities that we may specify in writing to you. It is referred to as the “house” in this Agreement. The term “common parts” is explained at paragraph 1.12. If you ask us, we will give you a more detailed description of the house and a plan detailing your rights relating to the common parts, and access to your house.

1.3 The full address of the house is:

1.4 The tenancy will start on(the entry date). This is regardless of the date on which this Agreement is signed.

This Agreement will continue from the entry date until..... and after that on a weekly basis. There are different ways of ending the tenancy and these are set out in Part 6 of this Agreement.



1.5 You will pay rent of £ per week

PLUS a compulsory service charge of £ This is for the following services:

-£per week
-£per week
-£per week

You must pay the service charge at the same time as the rent is payable.

The total weekly amount due therefore is £ payable **in advance** by you on or before the first day of each rental period.

Rent is based on a 48 week rent period (or any other such period as shall be defined from time to time by Council resolution), with rent-free weeks during the Festive Season and local trades holiday. Dates to be specified by the Council.

You may be entitled to Housing Benefit or Universal Credit to help pay for your rent and any service charges. Ask at the Housing Office for further information.

1.6 We will consult you about any proposed increase in rent or service charge and have regard to your opinions before we make our decision. We are entitled to change the amount of rent and any service charge, as long as we tell you in writing at least four weeks before the beginning of the rental period when the change is to start. We will not normally change the rent or service charge more than once every twelve months. You have a right to a statement of our rent and service charge policy. See clause 8.3 for more details.

1.7 If we introduce an additional compulsory charge, you must pay the additional service charge at the same time that the rent and any existing service charge is payable.

1.8 In addition to the above, the Council reserves the right to charge for any Housing Support Services you may receive. These charges will be specified separately but will form part of your rent.

1.9 These services will not be altered without consultation with you, providing you continue to pay for them. Failure to pay the service charge is a breach of this Agreement. In such event, in addition to our other rights under this Agreement, we will be entitled to withdraw the service until payment is made. We will not withdraw the service without giving you seven days prior written notice of our intention to do so. If we withdraw the services in the event of non-payment, your obligations under this Agreement remain unaffected.

1.10 You must take all reasonable steps to make sure that anyone living with you or visiting you keeps to the terms and conditions of this Agreement. We reserve the right to take any form of legal action against you, including eviction proceedings, if any part of this Agreement is broken. We are entitled to claim against you for any losses we have suffered as a result of you breaking any part of this Agreement which may include legal expenses.

1.11 If you want to know more about anything contained within this document, please contact us in person, by telephone, by email, or by writing to us. We will do our best to provide you with information you need. Independent advice and information may be obtained from the organisations listed in Part 8.5 of this Agreement.

1.12 INTERPRETATIONS

In this agreement, the following words have the following meanings except where the context indicates otherwise.

<p>We/Us/Our Clackmannanshire Council – Housing, Property and Benefits Advice Services</p> <p>You/Your the tenant and also any joint tenant</p> <p>Tenant includes joint tenant</p> <p>Neighbour any person living in the locality</p> <p>In the vicinity of near to</p> <p>Neighbourhood the locality of your house</p> <p>Common Parts this includes any part of the structure and exterior of the building in which the accommodation is located (such as the roof, guttering, and outside walls) as well as any common facilities in that building (such as: the common close, common stairway, entrance steps, paths, entrance doors and doorways, passages, bin chute accesses, yard, gardens, outhouses, bin areas, cellar, back green, back court and any shared or mutual parts such as access paths, walls and the like).</p> <p>Repair the word ‘repair’ includes any work necessary to put the house into a state which is wind and watertight, habitable and in all respects reasonably fit for human habitation. See paragraph 5.1</p>	<p>House see paragraph 1.2</p> <p>Overcrowding more people are sleeping in the house than is allowed by section 135 of the Housing (Scotland) Act 1987.</p> <p>Lodger a person who pays rent in return for accommodation in someone else’s house.</p> <p>Co-habitee a person, whether of the opposite sex or not, who is living with you in a relationship similar to that of husband and wife, or civil partner</p> <p>Family this term includes your spouse, civil partner, cohabitee, parent, grandparent, child (including a child treated by you as your child and step children), grandchild, brother, sister, uncle, aunt, niece, nephew; and any of those of your spouse.</p> <p>Antisocial see paragraph 3.1</p> <p>Scottish Secure Tenancy a tenancy as defined by section 11 of the Housing (Scotland) Act 2001.</p>
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1.13 This Agreement, in parts, attempts to summarise current legislation. In case of conflict between those parts and current legislation, the legislation shall prevail. Where legislation has been amended since this Agreement was entered into, this Agreement shall be read consistently with the amended legislation.

1.14 You are responsible for ensuring that no-one living with you does anything that would be a breach of this Agreement if they were the tenant. If they do, we will treat you as being responsible for any such action.

1.15 CHANGING THIS AGREEMENT

No part of this Agreement may be changed except in the following circumstances:

■ We and you agree in writing to change it;

OR

■ We increase the rent or service charge in the way described in paragraph 1.6 above

OR

■ We or you apply to the sheriff under Section 26 of the Housing (Scotland) Act 2001 for an order to change the Agreement and the sheriff grants such an order.

1.16 JOINT AND SEVERAL LIABILITY

If two or more people have signed this Agreement, they are jointly and severally liable for the terms and conditions of this Agreement. This means that each one of them is fully responsible for making sure that all the conditions in this Agreement are kept, including payment of rent.

You can apply for a joint tenant to be added to the tenancy: see paragraph 4.1 below.

2. Use of the House and the Common Parts and Telling Us About Changes To Who is Living in Your Home

- 2.1 You must take entry to the house, occupy and furnish it and use it solely as your only or principal home. You are entitled to have members of your family occupying the house with you, as long as this does not lead to overcrowding and you have received permission, in writing, from us to do so. If we ask, you must tell us who is living in the house.
- 2.2 You must tell us who is living in the house including when anyone moves in or out. If you do not inform us of changes in the household this may impact on your ability to make changes to the tenancy and for others to succeed to the tenancy. You should tell us as soon as there is any change in those who are living in your house.
- 2.3 You must tell us at least 14 days in advance if you plan that the house will be unoccupied or unfurnished for more than one month.
- 2.4 You, those living with you, and your visitors must take reasonable care to prevent risk of danger or damage:
- to the house or your neighbour's property;
 - decoration;
 - the fixtures and fittings;
 - and the common parts, from any cause including fire and flooding.

Before leaving the house unoccupied, you must check reasonably thoroughly that there is no danger or risk of damage from fire, water or gas supplies in and to your house.

In cold weather, where there is a risk of water pipes freezing, you must make suitable arrangements which will include telling your local Housing Office that your house will be unoccupied, turning off the water at the stop cock and draining your domestic and heating water systems.

We have the right to claim against you for the cost of damage caused by failure to take such reasonable care, and you hereby agree to pay such charges.

- 2.5 If you or anyone living with you wants to run any kind of business from the house, you must write to us and get our written permission before you start the business. To allow us to consider your application you must exhibit to us any necessary planning permissions or licences required to operate the business. If you fail to obtain the relevant permissions or licences, or have them withdrawn we reserve the right to refuse the permission or to terminate any previously agreed permission to operate the business from the house. See paragraph 10.2 of this Agreement for further information about getting permission. If we grant permission, we have the right to increase your rent.

2.6 You must not allow your house to become overcrowded. If the overcrowding is as a result of an increase in the size of your family living with you, you should apply to us for a house transfer. We will try to offer you a larger house if one becomes available, in terms of our transfer policy. In this circumstance only, we will not treat you as being in breach of this condition. However, if we offer you suitable alternative accommodation you must agree to take it unless there are good reasons for not taking it. If you are considering allowing any other person, including a member of your family, to live with you, you must consult with us before allowing the person to live with you so that we may be satisfied that overcrowding will not result.

2.7 KEEPING OF PETS

You have the right, on the conditions noted below to keep one domestic pet.

Domestic pets means dog, cat, bird, fish, rodents (such as rabbit, hamster, gerbil or mouse), small non-poisonous reptile (such as terrapin or tortoise) or non-poisonous insect or amphibian (such as newt). This does not include any other animal. If you wish to keep more than one domestic pet or any other type of animal it is essential that you get our written permission (see paragraph 10.2). Permission in all instances will only be granted on the following conditions:

- Keeping your pet is not prohibited by the Dangerous Dogs Act 1991, or by any other law;
- You are responsible for the behaviour of any pets owned by you or anyone living with you or for any visitor's pets;
- You must take all reasonable steps to supervise and keep such pets under control;
- You must not allow your pet/s to cause nuisance, annoyance or danger to anyone in your neighbourhood. This includes fouling or noise or smell from your domestic pet;
- You must take reasonable care to see that such pets do not foul or cause damage to the house, your neighbour's property, anything belonging to us or anything we are responsible for, such as common parts;
- You are responsible for the cleaning up of any faeces created by your pet;
- The Council, where appropriate, will recharge you any expense that the Council incurs as a result of you not adhering to these conditions and you hereby agree to pay these recharges;
- Failure to adhere to these conditions will result in permission to keep your pet/s being withdrawn. In turn you will be required to make suitable arrangements to remove the pet from the house within 14 days.

- 2.8 You must not use or allow the house or any other parts let with it to be used for illegal or immoral purposes. This includes but is not limited to the following:
- Dealing in controlled drugs
 - Running a brothel
 - Dealing in stolen goods
 - Illegal betting and gambling
- 2.9 While you are in occupation of the house, you must make reasonable efforts to heat the house, taking into account your income, the state of repair and condition of the house including its insulation and provision for heating. You must make reasonable efforts to ventilate the house using any suitable means provided in the house for doing so.
- 2.10 You must take your turn, with all other tenants and owner-occupiers sharing the common parts, in cleaning and washing the common stair, its windows, banisters, any bin chute accesses and any other common parts. You must also, together with them, keep the back green and any other area clean and tidy when these are part of the common parts. If you and the others cannot agree on the arrangements for doing this, we will decide them after discussion with you and the others. Our decision will be binding on you. If you do not do the work contained in this paragraph, we may do it ourselves and charge you for it, and if we do so, you hereby agree to pay such charges. This is in addition to any other legal remedies open to us.
- 2.11 You must comply with any local arrangements for the use and sharing of the common parts including drying greens and drying areas. You must comply with any local rotas for the use and sharing of the common parts. In cases of dispute between the users of the common parts, we are entitled to decide the arrangements and rotas for the use of and the sharing of the common parts. Before making our decision, we will consult with you. Our decision will be binding on you. A compulsory service charge will be levied on the tenants who receive an additional service, e.g. employment of a person to regularly clean the close or neighbourhood, and you hereby agree to pay such charges.

2.12 GARDENS

If you have exclusive use of a garden or a garden area let with the house, you must take reasonable care and keep it from becoming overgrown, untidy or causing a nuisance (unless we have agreed to take care of it). In particular, you must regularly:

- Mow any lawn or grassed area
- Trim any bushes, hedges, trees or other plants
- Weed any flower beds, vegetable patches, paved parts, paths or other similar areas
- Remove litter or other rubbish
- Dispose of all garden rubbish in the proper way

If you do not do such work to our reasonable satisfaction, we are entitled to decide exactly what work requires to be done and carry this out so as to comply with this duty. You will be charged for any works carried out, and you hereby agree to pay such charges. This is in addition to any other legal remedies we may have.

You must not remove, chop down or destroy any bushes or hedges on a boundary, or trees without our written permission (unless you planted them). We reserve the right to require you to lower the height of any bushes, hedges or trees within your garden.

2.13 If you share the use of a garden or garden area, you must take your turn with those others who share that garden to keep it from becoming overgrown or untidy. In particular, you must regularly:

- Mow any lawn or grassed area
- Trim any bushes, hedges, trees or other plants
- Weed any flower beds, vegetable patches, paved part, paths or other similar areas
- Remove litter or other rubbish
- Dispose of all garden rubbish in the proper way.

If you and the others cannot agree on the arrangements for doing this, we will decide them after discussion with you and the others. If you do not take your turn, we will be entitled to carry out the work ourselves and charge you for it, and you agree to pay such charges. This is in addition to any other legal remedies we may have.

You must not remove, chop down or destroy any bushes or hedges on a boundary, or trees without our written permission (unless you planted them). We reserve the right to require you to lower the height of any bushes, hedges or trees within your garden.

For persons who are unable to tend to their garden or garden area due to their age or a disability, please refer to the Housing Office for details of assistance currently available.

- 2.14 No property (including bicycles, motorcycles or prams), belonging to you or anyone residing with you or anyone visiting you, should be stored in any of the common parts if it is likely to cause danger, nuisance or annoyance to anyone or if it causes obstruction to anyone using the common parts. You must not do anything which prevents or hinders the use of the common parts by other users.
- 2.15 You must put all your household rubbish for collection in your allocated refuse point or proper place for it. You must take reasonable care to see that your rubbish is properly bagged. If rubbish is normally collected from the street, it should not be put out earlier than the normal day of collection. Wheelie bins or other refuse containers put out for collection and uplift should be removed from the footpath/roadway following uplift, as soon as possible after the rubbish has been collected. You must comply with the local arrangements for the disposal of large items (such as large electrical items).
- 2.16 You must not use heaters fuelled by any kind of liquid petroleum gas (for example Calor Gas) or paraffin if your house is a building more than two storeys high or in such other types of houses as we may specify. You must not keep more than two 15 kg bottles of inflammable liquid gases or paraffin in your house, shed, outhouse or garage at any one time. You must not keep more than 5 litres (approximately one gallon) of inflammable liquid such as paraffin in your house, shed, outhouse or garage at any one time. You must take all reasonable precautions to prevent risks (such as fire and explosion) arising from the use or storage of inflammable or other hazardous substances in your home.
- 2.17 No vehicle, caravan or trailer belonging to you or anyone living with you or anyone visiting you may be parked on our land unless:
- that land is set aside for parking; OR
 - we have given you written permission; OR
 - it is a public road;
- AND, in every case,
- It does not cause a nuisance or annoyance to your neighbours.

2.18 Nothing belonging to you, or anyone living with you, or your visitors, may be left or stored on our land unless:

- The land is set aside for that purpose; OR
- We have given you written permission;

AND, in every case,

- It does not cause a nuisance or annoyance to your neighbours.

2.19 If you want to change any part of this agreement which restricts your use or enjoyment of the house, you must first ask us in writing. If we refuse, you have a right to make an application to the Sheriff. See paragraph 10.2 for more details.

Clackmannanshire Council
Tenancy Agreement

3. Respect For Others

- 3.1 You, those living with you, and your visitors, must not harass or act in an antisocial manner to, or pursue a course of antisocial conduct against, any person in the neighbourhood. Such people include residents, visitors, our employees, agents and contractors and those in your house.

‘Antisocial’ means causing or likely to cause alarm, distress, nuisance or annoyance to any person or causing damage to anyone’s property. Harassment of a person includes causing the person alarm or distress. Conduct includes speech. A course of conduct must involve conduct on at least two occasions.

- 3.2 You must take steps to ensure that you, those living with you and your visitors do not cause nuisance or annoyance to your neighbours or any person in the neighbourhood.

In particular, the following are prohibited:

- Use or sell unlawful drugs or sell alcohol;
- Making excessive noise, in whatever way, which is a nuisance or annoyance. This includes, but is not limited to, the use of televisions, hi-fi’s, DIY tools, radios and musical instruments;
- Failing to properly supervise or control any pet. This includes controlling barking dogs and allowing your pet to foul or cause damage to other peoples property or common areas;
- Operating any business run from your home without the permission of the Council or operating the business in a manner which may cause nuisance or annoyance to your neighbour or any person in the neighbourhood;
- Allowing visitors to your house to be noisy or disruptive;
- Allowing noisy or disruptive visitors to your house;
- Using your house or allowing it to be used for illegal or immoral purposes, e.g. dealing in the sale of drugs within or in the vicinity of the neighbourhood;
- Vandalising or damaging any part of the common parts or neighbourhood;
- Leaving rubbish in unauthorised places;
- Allowing your children to cause nuisance or annoyance to other people by failing to exercise reasonable control over them;
- Inconsiderate parking of any vehicle, caravan or trailer;

- Obstructing access, roads or paths which are common or mutual to the property or your neighbour's property;
- Carrying out work to any type of vehicle, caravan or trailer in a way or place that causes nuisance or annoyance;
- Carrying or use of offensive weapons such as firearms, knives, machetes or other weapons;
- Harassing or assaulting any person in the house or neighbourhood for whatever reason including that person's race, colour or ethnic origin, nationality, gender, sexuality, disability, age, religion or other belief. Harassment means any behaviour whatsoever, calculated or likely to cause physical or mental distress or actual harm to that person.

The particular prohibitions on your behaviour listed above, do not in any way restrict your general responsibility contained in paragraph 3.1 above.

- 3.3 You, those living with you, and your visitors are expressly prohibited from keeping firearms and ammunition of all categories within the house or within any outbuildings, sheds, lock up garages attached thereto, until you have the express permission of the Council and fulfil the following:
- You, or an other authorised resident within the house, are the holder of a Firearms/shotgun certificate issued by the Chief Constable;
 - You ensure that the firearms/ammunition are kept securely within the house.
- 3.4 You will be in breach of this Agreement if you, those living with you or your visitors do anything which is prohibited in this part of the Agreement and this could result in your tenancy being changed to a Short Scottish Secure Tenancy or terminated by us.
- 3.5 If you have a complaint about nuisance, annoyance or harassment being caused by any tenant of ours (or anyone living with him/her or his/her visitors), you may report it to us. We will invoke our antisocial behaviour procedure immediately after you make us aware of your complaint. If, in our opinion, there are good grounds for your complaint, we will take all reasonable steps to prevent the behaviour from happening again including, where necessary, legal action. A copy of our written procedure about dealing with these kinds of complaints is available from the Housing Office.
- 3.6 We will act fairly to you in all matters connected with your tenancy. We will not unfairly or unlawfully discriminate against you in any way on the grounds of your race, colour, ethnic origin, nationality, gender, sexuality, disability, age, religion or other belief. If you believe we have acted unfairly to you in any way, you may wish to use our complaints procedure. Alternatively, you may wish to take independent advice from one of the sources listed in paragraph 8.5 of this Agreement.

4. Subletting, Assignment, Joint Tenancy and Exchange of Your Tenancy

4.1 If you want to:

- Take in a lodger; OR
- Sub-let part or all of your house; OR
- Transfer (assign) the tenancy to someone else; OR
- Change your tenancy to a joint tenancy; OR
- Carry out a mutual exchange; OR
- Otherwise give up possession

you must first get our written permission.

To apply for our permission you must tell us in writing:

- The details of the proposed change including who you want to sublet or assign or give up possession to, take as a lodger or exchange with (and the house involved)

AND

- the amount of rent and any other payments (including a deposit) you propose charging (if any),

AND

- when you want the subletting, lodging, assignment or transfer, giving up possession or changes in tenancy to take place.

If you want to assign your tenancy, the house must have been the only or principal home of the person to whom you want to assign the tenancy for at least 6 months before the date of your written request.

From 1 November 2019 there will be new notification and residency requirements that have to be met for subletting, assignment and adding a joint tenant to your tenancy agreement as follows:

4.1.1 SUBLETTING

From 1 November 2019 if you want to sublet all or part of the house, the house must have been your only or principal home for at least 12 months immediately before the date of your written request to sublet the house to someone else. If you were not the tenant throughout that period, the house must have been your only or principal home during those 12 months and the tenant must have told us that you were living there. The length of time the person who wants to sublet all or part of the house has been living in the property starts from the date we are notified that that the person is living in the property as their only or principal home. You can give us notice of someone living with your before 1 November 2019 and that time will count towards the length of time they have been living at the property.

4.1.2 ASSIGNATION

From 1 November 2019 if you want to assign this tenancy to another person, the house must have been your only or principal home during the 12 months immediately before the date of your written request to assign the tenancy to someone else. In addition, the person who you wish to assign your tenancy to must have been living in the house as their only or principal home for at least 12 months before the date of your written request and you, a joint tenant or the person who you now wish to assign the tenancy to must have notified us of them moving into the property. The length of time the person you want to assign this tenancy to must have been living in the property starts from the date we are notified that the person is living in the property as their only or principal home. You can give us notice of someone living with you before 1 November 2019 and that time will count towards the length of time they have been living at the property.

4.1.3 JOINT TENANCY

From 1 November 2019 if you want another person to be a joint tenant, the house must have been the only or principal home of the person who is to become a joint tenant for at least 12 months immediately before the date of your written request and you, a joint tenant or the person you now wish to become a joint tenant must have notified us of them moving into the house. The person you wish to add as a joint tenant, and any existing joint tenant must apply to us in writing along with you. The length of time the person you want to add as a joint tenant must have been living in the property starts from the date we are notified that the person is living in the property as their only or principal home. You can give us notice of someone living with you before 1 November 2019 and that time will count towards the length of time they have been living at the property.

4.2 We will not unreasonably refuse permission for an assignation, subletting, joint tenancy, giving up of possession or taking in a lodger request. Reasonable grounds for refusing permission include the following:

- We have served a notice on you warning that we may seek eviction on certain grounds because of your conduct;
- We have obtained an order for your eviction;
- It appears that you propose to receive a payment or an unreasonable rent or deposit;
- The proposed change would lead to the criminal offence of overcrowding;
- We intend to carry out work on the house (or the building of which the house forms part) which would affect the part of the house connected with the proposed change.

From 1 November 2019 we will have the following additional reasonable grounds for refusing permission for an assignation, subletting or joint tenancy request:

- We have not been notified that the relevant person has been living in the property as their only or principal home;
- The relevant person has not been living in the property for the required 12 month period;
- For assignation requests additional grounds for us refusing permission are:
 - if the proposed assignee would not be given reasonable preference (priority) in terms of our allocations policy;
 - if the house would be under-occupied as a result of the assignation.

These examples do not in any way alter our general right to refuse permission on reasonable grounds. If we give permission, you cannot increase the rent or other payments made to you by the other person unless we give our permission. See paragraph 10.2 for more detail on getting permission.

4.3 We will not unreasonably refuse permission for a mutual exchange of your house. The exchange must be with another house where the tenant holds a Scottish Secure Tenancy or Short Scottish Secure Tenancy. The landlord does not need to be us. The other landlord must also agree to the exchange. Reasonable grounds for refusing permission include the following:

- We have served a notice on you warning that we may seek eviction on certain grounds because of your conduct;
- We have obtained an order for your eviction;
- Your house was let to you because of your employment with us;
- Your house was designed or adapted for persons with special needs and if the exchange was allowed, there would be no person living in the house who required those designs or adaptations;
- The other house is substantially larger than you and your family need or it is not suitable for the needs of you and your family;
- The proposed exchange would lead to the criminal offence of overcrowding.

These examples do not in any way alter our general right to refuse permission on reasonable grounds. See paragraph 10.2 for more detail on getting permission.

4.4 If you are married, in a civil partnership, or if you live in the house with someone as husband and wife, we may need their consent. If you are a joint tenant, we will need the other tenant's written consent to the proposed change. If you want to change the joint tenancy to a single tenancy because the other joint tenant has abandoned the tenancy, you should ask us to use our powers under paragraph 6.8 of this Agreement.

5. Repairs, Maintenance, Improvements and Alterations to the House

Repairs and Maintenance: OUR Responsibilities and Rights

- 5.1 In this Tenancy agreement, the word “repair” and “repairs” includes any work necessary to put the house into a state which is wind and watertight, habitable and in all respects reasonably fit for human habitation.
- 5.2 Before the start of the tenancy,
- We will inspect your house to ensure that it is wind and watertight, habitable and, in all other respects, reasonably fit for human habitation. If repair or other work needs to be done to bring the house up to that standard, we will do so before the tenancy begins. We will notify you about any such work. Any other repairs may be carried out after the tenancy begins.
 - We will carry out a reasonably diligent inspection of the common parts before the tenancy begins. We will take reasonable steps to remove any danger we find before you move into your house. We will repair any other defect we find which will significantly affect your use of the common parts, or the house, within a reasonable period.
- 5.3 During the course of your tenancy:
- We will carry out repairs or other work necessary to put the house in a condition which is tenantable, wind and watertight and, in all other respects, reasonably fit for human habitation.
 - We will carry out all repairs within a reasonable period of becoming aware that the repairs need to be done. Once begun, the repairs will be finished as soon as reasonably possible. All repairs will be done to the standard of a reasonably competent contractor, using good quality material. You have the right to have certain repairs carried out within specified timescales under the current statutory regulations.
 - We will also take all reasonable steps to remove or prevent a danger existing in the common parts. We will carry out repairs or other work to defects in the common parts or to the installations in them provided by us where that defect significantly affects your use of the common parts.
 - If we need the co-operation or permission of another person to carry out repairs or other work to the house or common parts, or to inspect, we will do our best to get it. We may be unable to do non-emergency repairs until we get such permission.
 - We will do all such work or repairs within a reasonable period of time of becoming aware of the need for such repairs. Our duty to repair commences only when we have become aware of the need for repairs by a report or otherwise. You have a responsibility to report the need for a repair.

- 5.4 Our general repair obligations contained in paragraphs 5.2 and 5.3 include a duty to carry out repairs relating to water penetration, rising dampness and condensation dampness as well as the obligations contained in this paragraph. We will provide and maintain the house so that any tenant who we might reasonably expect to live in the house can heat the house to a reasonable temperature at a reasonable cost, so as to avoid condensation dampness and mould. If during the tenancy, the house suffers from condensation dampness which is partially or wholly caused by a deficiency in, or absence of, any feature of the house (including insulation, provision for heating or ventilation), we will carry out repairs (including, where appropriate, replacement, addition or provision of insulation, ventilation or heating systems) within a reasonable time so that feature is not a cause of the condensation dampness. However, should the reason for the condensation be attributable to your abuse of the property and/or your disregard to the Council's instructions related to the control of condensation, you may be recharged for any necessary works to make good the problem.
- 5.5 Our duty to repair includes a duty to take into account the extent to which the house falls short of the current building regulations by reason of disrepair or sanitary defects.
- 5.6 In particular we will:
- Keep in good repair the structure and exterior of the house
 - Keep in repair and in proper working order, any installations in the house provided by us for:
 - the supply of water, gas and electricity;
 - sanitation (for example, basins, sinks, baths, showers and toilets);
 - hot water heating;
 - space heating (for example central heating) including fireplaces, flues and chimneys.
 - Installations include those which we own or lease which directly or indirectly serve the house. We will not however be responsible for repair of any fixtures and fittings not belonging to us which make use of gas, electricity or water. Neither will we be responsible for the repair or maintenance of anything installed by you or belonging to you which you would be entitled to remove from the house at the end of the tenancy unless we have specifically agreed.
 - Where the problem is due to
 - penetrating dampness
 - rising dampness
 - or condensation dampness

and the dampness is due to inadequacies in the design or construction of the house, we will repair internal plaster work, kitchen fitments and worktops and other fitments provided by us which become damaged as a consequence of the dampness.

- We will inspect annually any gas installations in the house provided by us. You must give us access on reasonable notice to do so. We will provide you on request with a copy of the inspection report. If the inspection reveals the need for repair or replacement of any such installation, we will do so as soon as is reasonably possible and in any event, within the time limits contained within the current statutory regulations. If you fail to give access to the house after you have been notified of the requirement for annual inspection we have the right to force access to the house.
- You will be charged for this cost and hereby agree to pay such costs.
- If your house is served by a communal television or communications aerial provided by us, we will take all reasonable steps to repair it as soon as possible. Following a report of a defect where repairs or maintenance require to be done, we will make reasonable efforts to minimise disruption to you. We will not be liable for any losses resulting from the malfunctioning of such apparatus unless due to our own negligence.

5.7 We will take all reasonable steps, together with any other joint owners of the water supply installations, to comply with the Water Bye-Laws in force in your area. The Bye-Laws, among other things, specify that:

- All storage cisterns must be properly installed having regard to the need for prevention of waste and contamination and insulation against frost;
- The stopcocks and servicing valves must be placed so that they can be readily examined, maintained and operated with reasonable practicability;
- The water pipes, both inside and outside the house, must be effectively protected against freezing and damage from other causes.

We will inspect the installations for the storage and supply of water we are responsible for at the beginning of the tenancy and at reasonable intervals thereafter so as to comply with the Water Bye-Laws.

5.8 Nothing contained in this Agreement makes us responsible to repair damage caused willfully or negligently by you, or anyone living with you or an invited visitor to your house. If we decide to carry out the work, you will be advised of any costs to be borne by you in advance. You must pay us for the cost of the repair, if we ask, and you hereby agree to pay these costs. This paragraph does not apply to damage caused by:

- Fair wear and tear;
- Vandalism (provided that you have reported it to the Police as soon as the damage is discovered);

Notification of damage to the police does not automatically ensure that the cost of repair will be borne by us. This will be dependant on information supplied to us by the police. We therefore have the right to contact the police to verify your account of how any reported damage was caused. Inaccurate information provided by you to us in this respect will be regarded as a breach of the Agreement.

- 5.9 We will carry out necessary repairs due to fire, flood or Act of God, within a reasonable time and if necessary offer you temporary accommodation whilst repairs to the house are carried out. We will not be responsible for internal decoration, or your fixtures and fittings such as carpets, etc.
- 5.10 We have the right to come into your house to inspect it and its fixtures and fittings or carry out repairs to it, or adjoining property, during reasonable times of the day and for the other purposes below:
- We have the right of access to your house in order to lay wires, cables and pipes for the purposes of telecommunications, water, gas, electricity, providing we gave you a reasonable notice in writing.
 - To inspect in case of suspected infestation by insects, rodents or other vermin and, in the case of infestation, to carry out such remedial treatment as shall be necessary to eliminate the source of infestation.
 - To ascertain any of the following: whether your house is overcrowded; the identity of all persons living in or who appear to be living in your house for the purposes of ensuring compliance with Part 4 (Subletting, Assignment, Joint Tenancy and Exchange of Your Tenancy); whether you are meeting the conditions regarding the keeping of pets; that you are not using or allowing your house or any parts let with it to be used for illegal or immoral purposes; that you are observing clause 2.15 (LPG/paraffin heaters) and for such purposes as shall be reasonably necessary in the interests of public safety or the general interest or for the protection of health or morals.
 - We have the right of access to the common parts (including garden areas) at any reasonable time.

We will give you at least 24 hours' notice in writing. In an emergency, we have the right to make forcible entry to your house without notice.

If you refuse us entry, we will have the right to make forcible entry provided we have given you every reasonable opportunity to let us in voluntarily. If we have to make forcible entry, in this situation, you are liable for the costs of any damage reasonably caused and you hereby agree to pay these costs.

We will always exercise our right of inspection and entry to your house in accordance with your human rights and taking account of the most up to date law relating to and interpretation of the Human Rights Act 1998.

- 5.11 If we know that any house or flat adjoining your house, which we own, is likely to remain unoccupied for longer than four weeks, we will take reasonable steps to avoid damage or danger to you or your property arising from that house or flat being unoccupied. These steps may include, but are not limited to the following:
- to seeing that its doors and windows are properly secured;
 - to seeing that the water, gas and electricity supplies to the house or flat are turned off where possible.
- 5.12 If we or any of our contractors cause any damage to the house or your property (including decoration) in connection with inspections or repairs which is due to negligence on the part of us or any of our contractors, we will reinstate the damage or compensate you for your losses. We have a right to require you to move temporarily to suitable alternative accommodation if this is necessary for the repairs to be done. If we have to move you to carry out repairs, we will pay you a disturbance allowance, and in line with the Council's agreed policy, to compensate you for any extra agreed expenses you incur as a result. Rent for the house will be payable during any such move. You will not be required to pay rent for the house you have been moved to.
- 5.13 Our duties to repair contained in this part of the Agreement continue until this Agreement comes to an end.

Repairs and Maintenance: YOUR responsibilities and Rights

- 5.14 You must report to us, as soon as reasonably possible, any damage to the house, the common parts or loss or damage to our property. You can do this in person or by telephone. You can arrange for someone else to do this on your behalf. We operate a 24 hour emergency service.
- 5.15 You are responsible for taking reasonable care of the house. This includes carrying out all repairs and maintenance which are not part of our responsibilities as detailed above. Such repairs and maintenance include, but are not limited to the following:
- Keeping the house in a reasonable state of cleanliness;
 - Things you have added or improved;
 - Decorating the inside of the house whenever it needs it;
 - Curtain rails, pelmets, coat hooks and pulley ropes;
 - Replacing lost or broken keys or changing the locks;
 - Repairing damage caused by forced entry due to lost keys;
 - Replacing light bulbs, tubes and starters for fluorescent lighting, electric plugs and fuses;

- Replacing batteries in any smoke, gas or carbon monoxide detectors provided by us and regularly checking them;
- Any other minor repairs which are not part of our responsibility under this Agreement;
- The annual cleaning of solid fuel flues e.g. chimney sweeping;
- Replacing bath and sink plugs;
- Adequately heating and ventilating the property.

However you are not responsible for carrying out repairs which are due to fair wear and tear of items that belong to us.

If you have any difficulty in complying with your responsibilities, e.g. due to infirmity, you should contact the Housing Office to discuss the issue.

- 5.16 You have a right to have certain small repairs carried out within fixed time limits and instruct contractors specified by us if they are not done within those time limits. You may also have a right to compensation in the case of delay. We will tell you when you report the need for a repair whether that repair is one covered by this scheme.
- 5.17 If we have failed to carry out repairs that we should under this Agreement, you have the right to carry out the repairs yourself and deduct the reasonable cost of doing so from your rent. However, you may only do so if:
- You have notified us in writing about the need for the repairs; AND
 - We have not done those repairs within a reasonable period; AND
 - You have made a formal complaint under our complaints procedure (see paragraph 9.1); AND
 - You have exhausted the complaints procedure and you are still dissatisfied, OR 3 months have passed since you made the formal complaint under the complaints procedure.

YOU ARE STRONGLY ADVISED TO TAKE LEGAL ADVICE BEFORE EXERCISING YOUR RIGHT UNDER THIS PARAGRAPH. YOUR HOME IS AT RISK IF YOU WRONGLY EXERCISE THIS RIGHT.

All repair work instructed by you must be done by a reputable firm and must conform to all current legislation. Any work done must conform to all building regulations.

- 5.18 If any damage is caused to the house by a failure in your responsibilities, we have the right to repair the damage and recover the costs of repair from you, and you hereby agree to pay these costs.

- 5.19 You are strongly recommended to insure your personal belongings and effects, and your fixtures and fittings including decoration against loss or damage caused by fire, flood, theft, accident, etc. We will not be responsible for compensating you for any such damage. We operate such a scheme. Please refer to the Housing Office for details.

Alterations and Improvements

- 5.20 If you want to:

- Alter, improve or enlarge the house, fittings or fixtures;
- Add new fittings or fixtures (such as kitchen or bathroom installations, central heating, or other fixed heaters, double glazing, any kind of aerial or satellite dish);
- Put up a garage, shed, pigeon-house, greenhouse, fence, wall or other structure;
- Decorate the outside of the house;
- Lay laminated flooring or similar fixed flooring such as tiles.

You must first get our written permission. We will not refuse permission unreasonably. We may grant permission with conditions including conditions regarding the standard of the work. See paragraph 10.2 for more details about the procedure. You will not be entitled to remove permitted items at the end of your tenancy without our express written permission. If we refuse to allow you to remove the said items we will compensate you in terms of paragraph 5.22.

- 5.21 If you have made alterations or improvements with our permission, you may be entitled to compensation at the end of your tenancy under regulations governing such arrangements. We also have the power, even if you do not qualify under these Regulations, to make a discretionary payment.
- 5.22 If you carry out any alterations or improvements without our permission we are entitled to restore the house to its previous condition during or at the end of your tenancy. If we do so, we are entitled to charge you for this work and you hereby agree to pay for such work.

6. Ending the Tenancy

The tenancy can be ended in any one of the following ways.

6.1 By Notice

You, together with any joint tenant, give us at least twenty-eight days written notice. You must tell us at the same time if you are married, in a civil partnership or if you live in the house with another person as husband and wife. If you do, their agreement may also be required.

OR

6.2 By Written Agreement

By written agreement between you, any joint tenant, and us. You must tell us at the same time if you are married, in a civil partnership or if you live in the house with another person as husband and wife. If you do, their agreement may also be required.

OR

6.3 By Court Order

The sheriff grants an order for eviction following a request by us. You have the right to defend any legal action taken by us against you. We may ask for such an order under Section 14 of the Housing (Scotland) Act 2001 on any of the grounds contained within Schedule 2 of the Act. Before we do so we will first send you a written warning. We will also send that written warning to anyone else living with you who is member of your family aged 16 or over, your lawful subtenants, lodger and assignees; if we know about them. They will also have a right to take part in court proceedings. The following is a summary of the grounds contained within that Act and does not change the legal position contained in that Act.

- You owe us rent which we are entitled to or you have broken some other condition of this Agreement.
- You, someone residing in your house, or anyone visiting it, has been convicted of using the house or allowing it to be used for illegal or immoral purposes or a criminal offence, punishable by imprisonment, which was committed in the house or the locality.
- The condition of the house or common parts, or furniture we have supplied, has deteriorated because of the fault of you, your sub-tenant, or somebody in your household.
- You, and your spouse, civil partner or co-habitee have been absent from the house for more than six months without good reason or you have stopped living in it as your principal home.
- We gave you this tenancy as a result of false information given by you in your application for the house.

- You, someone residing in your house, or anyone visiting it, has acted in an antisocial manner towards (or has harassed) someone else in the locality and it is not reasonable for us to transfer you to another house.

In all the above cases, the sheriff must also be satisfied that it is reasonable to make an order for eviction unless we are relying solely on paragraph 2 of Schedule 2 of the Act and have served the appropriate notices within 12 months of the conviction or appeal in accordance with section 16(2)(aa) of the Act in which case the Sheriff must grant an order for eviction.

- You or someone residing in your house has been guilty of harassment, nuisance or annoyance in or in the neighbourhood of the house, or has pursued a course of conduct amounting to harassment of someone in the locality and it is appropriate, in our opinion, to transfer you to another house.
- The numbers of people in the house amount to the criminal offence of overcrowding.
- We intend to demolish or carry out substantial work to your house (or the building in which it is located) within a reasonable time and that work cannot be done if you are still living there.
- The house has been designed or adapted for people with special needs and no one in your household has such special needs but we require the house for someone who has.
- The house is part of a larger group of houses which have been designed or adapted or located near facilities for people with special needs and no-one in your household has those needs but we require the house for someone who has.
- We have leased your house from somebody else and that lease has ended, or will end, in six months.

In all of the above cases, the sheriff must grant an order for eviction if we also offer you a suitable alternative house as defined by Schedule 2 (Part 2) of the Housing (Scotland) Act 2001.

- We want to transfer the house to your husband or wife (or ex-husband or ex-wife) civil partner or co-habitee, where one of you no longer wishes to live with the other. In this case, we will offer you a suitable alternative house as defined by Schedule 2 (Part 2) of the Housing (Scotland) Act 2001. The Sheriff must also be satisfied that it is reasonable to grant the order.

OR

6.4 By Abandonment by you.

We have reasonable grounds for believing that you have abandoned the house. In this case, we may forcibly enter the house to make it secure. We will also give you at least four weeks' notice that we believe that you have abandoned the house. If, at the end of that period, we have reasonable grounds for believing that you have

abandoned the house, we may repossess it by service of another notice. You have a right to make application to the sheriff against repossession within six months. We will secure the safe custody and delivery to you of any property which is found in the house. We will have the right to make a charge for this and to dispose of any property if you have not made arrangements for its delivery within a given period.

OR

6.5 By Death

By your death, if the tenancy does not pass to someone else (see Part 7 below).

OR

6.6 By Sale to You

If we offer to sell you house to you and you buy your house from us, your tenancy will terminate on the date of transfer of ownership. Until that point, this Agreement remains in force.

OR

6.7 By Conversion to a short Scottish secure tenancy

If an anti-social behaviour order has been made against you, or anyone living with you, or if we believe that you, or anyone living with you or visiting you has been acting in an antisocial manner or pursuing a course of conduct amounting to harassment in the previous 3 years, we may serve a notice on you converting your tenancy to a short Scottish secure tenancy. Your tenancy under this Agreement ends on service of that notice. You have the right to make an application to the sheriff if we do this.

OR

6.8 Abandonment by a Joint Tenant

If we have reasonable grounds for believing that a joint tenant has abandoned the house, we may give that tenant 4 weeks' notice. If we are satisfied on reasonable grounds for believing, at the end of the four week period, that the joint tenant has abandoned the house, we may serve another notice. This second notice will terminate that joint tenant's interest in the tenancy in not less than 8 weeks. That second notice will not, however, terminate the tenancy which will continue. That person has a right to make application to the sheriff if we do this.

6.9 Termination by Joint Tenant Alone

A joint tenant may, at any time, end his or her interest in the tenancy of the house by giving 4 weeks' written notice to us and to the other joint tenant. That notice will not, however, terminate the tenancy which will continue.

6.10 Before moving out of your house, you must do the following;

- Leave the house in a clean and tidy condition;
- Remove all your belongings;
- Make sure all members of the household, including lodgers or sub-tenants, leave with you;
- Allow us access to your house before you move out, at reasonable times, to show the new tenants around;
- Hand in your keys to the housing office;
- Remove any fixtures and fittings you have installed without our written permission and put right any damage caused. This does not affect your obligations under paragraph 5.20 above;
- Check with us to make sure that you have paid all payments due to us;
- Apply for any compensation you may be entitled to under clause 5.21 above;
- Leave the house in good decorative order;
- Leave your garden area tidy and clear of any rubbish and household items;
- Do the repairs you are obliged to do;
- Give us a forwarding address unless there is good reason for not doing so.

We will, where appropriate, recharge you any expenses that we incur as a result of you not adhering to the responsibilities listed above and you hereby agree to pay these costs. Should you leave any items or belongings in the house, the garden, outhouses or on any of the land related to the house, we will have the right to dispose of these items without you being due any compensation.

7. After the Tenant's Death

7.1 If you die, the tenancy may be inherited by one of the following people in the following way.

From 1 November 2019 there will be new notification and residency requirements that have to be met for someone to inherit your tenancy and these are set out for the various levels below.

7.2 Level One

- your spouse, civil partner or co-habitee if the house was their only or principal home on your death; OR
- a joint tenant, if the house was his or her only or principal home on your death.

In the case of a co-habitee, he or she must also have occupied the house as his/her only or principal home for at least 6 months immediately before your death.

From 1 November 2019 a co-habitee must also have occupied the house as his/her only or principal home for at least 12 months immediately before your death.

The 12 month period cannot begin unless we have been told that the individual is living in the property as their only or principal home. We must have been told that by you, a joint tenant, or the person who wishes to succeed to the tenancy. The length of time they have been living in the property starts from the date we are notified that the person is living in the property as their only or principal home. You can give us notice of someone living with you before 1 November 2019 and that time will count towards the length of time they have been living at the property.

If more than one person qualifies for the tenancy under Level One, they must decide among themselves who should get the tenancy. If they cannot agree, we will decide.

7.3 Level Two

If no-one qualifies at Level One, or a qualified person does not want the tenancy, it may be inherited by a member of your family as long as:

- he or she is aged at least 16 at the date of death;
- the house was his or her only or principal home at the date of death.

From 1 November 2019 the member of your family must have occupied the house as his/her only or principal home for at least 12 months immediately before your death to qualify to succeed to the tenancy. The 12 month period cannot begin unless we have been told that your family member is living in the property as their only or principal home. We must have been told that by you, a joint tenant, or the person who wishes to succeed to the tenancy. The length of time they have been living in the property starts from the date we are notified that the person is living in the property as their only or principal home. You can give us notice of someone living with you

before 1 November 2019 and that time will count towards the length of time they have been living at the property.

If more than one person qualifies for the tenancy under Level Two, they must decide among themselves who should get the tenancy. If they cannot agree, we will decide.

7.4 Level Three

If no-one qualifies at Level One or Level Two, or a qualified person does not want the tenancy, it will be inherited by a carer as long as:

- he or she is aged at least 16 at the date of death;
- the house was his or her only or principal home at the date of death;
- he or she gave up another only or principal home before the death of the tenant;
- he or she is providing, or has provided care for the tenant or a member of the tenant's family.

From 1 November 2019 the carer must have occupied the house as his/her only or principal home for at least 12 months immediately before your death to qualify to succeed to the tenancy. The 12 month period cannot begin unless we have been told that the carer is living in the property as their only or principal home. We must have been told that by you, a joint tenant, or the carer who wishes to succeed to the tenancy. You can give us notice of someone living with you before 1 November 2019 and that time will count towards the length of time they have been living at the property.

If more than one person qualifies for the tenancy under Level Three, they must decide among themselves who should get the tenancy. If they cannot agree, we will decide.

7.5 If the house was designed or substantially adapted for a person with special needs, no person will qualify under Level Two or Three above unless that person has special needs requiring the type of accommodation in the house. If a person would have qualified, but for this paragraph, we will make other suitable accommodation available.

7.6 If someone qualifies for the tenancy but does not want it, they should tell us in writing within four weeks of the death and leave the house within three months. Rent will be charged only for the actual period of occupation.

7.7 The tenancy can only be inherited twice under the provisions noted above. If the tenancy has already been inherited twice, the third death will normally end the tenancy. This will not happen if there is a surviving joint tenant whose Scottish secure tenancy will continue. However, if there is still a person in the house who would otherwise qualify to inherit the tenancy under the above paragraphs, the tenancy will continue for up to 6 months after the last death. The tenancy will not be a Scottish Secure Tenancy for that period.

- 7.8 Where the landlord is a registered social landlord which is a co-operative housing association the qualifying person must also apply for membership and be accepted as a member of the association within a four week period of the tenant's death or notification of right to succeed. If the qualifying person fails to do so or the association refuses the application for membership, the person will be treated as having declined the tenancy at the time of the tenant's death.
- 7.9 The provisions noted above are a summary of the law which is contained within Section 22 of the Housing (Scotland) Act 2001. This summary does not alter that law.

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Tenancy Agreement

8. Information and Consultation

- 8.1 You are entitled under the General Data Protection Regulation to access personal data we hold on you in our housing files. We will provide you with a copy of any such information we hold within one calendar month of your request. You may have other rights under the General Data Protection Regulation in relation to your personal data, which we will honour. You are entitled to check information you have provided in connection with your housing application free of charge.
- 8.2 We will publish an annual report on our housing management performance which you may obtain from us on request. We will give you information about our complaints procedure.
- 8.3 On request, we will provide you with information relating to:
- the terms of your tenancy;
 - our policy and procedures on setting rent and service charges;
 - our policy and rules about:
 - admission to the housing lists;
 - allocations;
 - transfers of tenants between houses;
 - exchanges of houses between our tenants, and tenants of other landlords;
 - repairs and maintenance;
 - our tenant participation strategy;
 - our arrangements for taking decisions about housing management and services.
- 8.4 We will consult you about making or changing:
- policies regarding housing management, repairs and maintenance if the proposal is likely to significantly affect you;
 - proposals for changes in rent and service charges where they affect all or a class of tenants (and you are to be affected);
 - proposals for the sale or transfer of your house to another landlord;
 - decisions about the information to be provided relating to our standards of housing management and performance;
 - performance standards or targets in relation to housing management repairs and maintenance;
 - our tenant participation strategy.

We will take into account any views that you have before making a final decision. Any consultation with you will include giving you comprehensive information in an accessible form and reasonable time to express views.

8.5 You can obtain independent advice and information about this Agreement and any other aspect of your tenancy from the following sources:

- Citizens Advice Scotland
- Solicitors
- Tenants Associations
- Law Centres and Housing Advice Centres
- Equality and Human Rights Commission

Clackmannanshire Council
Tenancy Agreement

9. Complaints

- 9.1 If you think that we have broken this Agreement or have failed to do anything we promised, we would like to hear about it. You can complain to us under the complaints procedure to your Housing Office.
- 9.2 If you are still dissatisfied after going through our complaints procedure, you may also have the right to complain to the Ombudsman. You may also wish to take advice from an independent source such as a law centre, solicitor, housing advice centre, Citizens' Advice Scotland or tenants' association.
- 9.3 If we have failed to carry out any of our material obligations under this Agreement, you have a right (in addition to any other legal rights you may have) to withhold your rent until we do comply with our obligations. However, you may only do so if:
- you have told us in writing why you think we have broken this Agreement; AND
 - we have not fulfilled our obligations within a reasonable period; AND
 - you have made a formal written complaint under our complaints procedure (see paragraph 9.1); AND
 - you have finished the complaints procedure and you are still dissatisfied,
- OR
- 3 months has passed since you made the formal written complaint under the complaints procedure.

You are strongly advised to obtain legal advice before withholding your rent. Your home is at risk if you wrongly withhold rent. It is essential in all cases that all the rent withheld is placed in a secure account and that you can provide evidence of this.

- Even if you are withholding your rent, any other payments due to us must still be paid.
- Our rights under this Agreement continue.

10. General Provisions

10.1 MANAGEMENT SERVICES

You have the right, in terms of Section 55 of the Housing (Scotland) Act 2001 together with others in a tenant management co-operative, to seek to exercise the management of one or more aspects of the housing service that we provide. We will provide more details to you about this right on request.

10.2 PERMISSIONS

- Where this Agreement requires you to obtain our permission for anything you must make your request in writing. We will not refuse the request unreasonably.
- If we refuse permission, we will tell you what the reason is. We will give you our decision in writing as soon as possible.
- We may give you permission on certain conditions. We may withdraw our permission if the activity which we have given you permission for is antisocial to anyone in the neighbourhood.
- If you object to our decision, you can appeal using our complaints procedure.
- If the request for permission is about taking a lodger, subletting, assignation, or exchanging the house or creating a joint tenancy (see Part 4 of this Agreement), we will reply to your written request within one month of receipt of the written application. If we do not reply within one month, we are taken to have agreed to your request. If we refuse this kind of permission, we will notify you of the reasons for our refusal in writing within one month of receipt of your application. If you are unhappy about our refusal you have the right to make application to the sheriff.
- If the request for permission is about alterations or improvements etc. to the house (see paragraph 5.20 of this Agreement), we will reply to your written request within one month of receipt of the written application. In that reply we will tell you if we agree to the proposed alterations etc. and if so, whether we attach any conditions. If we do not reply within one month, we are taken to have agreed to your request. If we refuse this kind of permission, we will let you know in writing our reasons for refusal within one month of receipt of your written application. If you are unhappy about our refusal or the conditions that we have attached, you have the right to make application to the sheriff.
- If the request for permission is about changing the terms of the tenancy relating to your use or enjoyment of the house (see paragraphs 2.5 and 2.18) and we refuse permission, you have a right of application to the sheriff.

10.3 NOTICES

- If you want to send any form of document to us, it will be sufficient if you send or deliver it to us at our headquarters or our local office. If we want to give you any document, we will deliver it to you, leave it at your last known address or send it by recorded delivery to your last known address. We will assume that this is your current address and that all documents to you should be sent there unless you tell us that you want anything to be sent to another address.
- If you are notifying us that someone is moving into or out of the property or any other changes in the household you should follow the process set out in our website and only notice given in this way will be accepted by us for the purposes of subletting, assignation, joint tenancies and succession.

Clackmannanshire Council
Tenancy Agreement

10.4 COMPLETION OF THIS AGREEMENT

By signing below, you are completing a legally binding contract committing you to all of the terms of this Agreement. This Agreement does not terminate any existing tenancy. The terms and conditions of this Agreement replace the terms and conditions under any other tenancy agreement that you had with us, immediately before this.

Signed for Council

Name _____ Witness Name _____

Witness Signature _____

Witness Address _____

Date _____

Signed by Tenant

Joint Tenant

_____ Witness Name _____

Witness Signature _____

Witness Address _____

Date _____

Signed by Tenant

Joint Tenant

_____ Witness Name _____

Witness Signature _____

Witness Address _____

Date _____

Definition of Witness - A person over the age of 16 who is not a party to the contract, i.e one person signing as a joint tenant cannot act as a witness to the signature of another joint tenant in the same tenancy agreement. The witness must know the person signing or be satisfied as to his/her identity. The witness must be mentally capable of acting as a witness. A blind person should not act as a witness. A person who cannot write should not act as a witness.

If you want another copy of this Agreement, we will provide one on request. If you want a copy of it in another language or another format (such as large print or audiotape), please tell us and we will attempt to accommodate your request. However, in the event of any dispute, it is this version of the Agreement which is binding on you and us.

Clackmannanshire Council
Tenancy Agreement

Clackmannanshire Council Tenancy Agreement



**Clackmannanshire
Council**

www.clacks.gov.uk

Comhairle Siorrachd
Chlach Mhanann