

A guide to the changes in the tenancy agreement

December 2008



A fresh approach to people, homes and communities

Why are you changing the agreement?

We've had the current tenancy agreement since August 2003 when we also started using introductory tenancies for all new tenants. Since that time there have been a number of changes in the law covering council tenancies. We want to include these changes in your tenancy agreement so that you clearly and easily understand your rights and obligations.

It's also important that the tenancy agreement makes it easy for us to take quick and effective action against those few tenants who don't behave, who don't pay their rent and who spoil things for the rest of you. The changes will certainly help us do this.

These changes will not affect the security of your tenancy – you will still be a council tenant and we will continue to manage your tenancy in full accordance with law and good practice.

In agreeing these changes we've consulted Barnsley Council, the staff and board of Berneslai Homes, Barnsley Federation of Tenants and Residents, and a number of partner organisations such as South Yorkshire Police and South Yorkshire Fire and Rescue Service. In February 2008 we also wrote to all council tenants telling you of our proposals and we've taken your feedback into account in the new tenancy agreement.

When will it change?

The changes will come into effect for all new and existing tenants from 26th January 2009. From that date you will have to follow the new terms and conditions which are set out in the Tenancy agreement that we've sent to you with the notice and this letter.

What are the main changes?

There have been many changes to the agreement which make it easier to understand and give you more information. It's a good idea to read all of the tenancy agreement but below are the main changes.

Section 1 - This is an introduction section and it has not changed a lot from the current agreement.

Section 2 - This section covers introductory tenancies and the main change in this section is that we can now extend an introductory tenancy for a further six months if the tenant is not following the conditions of their tenancy (2c).

Section 3 - This section tells you about our rights and responsibilities. The main change here is that we make it clear how we use and store information we hold about you (3d), our rights if we need to enter your home (3h) and our responsibilities for loss, injury and damages (3i).

Section 4 - This section makes your rights and responsibilities much clearer. One specific change is that we've added some conditions in 4i and 4j which covers times when we have to move a tenant into temporary accommodation.

Section 5 - This section is about your rent and other charges. The main changes here are that we have made it clear that joint tenants are fully responsible for all of the tenancy (5h) and also that we will deduct money you owe us from money we owe you (5i).

Section 6 - This section is about anti social behaviour and the new conditions 6a, 6b, 6c and 6d, will allow us to deal with antisocial or illegal behaviour more effectively. The new condition 6j is about your responsibilities if you have communal areas near your home. An important change is in condition 6l which allows us to take action to evict a tenant who commits domestic violence against their partner.

Section 7 - This section tells you how you can use the property. We've added a condition in about running businesses from your home (7e) and also your where fitted, your responsibilities to use door entry and security systems properly (7f).

Section 8 - This section tells you about repairs and what we will do and what you are responsible for. The new conditions in this section are 8b, 8c, 8f and 8g.

Section 9 - This section is about animals and is a complete change to the current tenancy agreement. It makes it very clear about the sorts of animals you can keep and your responsibilities should you have any animals.

Section 10 - This section is about your garden. The new conditions 10b, 10c, 10d, and 10e give you detailed information about your responsibilities for things such as sheds, trees and boundaries.

Section 11 - This section improves how we deal with vehicles at your home. 11d tells you that you cannot park on shared drives or cause obstructions and 11e tells you about safe parking and storage of disability scooters in communal areas.

Section 12 - This section is about ending your tenancy and your responsibilities when you end your tenancy. There are two new conditions in this section. 12d tells you your responsibilities to remove any garden buildings when you end your tenancy and 12f tells you that you have to leave your own improvements in good working order.

Section 13 - This section tells you when you need to apply for written permission.

Section 14 - This section is about health and safety and tells you what high risk things you cannot keep inside your property.

What do I need to do?

You do not need to do anything other than read this information and keep your new tenancy agreement in a safe place.

The changes will come into effect automatically on 26th January 2009 and you do not have to sign a new agreement.



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If you need help understanding this information, please ask one of our staff, or contact Customer Services by phoning 01226 772720

আপনার যদি এই তথ্য বোঝার জন্য সাহায্যের প্রয়োজন হয়, তবে অনুগ্রহ করে আমাদের কোন একজন স্টাফকে জিজ্ঞাসা করুন, অথবা গ্রাহক পরিষেবায় যোগাযোগ করুন,
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अगर आप इस जानकारी को समझने में सहायता चाहते हैं तो कृपया हमारे किसी कर्मचारी से पूछें, या उपभोक्ता सेवा, टेलीफोन 01226 772720 पर संपर्क करें

Jeśli nie rozumieją Państwo tych informacji i potrzebują pomocy, mogą Państwo poprosić o pomoc kogoś z naszych pracowników lub zadzwonić pod numer telefonu:
01226 772720 (Biuro Obsługi Klienta)

Если вам требуется помощь в понимании этой информации, обратитесь к нашим сотрудникам или позвоните в Отдел обслуживания клиентов по телефону 01226 772720.

اگر برای درک این مطالب نیاز به کمک دارید، از یکی از کارکنان ما کمک بخواهید، یا با بخش خدمات رسانی به مشتریان ما تماس بگیرید، شماره تلفن 01226 772720

اگر آپ کو ان معلومات کو سمجھنے کے لئے مدد کی ضرورت ہے، تو براہ مہربانی ہمارے عملے کے کسی رکن کو پوچھیں، یا کسٹمر سروسز سے رابطہ کریں، ٹیلیفون 01226 772720

إذا كنت بحاجة للاستفسار عن هذه المعلومات، رجاء اطلب المساعدة من احد الموظفين او اتصل بخدمات الزبائن على الرقم 01226772720

如果您需要协助，以便更好地了解该信息，请与我们的员工联系，或致电客户服务：01226 772720。



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