



Living in my home



Grŵp Cynefin

Mwy na thai • More than housing

Living in my home and matters affecting my tenancy

Pets



Please remember that what you do in your home can affect others. We therefore ask all tenants and members of their households to be considerate and have respect for their neighbours.

We will normally allow you to keep one domestic pet as long as your home is suitable for it and you can demonstrate that you are a responsible owner. You must however obtain our permission to keep pets at the property.

- your pets must be suitable for the type or size of home you live in and not be prohibited under the Dangerous Dogs Act or any other law
- if you want to keep a dog, you should consider how you are going to look after it and train it, and how it might affect your neighbours
- you must not use your home to breed any animals for sale
- you must clean up after your animals including in your own garden. You can be fined or taken to court if your pet is allowed to foul in public areas or is left to roam
- you must not allow your animal to annoy or upset other people, for example barking continually inside or outside your home

We can stop you having a pet if you are not a responsible owner. Please help us by keeping your pet under control.

If you are experiencing problems with a neighbour's pet contact your local office. Additionally if you spot any stray dogs or animals being allowed to roam you should notify the local Dog Warden Service in your local council.

My garden

You are responsible for:

- keeping the garden tidy and free of rubbish
- keeping it from becoming overgrown, trimming shrubs, hedges and trees to make sure they do not become a nuisance
- preventing shrubs or climbing plants from damaging brickwork or causing damp problems
- maintaining garden features such as patios, terraces, or fencing you have put up

You may carry out any reasonable landscaping and planting, but you will need our permission to:

- put up a garage, shed or greenhouse
- put down a hard standing or patio or steps
- build a garden wall or barbeque
- park a car, motorbike, caravan, commercial vehicle, boat or trailer in the garden
- cut down, remove or destroy any bushes, hedges or trees

If you share a garden with other residents you will normally have joint responsibility for it and must take your turn to look after it. If you cannot agree how to do this we will make the decision. Additionally if we are asked or have to do the work you will have to pay us the cost of doing this. (Please see service charges in Section 5).



Can I run a business from my home?

Please get in touch with us at once if you are thinking of running a business from your home. Your Tenancy Agreement requires that you get our permission before starting any business. We do not mind business correspondence being sent to your home, but we will not allow some kinds of business to be carried out at your home especially if it affects your neighbours for example repairing cars, or operating a taxi business.

If you wish to start a business you must tell the Local Authority Planning and Council Tax departments.

We will also take action against any tenant who is using their home for illegal or immoral purposes.

How do I get rid of rubbish?

You should put your household rubbish in the wheelie bin or other containers that the council may have provided you with. They will empty these at regular cycles. Check with your neighbours to find out what are the normal collection arrangements. We would ask that you only place the bin on the street the night before the day of collection, and return it to a safe place of storage as soon as possible after the collection.



Please have consideration for your neighbours when placing your bin outside your home. Ensure it does not block the access to your home, the public footpath or road. In blocks of flats there may be shared bins or a designated collection area. In such cases we would ask all residents to keep that area hazard free.

Fires

Don't burn your waste, as the smoke can be an annoyance to neighbours.

Bulky waste

If you have large amounts of waste or large items you are looking to dispose of you should either take these to the local waste reception centre or contact your local council to see if they offer a 'bulky collection service'. Please do not use your garden or any other communal areas to store waste or bulky items.

We would also encourage all tenants to recycle as much as possible. (See "Caring for the Environment" at the end of this section)

Pests and vermin

Keep pests away by not leaving out food or rubbish where it can attract birds, rats or mice. If you are troubled by insects or wild animals contact your local council for advice.

Parking

Please be considerate to your neighbours when you or your visitors are parking a vehicle. Make sure you do not block access or other cars in the road.

When you move in we will discuss with you where we expect you to park:

- you must only park in marked or designated parking areas
- you must not park a car, motorbike, caravan, commercial vehicle, boat or trailer at your property or within any communal areas unless you have our permission

Please note that we will take action to have your vehicle removed if it is untaxed, un-roadworthy, parked illegally on pavements, footpaths or grassed areas, or if it is causing a danger or obstruction.

Communal parking areas

If you park in any communal or shared parking area this is done at your own risk. If you are unfortunate to have your car damaged in these areas you will need to make a claim on your car insurance.



- no parking space can be reserved by a particular household unless it is a designated disabled space reserved for you
- we may agree how many spaces you can use near your home. If we do, we ask that you ensure that you and your visitors do not use more than your allocated number of spaces
- you must not use car parking areas or the drive way to your home to carry out major repairs to vehicles, or to run a vehicle repairing business
- at all times have consideration for your neighbours and their parking needs

Garages

If you have a garage at your home, we would ask that this be used for the purpose it was provided and not for general storage. In particular, you must be very careful when storing any dangerous or hazardous items in it that could explode or catch fire (such as petrol, oil, bottled gas or other materials). They must always be stored in their approved receptacles / containers (lawnmowers, gas barbeques, patio heaters). You must not use it in connection with any business or trade.

Living in Flats

If you are living in a flat we expect you to have specific regard for your neighbours and to consider the wider health and safety implications of shared living.

Landings, stairwells, drying and other communal areas

All these areas should be kept clutter free. Don't store anything outside your flat or in a shared area that can cause an obstruction or hazard to others living or visiting the property, for example recycling bins, mobility scooters, pushchairs, furniture, bicycles, motorbikes etc.

Fire doors

Fire doors must be kept clear of obstructions and must be closed at all times. Never wedge a fire door open for any reason.

Fire alarm

In some communal areas, fire alarm panels have been fitted. Please phone Grŵp Cynefin if any of the following occur:

- report fire alarm activation
- warning lights on alarm panels
- any vandalism of communal area
- any other concerns

It is against the law to smoke in the communal area.

You must know the fire evacuation procedure from your flat - a copy can be found in your communal area. If you have problems with the evacuation please contact your Housing Officer.

Rubbish

Do not leave food or rubbish where it can cause a nuisance and annoyance to neighbours. Use the bins provided, making sure to put your rubbish in them rather than just near them.

Follow any recycling instructions issued by your Council. Make sure you wrap up sharp, wet or rotting objects before putting them in the bin. If we receive complaints from neighbours or the Council about incorrect rubbish disposal, we will charge you for any rubbish removal costs we incur.

Cleaning

We will tell you when you move in what arrangements are in place for keeping communal areas clean. Where the Association does not provide a communal cleaning service, the cleaning of the staircases hallways and landings is the joint responsibility of all the residents who live there.

Residents are also expected to help keep these areas tidy and to let us know if there are any problems. We will also inspect these areas on a regular basis to ensure tenants are keeping these arrangements

Pets

Do not keep pets on shared staircases, landings or other communal areas or allow them to wander, and please ensure they are not a nuisance or danger to neighbours

Noise

Noise can be more easily heard or transferred between floors and walls in flats. Therefore we expect neighbours to be particularly considerate and respectful to each other.

TV Reception

There are shared digital television aerials in all our flats. If you experience difficulties with your TV reception, check with your neighbours first to see whether they are having similar problems as it may just be a case of your own TV being faulty. If it is a general problem then please report the matter to us.



Satellite dishes

If you want to put up a satellite dish, aerial or outside light, you will not only need to obtain our permission but you may also have to get planning permission depending where you live.

If permission is granted to install a satellite dish on the property, you must ensure that you do not damage the building, and if you move, you must remedy the work. We are unlikely to allow you to place the dish on the front of the property. Also, if you live within the National Park or designated Conservation Area, planning permission must be sought before installing the dish.

Since April 2009, flat residents have not been permitted to install individual satellite dishes themselves. However, subject to Planning rules, the Association will give permission for residents to apply for a collective digital tv satellite reception. The location of the dish will need to be agreed in advance.

Caring for the environment

By taking some simple actions you can help protect our environment. You may also save yourself some money.

Save water



- if you have a garden, collect rainwater in a water butt and use this to water your plants or wash your car
- try to take showers instead of baths
- don't leave the tap running while you clean your teeth or wash up
- wait until you have a full load before using your washing machine
- if you wash your car at home, use a bucket not a power jet or hosepipe

Recycle

Most of the rubbish we create goes into landfill sites where it is buried. You can help reduce this activity by sorting the items that can be recycled. You can find out more about the recycling initiatives in your area by contacting your local council.

If you are throwing out old clothes, books or other items, think about taking them to a local charity shop, fundraising or car boot sale. You never know someone else may want or have a use for the items you are thinking of throwing away.

Use less electricity and gas and save yourself some money

A large percentage of all carbon dioxide emissions released into the air comes from the energy (gas, electric, solid fuel) we use in our homes. This is one of the main gases that contribute towards global warming and climate change. You can save money and help to reduce these carbon emissions by following the top ten tips below which have been provided by the Energy Saving Trust.

Energy checklist

- Turn your thermostat down. Reducing your room temperature by 1°C could cut your heating bills by up to 10 percent. You could
- Close your curtains at dusk to stop heat escaping through the windows.
- Always turn off the lights when you leave a room
- Don't leave appliances on standby and remember not to leave appliances on charge unnecessarily
- If you're not filling up the washing machine, tumble dryer or dishwasher, use the half-load or economy programme

- Only boil as much water as you need (but remember to cover the elements if you're using an electric kettle)
- A dripping hot water tap wastes energy and in one week wastes enough hot water to fill half a bath, so arrange to fix leaking taps and make sure they're fully turned off!
- Use energy saving light bulbs. Just one can save you £100 over the lifetime of the bulb - and they last up to 12 times longer than ordinary light bulbs. They come in a whole range of styles
- When purchasing new appliances, always look for the Energy Saving recommended logo. Energy Saving recommended appliances are the most efficient in their category and could save you up to £37 a year

For more free and impartial energy savings advice and guidance contact our Energy Wardens **0300 111 2122** or call the **Energy Advice Line 0800 954 0658** or go on line at <http://www.energysavingtrust.org.uk>

Who can live with me in my home?

Any members of your close family may share your home. However you must not overcrowd your home. You must notify us immediately if anyone comes to live with you or if someone moves out. If you are in receipt of benefits, such changes in the household could have an effect on your entitlements.

What if my situation changes?

If your family increases and your home becomes too small, you can apply for a transfer to a larger home, or if you no longer need a family sized home we may be able to find you a smaller one. Refer to the section 12 "Moving Home" for further advice and guidance on the steps you need to take when applying for a transfer.

Relationship breakdown

If you experience a relationship breakdown, you need to act quickly to protect your rights. If you are worried, you should contact your local office to discuss the matter.

Your rights

- joint tenants have equal rights to stay in the home, but either one can end the tenancy
- if you are not joint tenants, the person whose name is on the tenancy agreement has the right to ask their partner to leave. However if you are married or in a civil partnership, you have the right to stay although you may have to go to court to get a decision about who is going to move out
- if you have children living with you, a court will normally put their interests first to make sure they do not become homeless. The court in such cases will usually order the tenancy to transfer to the parent with the main responsibility for the children
- if the tenant leaves the home, certain members of the household who are still living there may be able to take over the tenancy



If my partner (who is a named tenant) has left the home what do I do?

You should try and get their written agreement to give up the tenancy. If this is not possible, we may need to send them a notice before we can remove their name from the tenancy. Your right to remain in the home will depend on your circumstances.

What can I do if I am the victim of domestic abuse?

If you are threatened with, or are the victim of abuse from a member of your household or an ex-partner, then contact the local office for help. We are committed to helping anyone living in a Grŵp Cynefin property who is a victim of actual, threatened or attempted abuse. We may take action against anyone living a Grŵp Cynefin property who is found guilty of domestic abuse. Refer to the section 10 on additional support services and useful numbers for further advice and guidance.

Anti-social behaviour

Anti-social behaviour (ASB) is “Acting in a way that causes or could cause harassment, alarm or distress to one or more persons not of the same household.” (Crime & Disorder Act 1998)

Examples of behaviour that could be described as ASB are:

- vandalism, graffiti or fly tipping
- noise nuisance
- intimidating or threatening behaviour
- verbal abuse
- racial harassment
- vehicle crime
- firework misuse
- yobbish behaviour and intimidating groups

This is not a full list and other types of behaviour can be classed as ASB.

Any form of harassment, verbal or physical abuse will be considered as serious actions. We cannot accept any form of anti-social behaviour in our homes.

What can I do to prevent ASB?

Have respect and consideration for your neighbours at all times:

- Keep the sound from your music system, TV and radios at a reasonable level at all times
- Let your neighbours know when you are planning to hold a party. Most people will understand that they are likely to experience a degree of noise but do what you can to avoid offending them by keeping noise and music levels to a minimum and controlling your visitors
- Keep your pets under control, clean up after them, and don't allow them to annoy or upset other people.

We want people to help us take a stand against all antisocial behaviour. If you are having problems, do what you can first. First speak with your neighbour to see if you can resolve matters yourself - for example asking a neighbour to keep the noise down late at night. But if the problems continue, or are more serious, report anti-social behaviour because we can help.

What can Grŵp Cynefin do?

If you make a complaint, we will do our best to help; this is our commitment to you. We have a leaflet to explain the steps you should take and a simple checklist for you to follow (please ask for a copy or download one from our website).

We will do all we can to protect you from harassment, nuisance and annoyance, where we have proof of this. We play an important role in working with the community, the police and other services. We can help protect communities from anti-social behaviour and stop it happening in the first place.

If problems are not dealt with quickly, troublemakers feel they can get away with it. We must clearly warn people about their behaviour and act quickly if they don't change. We will use all the powers the government has provided us whenever it is appropriate.

If you are suffering because of violent behaviour or racial/sexual harassment contact the Police and/or your Housing Officer immediately.

How do I report anti-social behaviour?

There are a number of ways to report anti-social behaviour to us. You can:

- Telephone
- Visit our office
- Write to us
- E mail us
- Speak to a member of staff on site
- Request a home visit
- Fill in our online report form

An Officer will be allocated to your case and you will be advised when contact will be made with you.



What happens if and when I report anti-social behaviour?

The officer dealing with your report of anti-social behaviour (ASB) may arrange an interview with you, which will usually take place either at our offices or your home. This is to enable us to obtain further details regarding your referral.

At the initial interview, the Officer assigned to your case will discuss the options available to resolve matters.

The Housing Officer may need your help to gather evidence of the ASB that you are suffering and will therefore require you to complete an incident diary detailing the events. This will be discussed and agreed with you and will form part of the action plan. Your Housing Officer will develop an action plan that you are comfortable with and will keep you updated on a regular basis on what action has been taken.

Your Housing Officer will liaise with other agencies and organisations on your behalf if appropriate to ensure that you are provided with any support you may require.

There are times when we may also offer support to those causing ASB to help them to change their behaviour.

We aim to protect your neighbourhoods by taking legal action against anyone who is a threat to others, or who has refused to stop acting anti-socially.

As a witness to anti-social behaviour you can help us take legal action against the perpetrators. We will provide intensive support throughout the court case in a variety of ways such as:

- regular telephone calls or home visits from a dedicated officer arranging pre-trial visits to the courts to familiarise you with the court and what will happen during the trial arranging transport to and from the court on the day of the trial providing a dedicated officer to remain with you throughout your court visit
- working closely with external agencies or the Police to ensure you have adequate support

Reporting on the Association's performance

- we will publish the actions we take to stop anti-social behaviour to help send a clear message that we will not tolerate anti-social behaviour
- we will give you the opportunity when agreement is reached to close your case to tell us how you felt about the service you received and will look to achieve at least 90 % satisfaction with our service to you

Mediation

We want to resolve disputes between neighbours at the earliest opportunity. We therefore offer residents who are in dispute the opportunity to take part in mediation. We use the services of independent organisations that can approach and look to resolve matters impartially and confidentially, and at no cost to you.

Mediation is a way for two or more parties to resolve their dispute in a peaceful manner. The role of the trained Mediators is to help the parties come to a voluntary agreement together, the Mediators are not there to take sides nor are they there to decide who is right, assign blame or to decide on how the dispute is to be resolved.

It is the parties and not the Mediator that find the solution through discussion and negotiation.

Mediation is not legally binding and does not form part of any ongoing investigation of a complaint.



Restorative justice

Restorative justice is another way to deal with anti-social behaviour, it is similar to mediation, and helps to make good the harm caused. It involves the victim and offender and can include families, communities and friends.

With restorative justice victims take an active role in the process, while offenders are encouraged to take responsibility for their actions. It also helps reduce re-offending.

It gives everyone involved a chance to discuss the matter and the effect on each other and its purpose is to make an agreement that is acceptable to everyone.

We work in partnership with the Police to offer restorative justice and have trained Housing Officers to lead meetings where it is appropriate.

Racial harassment and hate crime

We believe that a victim centred approach is the necessary way to tackle cases of racial harassment and hate crime.

The Association will take action to ensure that none of our residents are racially harassed or suffer from hate crime and that none of our residents racially harass or undertake acts of hate crime of others.

If you suffer from racial harassment or hate crime, it is important that you let your Housing Officer know. We will then work with you to solve the problem.

