

**City Centre Office**  
9 Little Park Street, City  
Centre, Coventry  
Tel 024 7676 7111

**Bell Green  
Housing Office**  
Riley Square, Bell Green,  
Coventry  
Tel 024 7663 8201/ 8202

**Willenhall Housing  
Office**  
St James Lane, Willenhall,  
Coventry  
Tel 024 7630 2507/ 4461

**Torrington  
Housing Office**  
192 Torrington Avenue,  
Coventry  
Tel 024 7649 6700

**Hillfields Housing  
Office (Telephone  
access only)**  
Tel 024 7622 6471/ 6959

**Radford Housing  
Office (Telephone  
access only)**  
Tel 024 7649 6700

### Need help in your own language?

French

**Pour vous assister en votre propre langue**

Portuguese

**Assistencia na sura propria lingua**

Somali

**Luqadaadoo lugugu caawinaayo**

Farsi

برای کمک به زبانتان

Arabic

لمساعدتكم في لغتكم

Kurdish

بۆیارمه تێدان به زمانى خوۆت

 024 7676 7000

**Whitefriars Housing Group Ltd**  
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*a charitable, industrial & provident society*

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# Your Tenancy & Your Responsibilities



## Your Responsibilities

**As a tenant of ours you have certain rights. You also have responsibilities. These are set out in your tenancy conditions and our leaflet on 'Your Rights'. We expect all of our tenants to carry out their responsibilities and we will take reasonable action to make sure that this happens. In the case of serious breaches of your responsibilities, we may take court action to recover possession of your home.**

The tenancy agreement, that we both sign, sets out the conditions under which you occupy your home.

Please read your tenancy agreement carefully and keep it in a safe place. If you are not clear about any of it, your housing officer will be happy to help you. Most of the rights you have as a tenant are set out in that agreement are given to you by law.

### What type of tenancy do you have?

You will have an assured tenancy. There are some differences in the terms and conditions depending on whether you were a tenant of Coventry City Council at the time of the transfer of ownership to us. If you no longer have a copy of the terms and conditions of your tenancy please ask your housing office for a copy.

### Your main responsibilities are:-

- To pay your rent regularly. See our leaflet on 'Rents, Benefits & Service Charges' for further details.

- To use your home as a home - you must live in it as your only home and not hand it over to someone else.
- Not to cause a nuisance. Everyone has the right to enjoy a peaceful life. Nuisance can be caused in lots of ways, like making noise late at night or not keeping children or pets under control. Please be considerate. You are responsible for the behaviour of every person living in or visiting your home.
- Not to harass anyone. People from many different backgrounds live in Coventry. Everyone has the right to live here without harassment.

Harassment means anything that causes offence or disturbance. It includes violence, threats, insults, damage to cars or belongings, and graffiti. You are responsible for making sure that no-one living in or visiting your home causes harassment. Cases of harassment are considered to be a serious breach of your tenancy agreement.

We may ask a court to evict you if you are involved in harassment. We will take especially severe action against people who harass other people on the grounds of their race, gender, religion, age or disability.

- To keep the inside of your home clean and in reasonable decorative repair and to keep the garden tidy and free from rubbish.
- To tell us if repairs are needed.
- Not to keep dangerous items in your home - do not store inflammable liquids or bottled gas.

- To ask for permission if you want to keep pets, carry out improvements, take in lodgers, sublet your home or run a business from it.
- To park your vehicle considerately and to make sure that visitors to your home also park considerately.
- Act reasonably to protect your home from harm and damage through things like fire, flood and condensation.
- To give 4 weeks' notice when ending your tenancy. When you leave your tenancy you must tell your housing office 4 weeks before you leave by calling your area housing office to fill in a 'notice to vacate' form or by writing a letter to us, stating that you intend to leave. You must leave the property in good condition and with vacant possession (that is, you must not leave anybody else living in your home when you move).
- To insure the contents of your own home. **We do not do this.** Please see our separate Tenants Contents Insurance Scheme leaflet.
- If you do something to breach your responsibilities we will contact you and talk to you about the problem. We will give you the chance to put things right, or ask you not to do something again. More serious action will be taken if a breach of your responsibilities continues. The Housing Officer who contacts you will explain, what this maybe.