

■ Introductory Tenancy Conditions



Introductory Tenancy Conditions



This document should be read in conjunction with the Tenants Handbook, which provides detailed information on all aspects of your tenancy.

This is a legal contract between you, the tenant, and the landlord, Winchester City Council. It sets out the responsibilities of the tenant and the landlord. Once you have signed this Tenancy Agreement you are bound by these Tenancy Conditions.

If there is anything you do not understand, please ask your Area Housing Manager. You can also get advice from the Citizens Advice Bureau or a Law Centre.

If you have any particular needs which affect how you are able to use or be involved in our services or how you would like to receive information - for example translation, interpreters, Braille, audio tape, large print, sign language - please contact the Customer Service Centre either by **telephone: 01962 840 222** or by **email: customerservice@winchester.gov.uk**

The Tenant's Charter

The Housing Act 1996, as amended by the Housing Act 2004 and the Localism Act 2011, gives introductory tenants certain rights. These rights are listed below in points i) to vi).

The Housing Act 1985, as amended by the Localism Act 2011, gives secure tenants additional rights to those of introductory tenants. These rights are listed below in points vii) to xii).

These rights exist independently of the tenancy conditions and collectively are known as the Tenant's Charter.

Rights of Introductory Tenants

i) Security of Tenure

You can live in your home for the rest of your life as long as you do what your tenancy agreement says.

On the anniversary date of your introductory tenancy, you will automatically become a secure tenant and gain the additional rights of a secure tenancy (unless your landlord has taken steps to end your tenancy or your tenancy has been extended).

ii) Right of Succession

When you die, your spouse or partner who has been living with you for at least one year, may be able to take over the tenancy agreement from you. This is subject to conditions and you should seek advice from your Area Housing Manager.

iii) Right to Repair

The Council must by law carry out certain small, urgent repairs which are likely to affect your health, safety or security at no cost to you. If the Council's contractor does not complete such repairs on time, you may ask for an alternative contractor to be appointed. If the alternative contractor also fails to complete on time, you may be entitled to compensation.

iv) Right to Consultation

You will be consulted if the Council is considering changing the way it carries out housing management and maintenance functions, which would have a major effect on your tenancy. We will consider your views carefully before we make any changes.

v) Right to Information

You have the right to receive information from the Council about how it performs as a landlord and your rights and obligations as a tenant.

vi) Complaints

You have the right to complain if you believe the Council has treated you unfairly or not acted appropriately. The Council has a procedure in place to try and resolve any complaints you may have about our service.

If you are not satisfied with the way the Council has managed your complaint or the outcome, you can take your complaint to the independent Housing Ombudsman.

Details of the Council's complaints procedure are contained within the Tenants Handbook.

Additional Rights of Secure Tenants

vii) Right to Take in Lodgers & Sub-let Part of Your Home

You may take in lodgers, but must not allow the property to become overcrowded, as defined by the Housing Act 1985.

You may sub-let part of the property, but only with the permission of the Head of Landlord Services. You are not permitted to sub-let the whole of your property.

viii) Right to Buy

The Council can, subject to conditions, sell upon request to a secure tenant the freehold of the dwelling or a long leasehold in the case of flats and maisonettes.

ix) Right to Carry Out Improvements

You may, subject to gaining all necessary approvals, carry out improvements to your property.

x) Right to Compensation for Improvements

If your tenancy is coming to an end you may be able to receive compensation from the Council for certain specified improvements you have made to the property, subject to you having gained all necessary approvals.

xi) Right to Manage

Tenants have a right collectively to transfer the management of an estate or group of dwellings to a Tenant Management Organisation.

xii) Right to Exchange

You may, with prior consent of the Council, exchange your property with that occupied by another secure tenant of any local authority or an assured tenant of a housing association. You must obtain our permission in writing first.

The Tenancy Conditions

1.	The tenant will have an introductory tenancy. The tenant will remain an introductory tenant until the anniversary date of the introductory tenancy (or any extension to this period). After that, unless the landlord has taken steps to end the tenancy it will automatically become a secure tenancy with the same conditions as set out in this agreement. For the tenancy to be an introductory or secure one, the tenant will occupy the property as their only or principal home.
2.	The tenancy will commence any day, between Monday and Friday. Rent and other charges are due weekly.
3.	The tenant has the right to remain in the property unless ordered to leave by the court. The landlord will only take court action to repossess the property if the tenant has broken the conditions as set out in this document. Where this course of action is deemed appropriate, the landlord will serve an appropriate Notice on the tenant on the basis of one of the specific grounds as listed in Schedule 2 of the Housing Act 1985. The Notice will specify a date, normally not less than four weeks from service of the Notice (which may be forthwith in the case of nuisance), when the landlord could apply to the court for a possession order.
4.	The landlord will enforce any breach of the tenancy conditions if it is deemed reasonable to do so.
5.	The landlord may, without terminating the tenancy, vary the terms of the tenancy and the rent and charges by giving the tenant four weeks' notice in writing.
6.	To end the tenancy, the tenant must give four weeks' notice in writing to the landlord. The notice period starts from the date of receipt of the notice by the landlord (Monday to Friday). In the case of a joint tenancy, one tenant can terminate the tenancy on behalf of both tenants.
7.	The tenant or the tenant's representative will allow the landlord access to the property during the four weeks' notice period to carry out an inspection, which may include taking a video or photographs to record the condition of the property.

The Landlord's Responsibilities

8.	The landlord will give the tenant possession of the property at the start of the tenancy and will not interrupt or interfere with the tenant's quiet enjoyment unless in an emergency.
9.	The landlord will provide an out of hours call out service in the event of emergency repairs being required at the property. The landlord defines a genuine emergency as danger to life or limb, serious risk to health or where there is considerable risk of damage to the property. In exceptional circumstances, the landlord may also regard a repair as an emergency where it believes by not doing so would cause undue anxiety or stress, or would cause significant inconvenience over a prolonged period. Misuse of the call out service will result in the tenant being recharged for the cost of the call out.
10.	The landlord will keep the structure, its fixtures and fittings and the exterior of the building in repair.
11.	The landlord will keep the installations for the supply of water, gas, electricity, sanitation and space and water heating in repair and in proper working order.
12.	The landlord will ensure that all open chimneys in use are swept as required.
13.	The landlord will keep in repair the communal areas of flats and maisonettes.
14.	The landlord will, for property maintenance purposes, survey the exterior and internal communal areas of the property at least once every five years and will carry out repairs and painting deemed necessary by the landlord.

15.	The landlord will ensure that the property meets defined "Property Standards at Commencement of Tenancy", except when a mutual exchange has occurred.
16.	The landlord will allow the tenant, at his/her expense to improve, redecorate and extend the property, subject to gaining all the necessary approvals. Restricted work must be carried out by an approved contractor.
17.	The landlord will, for estate management purposes, inspect all communal areas on the estate at least annually.
18.	If the landlord intends on serving a notice on the tenant for any reason, the landlord will do so by serving it on the tenant in person, leaving it at the tenant's property or last known address, or sending it by first-class or registered post. The notice will be effective on the day following service of the notice at the property or the last known address, or two working days after posting.
19.	<p>The landlord will distribute information to tenants about particular aspects of its housing policies that affect them and will keep the tenant informed by:</p> <ul style="list-style-type: none"> ● Issuing a Tenants Handbook which gives more information about the tenancy conditions and other relevant information, as well as issuing regular updates. ● Sending an annual housing report. ● Publishing a regular newsletter about the Council's housing service. ● Publishing information leaflets. ● Regularly reviewing and updating the Tenant's Compact. <p>The landlord will also carry out regular surveys and questionnaires to ask for tenants' views on services provided and to update information on tenants' needs.</p>
20.	The landlord will allow the tenant to inspect his/her tenancy file on receipt of a written request and upon payment of the appropriate fee.
21.	The landlord's officers and agents will carry identification at all times and will present it to you.

The Tenant's Responsibilities

22.	The tenant must not obstruct, abuse, harass, threaten or assault any of the landlord's officers or agents in the course of their duties and must not encourage any other person to do so.
23.	The tenant is responsible for his/her behaviour and that of every person, including children and lodgers, and animals living in or visiting the property.

The Property

	Rent & Charges
24.	The tenant must pay the rent and charges weekly or in advance in agreement with the landlord.
	Looking After The Property
25.	The tenant must keep the property clean and in a habitable condition to the reasonable satisfaction of the landlord and will not allow waste to accumulate in the property.
26.	The tenant must take reasonable measures to care for the property and the fixtures and fittings throughout the tenancy.

27.	The tenant shall take all reasonable precautions to prevent damage to the property by fire, frost, water or other causes.
28.	The tenant is entirely responsible for the internal decoration of the property and must keep it to the satisfaction of the landlord. The tenant may be recharged for the cost of re-decoration if he/she fails to do so.
29.	The tenant has a duty to minimise levels of condensation within the property.
30.	The tenant is responsible for unblocking toilets, sinks and drains where the tenant has caused the blockage. The tenant will be re-charged for any costs incurred by the Council for unblocking toilets, sinks and drains where the tenant has negligently, recklessly or intentionally caused a blockage.
31.	The tenant must report any defects to the property as soon as is practical to the landlord. The tenant has an obligation to co-operate with the landlord to allow access to the property to remedy the defect.
32.	Any repair or replacement needed to the property or the fixtures and fittings, including glass, as a result of recklessness, accidental or wilful damage or neglect by the tenant must be paid for by the tenant.
33.	At the end of the tenancy, the tenant will return the property to the landlord in at least the same condition in which it was let. Fair wear and tear will be taken into account. The tenant will be recharged for any repairs, replacements and associated charges deemed necessary by the landlord at the end of the tenancy.
34.	If the tenant applies to undertake a mutual exchange, access must be given to the landlord to inspect the property at least two weeks prior to the exchange taking place. Video or photographic records may be made of the condition of the property.
35.	The tenant must allow the landlord access to the property within one week of the date of the mutual exchange in order to carry out gas and electrical safety checks.
36.	If the tenant carries out a mutual exchange, the tenant will assume responsibility for the state and condition of the property they exchange to. The tenant will also be responsible for maintaining any alterations or improvements made by the previous tenant, unless the landlord has agreed, in writing, to accept responsibility.
37.	The tenant must allow the landlord's officers or agents to enter the property in order to inspect it, carry out repairs or to ensure compliance with the tenancy conditions. The landlord will usually give the tenant at least 24 hours' notice.
38.	The tenant must allow the landlord's officers or agents access to the property in order to carry out annual servicing of gas pipe work and associated Council-owned heating and/or hot water appliances.
39.	Tenants who leave the landlord's officers or agents alone in the property in the course of their duties do so entirely at their own risk.
40.	In an emergency, the landlord's officers or agents will enter the property using reasonable force if, in the opinion of the Head of Landlord Services or another authorised officer, there is a risk of personal injury or damage to the property or any other property. The tenant may be charged for the cost of carrying out repairs and securing the property.
41.	The tenant must request permission from the landlord to erect any garage, shed or other building, or to carry out any other alterations or improvements to the property. The tenant must obtain the relevant permissions in respect of Planning and Building regulations. At the end of the tenancy, the tenant must remove any structures or improvements, where permission for them to remain has not been granted by the landlord.
42.	The tenant must keep the garden tidy and properly maintained to the landlord's reasonable satisfaction. The tenant must not, without the landlord's consent, cut down any trees.

43.	The tenant must not encroach onto any land adjoining the property.
44.	The tenant must not without the landlord's prior consent, install any object on the exterior of the property or on any part of the internal communal area.
45.	A tenant living in a flat or maisonette is not permitted to use or store liquid petroleum gas or paraffin heaters in the property.
46.	The tenant must not use or store any harmful, hazardous or inflammable materials anywhere within the property or it's immediate vicinity, except those that can reasonably be put to domestic use. Such materials must be stored in a locked shed or container well away from the property when not in use.
47.	The tenant must not site a barbeque, bonfire, patio heater or other heat source anywhere that will endanger the property or other properties, buildings, fences or sheds.
48.	The tenant must not interfere with security and safety equipment in communal areas.
49.	The tenant must not smoke in any internal communal area.
50.	The tenant must not obstruct any rights of way.
51.	The tenant is responsible for his/her belongings and personal possessions, including household contents. The tenant is advised to obtain insurance for his/her risks, such as contents insurance. There are many schemes available in the insurance market although we are not able to recommend any specific insurer or insurance scheme.
	Pets
52.	The tenant must formally request permission from the landlord to keep a pet. The landlord will consider granting permission for dogs, cats and small caged and tanked pets, depending on the suitability of the property. The landlord can withdraw permission for the tenant to keep a pet at any time if the pet causes a nuisance or annoyance. (see clauses 56 and 62)
	Running a Business
53.	The tenant must not use any part of the property or any communal area for business or trade. In exceptional circumstances and subject to planning consent, the landlord may grant permission if the business or trade would not cause any inconvenience or nuisance to neighbours or cause damage to the property.
	Parking
54.	The tenant shall only park a vehicle on the property where there is a properly constructed drive and access crossing or dropped curb. The tenant must formally request the relevant permissions from the landlord for any of these installations. Permission will also need to be sought from Hampshire County Council for a dropped curb and where access over a pavement is required. (see clauses 67 to 71)
	Information
55.	The tenant shall give information regarding persons living in the property to the landlord, as is reasonably required for management and or administrative purposes. The Council will deal with any information obtained in line with current data protection guidelines.

The Community

	Nuisance & Anti-Social Behaviour (see clauses 22 and 23)
56.	<p>The tenant must not do or threaten to do anything which causes or is likely to cause a nuisance, annoyance or disturbance to anyone living in, visiting or engaging in a lawful activity in the locality of the property.</p> <p>Actions which would constitute a nuisance, annoyance or disturbance include, but are not limited to:</p> <ul style="list-style-type: none">● loudly playing a musical instrument or audio equipment such as a television, radio or stereo● dog barking● shouting, arguing and door slamming● use of noisy machinery or appliances● repairing and dismantling motor vehicles● playing games in unsuitable areas● overgrown gardens● accumulations of waste <p>The time, duration and frequency of the behaviour/activity will determine whether it constitutes a nuisance.</p>
57.	<p>The tenant must not use or threaten to use menacing, abusive or violent behaviour towards anyone living in, visiting or engaging in a lawful activity in the locality of the property.</p> <p>Examples of such behaviour would include, but are not limited to:</p> <ul style="list-style-type: none">● foul and/or abusive language● drunken behaviour● intimidation, threats of violence, bullying, victimisation and attacks or assault on the person, property or home
58.	<p>The tenant must not inflict or threaten violence against anyone who lives in the property, or harass or use mental, emotional, physical or sexual abuse, so as to make anyone living at the property feel they can no longer live peacefully or safely in the property.</p> <p>Actions which would constitute domestic abuse include, but are not limited to:</p> <ul style="list-style-type: none">● intimidation● degradation● humiliation● deprivation
59.	<p>The tenant must not commit or threaten any form of harassment on the grounds of race, colour, religion, gender, age, disability or sexual orientation, which may interfere with the peace and comfort of, or cause offence to, anyone living in, visiting or engaging in a lawful activity in the locality of the property, or which is likely to do so. Harassment is interpreted as any incident where the victim or any other person perceives the incident to be harassment.</p> <p>Actions which would constitute harassment include, but are not limited to:</p> <ul style="list-style-type: none">● abusive or insulting words or behaviour● display and/or circulation of offensive printed literature or material● intimidation, threats of violence, bullying, victimisation and attacks or assault on the person, property or home● threatening or insulting graffiti● arson or attempted arson● stalking

60.	<p>The tenant must not use or threaten to use the property or anywhere in the block or in the locality for any illegal or immoral activity.</p> <p>Examples of such activities are, but are not limited to:</p> <ul style="list-style-type: none"> ● taking, receiving or selling illegal drugs ● prostitution ● storing and/or distributing offensive material ● storing and/or selling stolen goods ● sexual offence
61.	<p>The tenant must not damage, deface or graffiti any part of the property or the locality in which the tenant lives. Any repair or replacement deemed necessary by the landlord must be paid for by the tenant.</p>
62.	<p>The tenant must not allow his/her pet to foul any part of the locality or property and it must be kept under proper control at all times.</p>
Storing & Disposing of Items	
63.	<p>The tenant must not leave rubbish or hazardous materials in any communal area or in the locality.</p>
64.	<p>The tenant must obtain the landlord's permission to keep any belongings in communal areas. Tenant's belongings must not block or obstruct corridors, walkways or emergency exits. Permission shall be given at the landlord's discretion. Any items left in communal areas are the responsibility of the tenant.</p>
65.	<p>The tenant must dispose of household and recyclable refuse in the designated wheeled bins, large collection bins or other designated areas only. It is not acceptable to put rubbish near the bins.</p>
66.	<p>The tenant must store the wheeled bin on the property. Bins must not be left on any part of the estate, apart from on collection day.</p>
Parking	
67.	<p>All vehicles must be parked on the highway or in a designated parking area or garage. The tenant must park considerately so as not to cause an obstruction. The tenant must not park on any other parts of the estate, including grass verges and open spaces.</p>
68.	<p>The tenant must not block any access routes, driveways and garages in the locality.</p>
69.	<p>The tenant must not park an illegal, untaxed or unroadworthy vehicle on the property or in the locality unless the appropriate permissions have been obtained. Any such vehicles will be removed and disposed of by the landlord and the cost of doing so will be recharged to the registered keeper.</p>
70.	<p>The tenant must not park any trade or commercial vehicle of greater than three and half tonne gross weight in any part of the locality or property unless the landlord has given written permission.</p>
71.	<p>The tenant must not park a caravan, boat or trailer in any part of the locality or property, unless the landlord has given written permission.</p>
Local Agreements	
72.	<p>The tenant must comply with any local regulations or agreements applying to the locality or block in which the property is located. The landlord can make local regulations or agreements after consultation with tenants or tenants' representatives. The landlord can change the terms of the regulations and agreements after consultation with tenants or tenants' representatives. A copy of the regulations or agreements will be issued to every tenant affected.</p>

Glossary of Terms

Tenant/s	Tenant is the person or persons who on signing a contract for an introductory or a secure tenancy, is/are legally responsible for management of the tenancy. If there is more than one tenant, the word 'tenant/s' or 'you' applies to both or all tenants. Each individual tenant has the same rights and responsibilities set out in this agreement.
Landlord	In the context of the tenancy agreement and tenancy conditions, the landlord is Winchester City Council.
Introductory Tenancy	Type of secure tenancy introduced by the Housing Act 1996 to create a form of probationary tenancy, normally lasting twelve months. The purpose of using introductory tenancies is to make it easier for the landlord to obtain possession against a tenant who turns out not to be a suitable person to be a tenant. Introductory tenants will, by default, become a secure tenant after twelve months, unless a Notice has been served to extend the introductory period or a Notice Requiring Possession has been served and court proceedings instigated. Introductory tenants have fewer rights under the Tenants Charter than secure tenants. (See also definitions of 'secure tenancy', 'Tenants Charter' and 'Notice Requiring Possession').
Secure Tenancy	Tenant of a secure tenancy has more rights than that of an introductory tenant. These rights and responsibilities are covered by the Housing Act 1985. To remain a secure tenant, the tenant must occupy the home as their 'only or principal home'. The landlord can only evict a secure tenant from the property by obtaining a possession order in the court. (See also definition of 'principal home').
Principal Home	A secure tenant must occupy the property as their principal home, otherwise s/he loses their security of tenure and the landlord can obtain possession by service of a Notice to Quit and application for a court order. It is not necessary to state a ground for possession. A secure tenant can be temporarily absent from the property without losing security of tenure. There is no statutory definition of how long a temporary absence can last. However, the tenant must be able to demonstrate they intend to return. Where there is a joint tenancy, occupation by one joint tenant will maintain the security of tenure and it will remain a joint secure tenancy even if one has moved out.
Tenants Charter	Rights and responsibilities contained within the Housing Act 1985 for secure tenants, which exist independently of the tenancy conditions. (See The Tenants Charter paragraphs 1 to 12 of the tenancy conditions for details of these rights and responsibilities).
Notice Requiring Possession	Type of Notice served on introductory tenants to instigate possession proceedings.
Notice Seeking Possession	Type of Notice served on secure tenants to instigate possession proceedings.
Rent and other Charges	All the charges raised against the property, including: <ul style="list-style-type: none"> ● base rent ● service charge (services provided to maintain communal areas)

	<ul style="list-style-type: none"> ● support charge (services to sheltered housing tenants) ● heating charge ● water/sewerage charge
Property	The dwelling, including the front and back gardens, and any outhouses. (See also definition of 'garden').
Communal Areas	Common areas in and around blocks of flats or maisonettes, including entrance halls, corridors, stairs, lifts, common rooms, rubbish chutes and bin areas, and gardens. On the wider estate, common areas also include garage forecourts, open spaces, access routes, paths and any other identified housing land.
Property Standards at Commencement of Tenancy	Information provided by the landlord to explain what tenants can expect from the landlord when they move in to a property owned by the landlord. The information details the minimum standard of work that will be undertaken to the property and garden before it is re-let. The information also includes: <ul style="list-style-type: none"> ● works that will be carried out to the property after the tenant has moved in ● a report that establishes an agreement between the landlord and the tenant regarding the condition of the property and fixtures and fittings at the start of the tenancy ● useful property information regarding the location of gas, electricity and water isolation points, asbestos and condensation
Restricted Work	Any work carried out to the gas supply system or appliances in the property. Such work must be carried out by a Corgi Registered engineer and a copy of the Landlord/Homeowner Gas Safety Record must be forwarded to the Council. Any work carried out to the electrical wiring system in the property. Such work must be carried out by a NICEIC Approved Electrician and a copy of the relevant completion certificate must be forwarded to the Council.
Clean & Habitable Condition	Condition of dwelling must not represent a Health & Safety risk, by way of accumulation of waste and dirt, as determined by the landlord.
Waste	Waste includes, but is not limited to, unwanted or unusable items, remains or by-products or household rubbish, including bulky items.
Fair Wear & Tear	Damage sustained to the property as a result of ordinary use.
Garden	The scope of the garden includes everything growing on and within the boundary of your property and includes the boundary hedges, flower beds, trees, shrubs and grassed areas, irrespective of whether you planted them or not. It also includes any hard landscaping or constructions that you have installed yourself or accepted as your responsibility, including fencing.
Locality	An area at/near the tenant's home that may include, for example, part or whole of the housing estate, or parts of one or more housing estates, or the local shops serving the housing estate. In terms of investigating and addressing nuisance complaints, this definition is not comprehensive and ultimately the 'locality' will be determined by the Judge hearing the possession case on the ground of nuisance.

Block (of flats)	Block means a building or part of a building which has been converted into, and consists of, self-contained flats.
Structure and Exterior	The structure and exterior of the property includes the walls, windows, roof, gutters, drains, external pipes, access steps and path to the property and the internal wall plaster. External render and joinery will also be treated as part of the exterior.
Fixtures and Fittings	<p>Fixtures and fittings include items within the property that are secured to the floor or walls and which are the responsibility of the landlord to maintain. The following are examples of fixtures and fittings. This list is not exhaustive.</p> <ul style="list-style-type: none"> ● Light fittings (not bulbs or fluorescent tubes) ● Central heating boilers and radiators ● Built-in cupboards ● Bathroom suites (sinks, baths, toilets) ● Kitchen units ● Electrical plug sockets ● Communal television aerials
Defects	A defect exists where a fixture or fitting in the property fails to operate as it should and which the landlord is obliged to repair by virtue of the tenancy conditions and/or the terms implied by Section 11 of the Landlord and Tenant Act 1985.
Hazardous Materials	Any material (solid, liquid or gas) that can harm people, property or the environment. Such materials include, but are not limited to, those which are flammable, explosive, toxic or corrosive.
Agent of the Landlord	Any contractor or representative appointed by the landlord to act on behalf of the landlord.
Encroach	To make use of land outside of the boundary of the dwelling, without the consent of the landlord.
Right of Way	A piece of land that the public has a legal right to travel over, including, streets, roads, footpaths, pavements, bridleways and roads.
Vehicle	Vehicle refers to types of transport, including, but not limited to, motor cars, vans, lorries, caravans, boats, trailers.

Acceptance of Tenancy Conditions

These are the conditions of tenancy between

the tenant(s) and the landlord, Winchester City Council. All parties have certain rights and responsibilities, which are explained in this document. If you are a joint tenant, the term 'tenants' refers to both or all tenants.

Property Address:

Commencement of introductory tenancy:

Your tenancy is an introductory tenancy until:

You will then become a secure tenant unless the Council has extended your introductory tenancy, has gained possession of your home or is in the process of doing so.

I/We have read and understood the tenancy conditions and hereby accept the tenancy.

I/We have also received a copy of the Tenant's Handbook.

Signature of Tenant(s):

Date:

Acceptance of Tenancy Conditions

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