



Introductory Standard Contract (New)

By keeping to this contract, you and Awen Housing Group will help to make
your community a better place to live.

Written statement of an introductory standard contract

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ABOUT YOUR CONTRACT (explanatory information)

This contract is a legal agreement setting out the rights and responsibilities of Monmouthshire Housing Association Limited (as your landlord) and of you (as the contract-holder). The dwelling that is the subject of this contract is held by a charity that is an exempt charity.

Explanatory Information about the Written Statement

- I. This section contains prescribed information about the written statement in accordance with section 32(4) of the Renting Homes (Wales) Act 2016 and the Renting Homes (Explanatory Information for Written Statements of Occupation Contracts) (Wales) Regulations 2022.

The written statement of your occupation contract

- II. This is a written statement of your occupation contract. It sets out the rights and responsibilities of you and your landlord. Your occupation contract is made under the Renting Homes (Wales) Act 2016 ("the Act"). The occupation contract is between the contract-holder ("you") and the landlord ("your landlord").
- III. You should read the terms of this written statement carefully to ensure you fully understand them, and that you are content that the terms reflect the modifications or additional terms agreed between you and your landlord. You should keep this written statement safe, as you may need to refer to it in the future.
- IV. Your written statement can be provided electronically if you agree to receive it in an electronic form.
- V. You may be given the written statement of your occupation contract before the occupation date. If the written statement is not given to you before the occupation date, it must be given to you within 14 days of the occupation date. Where the contract is a converted contract, it must be given to you within six months of the date the contract converted to an occupation contract.
- VI. If you are not given the written statement by the landlord within 14 days of the occupation date, your landlord may be liable to pay you compensation equivalent to a day's rent for each day that the written statement is not provided, starting with the occupation date, up to a maximum of two months' rent (unless the landlord's failure to provide the written statement was intentional in which case, the court may determine that an increased amount per day is payable).
- VII. **This is an introductory standard occupation contract. Unless the occupation contract is extended or otherwise terminated, at the end of the introductory period, the contract will end and a new secure contract (the terms of which are set out in annex F) will arise.**

Meaning of words used¹

- VIII. The 'occupation date' of an occupation contract is the day on which you are entitled to

begin occupying the dwelling.

- IX. The 'key matters' in an occupation contract means the following information:
- a. the address of the dwelling;
 - b. the occupation date;
 - c. the amount of rent (or other consideration);

¹ See also section B of this contract.

- d. the rental period (i.e. the length of time in respect of which rent must be paid, such as weekly or monthly);
- e. whether the contract is periodic, or made for a fixed term;
- f. If the contract is made for a fixed term, the term for which it is made; and
- g. If there are periods during which you are not entitled to occupy the dwelling as a home, those periods.

- X. Your standard contract is periodic, and continues from one rental period to the next (typically monthly, weekly or quarterly and as referred to in the key matters within this written statement).

Terms of your occupation contract: fundamental, supplementary and additional terms

- XI. 'Fundamental terms' are provisions of the Act (or of any other enactment that the Welsh Ministers specify are fundamental terms) that are automatically incorporated as terms of your occupation contract. Some of the fundamental provisions cannot be omitted or modified and must reflect the wording in the Act, apart from editorial changes. Other fundamental provisions can be omitted or modified subject to the agreement of you and your landlord, but only if doing so improves your position.

- XII. 'Supplementary terms' are provisions (set out in regulations made by Welsh Ministers)

which are also automatically incorporated as terms of the occupation contract, unless:

- a. the supplementary terms are omitted or modified. Supplementary terms can be omitted or modified, subject to the agreement of you and your landlord, either to improve your position or that of your landlord, provided that the omission or modification would not make a supplementary term incompatible with a fundamental term; or
- b. the occupation contract has been converted from an existing tenancy or licence made prior to the implementation of the Act.

- XIII. If any fundamental or supplementary provisions have not been incorporated as terms of the occupation contract, such provisions are identified within schedule E to this contract.

- XIV. 'Additional terms' are agreed by you and your landlord if they are included in your occupation contract. They can cover any matter provided, they do not conflict with a key matter, a fundamental term or a supplementary term.

- XV. Any additional term, or modification to a supplementary term, that is incorporated in the occupation contract is not binding on you if it is an unfair term under section 62 (requirement for contract terms and notices to be fair) of the Consumer Rights Act 2015.

Features of fundamental, supplementary and additional terms where your occupation contract has been converted from an existing tenancy or licence made prior to the implementation of the Act

- XVI. Where the occupation contract has been converted from an existing tenancy or licence made prior to the implementation of the Act, existing terms of the contract which were already agreed by you and your landlord prior to the conversion are additional terms. These terms will continue to have effect except where they are incompatible with a fundamental term provision incorporated as a term of the occupation contract.
- XVII. Supplementary terms that are incompatible with terms of the existing tenancy or licence prior to its conversion to an occupation contract will not be incorporated into the occupation contract.
- XVIII. If your occupation contract has been converted from an existing tenancy or licence made prior to the implementation of the Act, once your landlord has given you a written statement of occupation contract:
- a. certain fundamental terms can be omitted or modified subject to the agreement of you and your landlord, but only if doing so improves your position; and
 - b. supplementary terms can be omitted or modified subject to the agreement of you and your landlord, either to improve your position or that of your landlord, provided that the omission or modification would not make the supplementary term incompatible with a fundamental term.

Your rights and responsibilities

- XIX. You have important rights relating to how you can use the dwelling, although some of these rights are subject to obtaining your landlord's consent.
- XX. A succession right may apply to someone who lives in the dwelling with you if you die.
- XXI. You can be held responsible for any anti-social behaviour or other prohibited conduct of anyone who lives in or visits the dwelling. Anti-social behaviour or other prohibited conduct can include excessive noise, verbal abuse, physical assault and domestic abuse (including physical, sexual, psychological, emotional or financial abuse).
- XXII. You must not allow the dwelling to become overcrowded by permitting more persons to live in the dwelling than the maximum number allowed. Part 10 of the Housing Act 1985 (overcrowding) provides the basis for determining the maximum number of people to live in the dwelling.
- .You cannot be evicted without a court order, unless you abandon the dwelling.
- XXIII. Before the court can make a possession order, your landlord must demonstrate that the correct procedures have been followed and that at least one of the following is satisfied:
- a. you have broken one or more terms of the contract (which include: failure to pay rent, engaging in or threatening to engage in anti-social behaviour or other prohibited conduct, or failing to take proper care of the dwelling) and it is reasonable to evict you;

- b. you are in serious rent arrears (for example where the rental period is a month, at least two months' rent is unpaid)
- c. your landlord needs to move you, and one of the estate management grounds under section 160 of the Act applies, suitable alternative accommodation is, or will be, available when the order takes effect and it is reasonable to evict you;
- d. Where your occupation contract incorporates section 173 (landlord's notice) of the Act as a term of the occupation contract, your landlord has given you notice under section 173 of the Act that you must give up possession on a specified date in the notice, and your landlord also must demonstrate:
 - No restrictions on giving notice under section 173 of the Act apply, including the restrictions set out in section 75 (other consequences of operating unlicensed HMOs: restriction on terminating tenancies) and section 98 (other consequences of operating unlicensed houses: restriction on terminating tenancies) of the Housing Act 2004 and section 44 (restriction on terminating tenancies) of the Housing (Wales) Act 2014),
 - You were given at least six months' notice that you must give up possession and the notice must not have been issued in the first six months of the occupation date of the contract, except where the contract is within Schedule 8A or Schedule 9 to the Act, and
 - Where the contract is within Schedule 8A to the Act, you were given at least two months' notice that you must give up possession.

Issues with the dwelling and disputes

- XXIV. If you have an issue with the dwelling, you should first contact your landlord to try and resolve it, but if this is not successful, then advice agencies (e.g. Citizens Advice Bureau or Shelter Cymru) or independent legal advisors may be able to assist.
- XXV. Disputes regarding the terms of your occupation contract may be determined in the county court.

Further information about occupation contracts

- XXVI. More information about occupation contracts, including dispute resolution, can be found on the website provided by the Welsh Government, from advice agencies (e.g. Citizens Advice Bureau or Shelter Cymru), or from independent legal advisors.

DEFINITIONS¹

Unless otherwise stated, all references to 'the contract' relate to this document, which is an introductory periodic standard occupation contract under the Renting Homes (Wales) Act 2016 and associated legislation. Where the following term appear in this contract, they have the following meanings.

The Act

Any reference to "the Act" herein means the Renting Homes (Wales) Act 2016 as enacted and, where relevant, as amended.

Additional terms

Any term which is not a key matter, fundamental term or supplementary term. Any additional term must be compatible with any key matter, fundamental or supplementary term to have effect.

Additional terms are marked with an “(A)” in this contract.

Common parts

Any part of a building comprising that dwelling, and any other premises (including any other dwelling), which the contract-holder is entitled under the terms of the contract to use in common with others.

Contract-holder

An individual with the right to occupy a dwelling as a home under an occupation contract pursuant to section 7 of the Act.

Convention Rights

“Convention rights” (“*hawliau Confensiwn*”) has the same meaning as in the Human Rights Act 1998 (c. 42).

Dealing

For the purpose of this contract “dealing” includes:

- a. creating a tenancy, or creating a licence which confers the right to occupy the dwelling;
- b. transferring; and/or
- c. mortgaging or otherwise charging.

Enactment

An enactment (whenever enacted or made, unless the contrary intention appears) comprised in, or in an instrument made under an Act of Parliament, or a Measure or an Act of the Senedd Cymru, or Regulations made by the Welsh Ministers.

Family property order

For the purposes of this contract and the Renting Homes (Wales) Act 2016, a “family property order” is an order under:

- a. section 24, Matrimonial Causes Act 1973;
- b. section 17 or 22, Matrimonial and Family Proceedings Act 1984;
- c. paragraph 1, schedule 1, Children Act 1989;
- d. schedule 7, Family Law Act 1996;
- e. part 2, schedule 5, Civil Partnership Act 2004;
- f. paragraph 9 or 13, schedule 7, Civil Partnership Act 2004; or
- g. an order under schedule 1 (as it continues to have effect because of schedule 9, Family Law Act 1996), Matrimonial Homes Act 1983.

Fundamental term

A provision under the Renting Homes (Wales) Act 2016 which is automatically included as a term of all occupation contracts or of specified occupation contracts.

Under the Act, some fundamental terms can be modified or excluded if it is agreed between the landlord and the contract-holder, but only if it improves the contract-holder’s position. These sorts of fundamental terms are marked with an “(F)” in this occupation contract.

Other fundamental terms cannot be modified or excluded even if the landlord and contract-holder agree, although ‘editorial’ changes – modifications to the wording of the terms which don’t change

the substance of the term in any way – are allowed. These sorts of terms are marked with an “(MF)” in this occupation contract.

Key matters

The dwelling; the occupation date; the amount of rent or other consideration; and rental periods. These are set out in section 1 of this occupation contract.

Lack of care

A failure to take proper care of the dwelling, or if the dwelling forms part only of a building, of the common parts that the contract-holder is entitled to use under the occupation contract.

Lodger

A person lives in a dwelling as a lodger if the tenancy or licence under which he or she occupies the dwelling falls within paragraph 6 of Schedule 2 of the Act (accommodation shared with landlord), except if that person is given notice under paragraph 3 of Schedule 2 that his or her tenancy or licence is an occupation contract.

Members of a family

A person is a member of another’s family if:

- a. he or she is the spouse or civil partner of that person,
- b. he or she and that person live together as if they were spouses or civil partners, or
- c. he or she is that person’s parent, grandparent, child, grandchild, brother, sister, uncle, aunt, nephew or niece.

Permitted occupier

A person is a permitted occupier of a dwelling subject to an occupation contract if he or she lives in the dwelling as a lodger or sub-holder of the contract-holder, or he or she is not a lodger or sub-holder but is permitted by the contract-holder to live in the dwelling as a home.

Prohibited conduct

Conduct of the contract-holder prohibited by section 55 of the Act and terms 5.1 to 5.5 of this contract. Behaviour which potentially breaches these terms is wide ranging and can include excessive noise, verbal abuse and physical assault. Prohibited conduct may also include domestic abuse (including physical, sexual, psychological, emotional or financial abuse).

Repairing obligations

This has the meaning set out in section 100(2) of the Act which sets out the following:

- a. Obligations to repair (or keep or deliver up in repair), or to maintain, renew, construct or replace any property, and,
- b. obligations to keep any dwelling fit for human habitation however expressed, and,
- c. include a landlord’s obligations under sections 91 and 92 of the Act (which in this contract are set out in terms 6.1 to 6.2 and 6.6 to 6.7).

Service charge

A charge payable in addition to the rent for services provided, for example cleaning services in communal areas.

Service installation

An installation for the supply of water, gas or electricity, for sanitation, for space heating or for heating water.

Specified service installations

An installation for the supply of water, gas or electricity or other fuel (if applicable) for sanitation, for space heating or for heating water.

Supplementary term

A provision set out in regulations made by the Welsh Ministers under the provisions of the Renting Homes (Wales) Act 2016 which may be automatically included as a term of all occupation contracts or of specified occupation contracts. Supplementary terms are marked with “(S)” in this occupation contract.

Further explanations

The words contained in this agreement referring to or implying a single number also include reference to more than one and vice versa.

Save where this contract refers to ‘the Act’ as defined, any reference in this contract to an Act of the National Assembly for Wales or Parliament refers to that Act as it applies at the date of this contract and any later amendment or re-enactment of it.

Where term 1.11 of the key and other matters refers to an annex, any additional definitions contained within that annex also apply.

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1. KEY AND OTHER MATTERS

The following terms set out the key matters and other information in relation to this occupation contract

1.1 This introductory periodic standard contract is between: **Awen Housing Group** ('we' 'us' and/or 'our')

and

('the contract-holder(s)' and/or 'you')

1.2 **Awen Housing Group** is a community landlord as defined in section 9 of the Act.

1.3 In the case of joint contract-holders, the term 'contract-holder' or 'you' applies to each and every joint contract-holder and the names of all joint contract-holders should be written above.

1.4 Each contract-holder individually has the full responsibilities and rights set out in this contract.

1.5 This contract relates to ('the dwelling'). The roof and air space above the dwelling is excluded from this occupation contract; however we will still be responsible for repairs and maintenance of the roof.

1.6 The dwelling consists of . The maximum number of people allowed to live at your home is .

Other people living with you

Name	Relationship to contract-holder

1.7 The initial rent for the dwelling at the start of this contract is £

- a. The first payment of rent is due on
- b. Further payments are to be made

Other payments include (where applicable):

Service charge (see schedule C) £

Total Payment £

1.8 You have not paid a deposit. For more information about the holding of your deposit: N/A as no deposit paid.

1.9 You can begin occupying the dwelling on ('the occupation date'). The periods of this contract will always run from . The Introductory Period will end on _____.². At that point this contract will end and a new contract (on the terms in Annex F) will arise.

1.10 The landlord's contact details are as follows.

- a. Post: **Nant y Pia House, Mamhilad Technology Park, Mamhilad, Monmouthshire, NP4 0JJ**
- b. Telephone 0345 677 2277
- c. Email customerservices@awenhomes.co.uk

1.11 The landlord included an Annex of additional terms within your sign-up pack. Where an Annex of additional terms has been included it is incorporated as terms into this occupation contract from the start of this contract.

Signatures

By signing below, you are agreeing to the terms of this contract:

Contract-holder(s)-

Signed:

Print name:

Date:

Signed:*

Print name:

Date:

*if joint contract-holders delete if not required

On behalf of the Landlord:

Signed:

Print name:

Date:

² The Introductory Period will not end on this date if (1) we have extended it (2) we have served a possession notice or a notice under s173 of the Act or (3) we have started a possession claim and it has not concluded

The fundamental and supplementary terms of this introductory standard contract are set out in this Part. Fundamental terms that cannot be left out of this contract or amended in a way that changes their substance in any way have (MF) added after the term. Fundamental terms that can be left out or changed if you and we agree and it improves your position have (F) added.

Supplementary terms have (S) added. Additional terms have (A) added.

Any fundamental or supplementary terms which have been left out of or amended in this contract are detailed in Schedule E.

Where a term refers to the contract-holder, this contract usually uses “you” instead of “the contract-holder”. Similarly where a term is referring to something belonging to the contract-holder, it usually uses “your” rather “the contract-holder”. Likewise, where a term refers to the landlord, “we” or “us” is usually used, as is “our” when referring to something that belongs to us.

Footnotes do not form part of the terms of this contract but have been included where that is helpful.

2. NOTICES

2.1 Any notice, statement or other document required or authorised to be given or made by this contract must be in writing. (F)

2.2 Sections 236 and 237 of the Act make further provision about form of notices and other documents, and about how to deliver or otherwise give a document required or authorised to be given to a person by or because of the Act.³ (F)

2.3 You agree that the provisions of the Act referred to at term 2.2 will also apply as to how any document or notice related to this contract, whether required to be given under the Act or otherwise, may be given or delivered to you. (A)

2.4 This term gives you notice that our address for receiving legal notices, and any other communication arising from this contract, is: (A)

**Monmouthshire Housing Association, Nant Y Pia House,
Mamhilad Technology Park, Monmouthshire, NP4 0JJ**

2.5 You may also serve any legal notice or other communication on us electronically at consent@awenhomes.co.uk (A)

2.6 In relation to any request for our written consent as required under this contract, you can send such a request to us at consent@awenhomes.co.uk (A)

3. PAYMENTS FOR YOUR HOME

³ Although reference should be made to sections 236 and 237 of the Act at schedule B of this contract we have included wording so as to reflect the nature of those provision. For the avoidance of doubt, schedule B is for clarification and explanation and is not a fundamental, supplementary or additional term.

Payment of rent and other charges

- 3.1 You must pay the rent, service and other charges in the sum and by the dates set out in term 1.7 and Schedule C, unless said sum of payment dates are varied in accordance with this contract, in which case you must pay your rent in the sums and by the payment dates as varied. (A)
- 3.2 The payment of rent and service and other charges is due in advance on the Monday of each week (if you are to pay your rent and other charges weekly) or on the first day each month (if you are to pay your rent and other charges monthly) but you can pay in advance every two weeks or every four weeks if you prefer. (A)
- 3.3 You must pay your rent on time. If you do not pay your rent on time, or continue to pay it late, we may take you to court to evict you from your home. (A)
- 3.4 If we accept rent and service charges at any time, this does not mean that we have agreed to vary your obligation to pay rent and service charge in line with term 3.1 above. (A)
- 3.5 If you are a joint contract-holder, you are responsible for all the rent and for any rent arrears. We can recover all rent arrears owed for your home from any individual joint contract-holder. (A)
- 3.6 If you have difficulty paying your rent, you should contact us immediately. (A)

Receipt of rent

- 3.7 Within 14 days of a request from you, we must provide you with written receipt of any rent paid under the contract. (S)

Variation of rent

- 3.8 We may vary the rent payable under this contract by giving you a notice setting out a new rent to take effect on a date specified that will be in the notice. (F)
- 3.9 The period between the day on which the notice is given to you and the date specified on which the new rent will take effect may not be less than two months. (F)
- 3.10 The first notice to vary the rent payable may specify any date as long as it complies with terms 3.8 and 3.9. Any subsequent notice to vary must specify a date which is not less than one year after the last date on which a new rent took effect. (F)

Rent arrears and advance payments

- 3.11 If when we grant you this contract, you have made any advance rent payments (known as credits) or have rent (or service or personal charge) arrears on your rent account for your home when this contract was granted, we will:

- a. add the amount of any credit you have to your rent account (this is known as crediting your account), or
- b. add any arrears you have to your rent account (this is known as debiting your account). (A)

3.12 By signing this contract, you are agreeing that we will treat any rent, service charge or personal charge arrears that you owe us in respect of your home before the date of this contract as arrears under this contract. (A)

Payment of arrears

- 3.13 If you have any rent arrears and other charges due when this contract is granted you agree to pay off those arrears by the weekly instalments shown in schedule D. If you do not make the payments we may start court proceedings to:
- (a) end this contract; or,
 - (b) claim for such arrears as if this contract had not been granted. (A)

Services (where applicable)

3.14 We shall provide the services set out at schedule C for which you shall pay a service charge. (A)

3.15 With effect from the April after we become your landlord we may, after consulting the contract-holders affected, increase, add to, reduce or vary the services provided or introduce new services. Any such changes may either require you to pay a new service charge or affect the amount of service charge you pay.

Notice of any change in the amounts charged for services will be given to you at least one month before any change is made.

Unless there is a change in the service provided, the service charge will not change more than once a year. (A)

3.16 Each year, we will estimate the sum we are likely to spend in providing services to you over the coming year. That will be the service charge we will ask you to pay for the year. (A)

3.17 Each year, we will work out how much we have actually spent on providing services for you in the previous full financial year. If we have overcharged you, we will reduce your service charge for the coming year. If we have undercharged you, we will increase your service charge. (A)

3.18 We will give you a certificate showing what is included in your service charge. When you receive your certificate you have the right, within six months of receiving it, to examine the service charge accounts, receipts and other documents relating to them and to take copies or extracts from them. We may make a small charge to cover the cost of any copying. (A)

3.19 We can only make reasonable service charges and the services or work we do must be of a reasonable standard. If you believe that your service charge is unreasonable (in

terms of the amount charged or standard of work) you may be able to apply to the Leasehold Valuation Tribunal for a decision as to what is reasonable.

We will act reasonably in varying your rents and service charges and will take account of legal requirements and any requirements of the Welsh Assembly Government. (A)

Outgoings

3.20 You agree to meet all outgoing applying to your home including council tax, water charges and electric and other costs whether metered or billed, except where these charges are paid by us and passed on to you. If so they will be set out in a separate Personal Charges Agreement. (A)

3.21 If you pay us personal charges such as water, heating, electricity or alarm charges for your home, these will be set out in a separate Personal Charges Agreement which you must sign. It sets out your obligation to pay these charges. Any breach of the Personal Charges Agreement will be treated as a breach of this contract. (A)

Benefits relating to your home

3.22 If you are in receipt of housing benefit or universal credit (or any future benefit relating to payments towards your home) and your circumstances change altering your entitlement to such benefits, you must inform Monmouthshire County Council or the relevant benefit authority and us immediately. We may recover from you any overpayment which is lawfully recoverable. (A)

3.23 We must not prohibit you from claiming welfare benefits.¹ (F)

Other terms relating to rent

3.24 If we are liable to pay you compensation under section 87 of the Act, you may set off that liability against rent. (F)

Security and deposit²

3.25 We may not require security (which includes a deposit) to be given in any form other than:

- a. money; or,
- b. a guarantee. (F)

3.26 If you pay a deposit under this contract (or another person pays a deposit on your behalf), the deposit must be dealt with in accordance with an authorised deposit scheme. (MF)

1 The meaning of "Welfare benefits" is set out in s8J of the Renting Homes (Fees, Discrimination etc) (Wales) Act 2019. It will include most social security benefits such as Universal Credit, Employment and Support Allowance, Jobseekers Allowance, Personal Independence Payments, Carers and Attendance Allowances, Pension Benefits, Tax Credits, Housing Benefit and Council Tax reduction.

2 As set out in section 1: Key matters, there is no deposit payable under this contract. The provisions below, therefore, do not apply but have to be included as a mandatory fundamental term of the Act which cannot be left out of the contract

3.27 Before the end of the period of 30 days starting with the day on which the deposit is paid, we must:

- a. comply with the initial requirements of an authorised deposit scheme; and,
- b. give you (and any person who has paid the deposit on your behalf) the required information. (MF)

3.28 The required information is such information as may be specified by the Welsh Ministers in regulations in accordance with section 45, the Act, relating to:

- a. the authorised deposits scheme which applies; and,
- b. our compliance with the initial requirements of the scheme; and,
- c. the operation of Chapter 4, Part 3, the Act (Deposits and Deposit Schemes), including your rights (and the rights of any person who has paid the deposit on your behalf in relation to the deposit. (MF)

4. USING AND LIVING IN YOUR HOME

Our responsibilities - possession

4.1 We agree to give you possession of your home at the start of the contract. (A)

4.2 We may not, by any act or omission, interfere with your right to occupy the dwelling. (F)

4.3 We do not interfere with your right to occupy the dwelling:

- a. by reasonably exercising our rights under this contract; and/or
- b. because of a failure to comply with repairing obligations. (F)

4.4 We are to be treated as having interfered with your right if a person who

- a. acts on our behalf, or
- b. has an interest in the dwelling, or part of it, that is superior to our interest, interferes with your right by any lawful act or omission. (F)

4.5 If you do not use your home as your only or principal home, or if you do not tell us when you will be absent from your home as required by term 4.17, we may start proceedings to end your contract. (A)

Your rights – lodgers and children

4.6 You may allow persons to live in the dwelling as lodgers. (A)

4.7 You must tell us on our request of the name, age and gender of the intended lodger and of the accommodation they will occupy. (A)

4.8 (a) You may permit a person who has not reached the age of 18 to live in or visit the dwelling.

(b) We may not interfere with or restrict the exercise of your right under 4.8(a) unless the

interference or restriction is a proportionate means of achieving a legitimate aim³. (F)

Your rights – permitted number of occupiers

4.9 You should ensure your home does not become overcrowded (please see explanatory notes at XXII) by allowing more than the maximum number of people to live at your home. The maximum number of people you can have living at your home is set out in section 1 (Key and other matters) of this contract. (A)

Your rights – sub-letting

4.10 You may permit persons who are not lodgers or sub-holders to live in the dwelling as a home. (S)

4.11 You may only sub-let part of your home if you have prior written consent. We may make the consent subject to reasonable conditions although we will not unreasonably withhold it. Subletting means that someone who lives with you (but was not part of your household when you first moved in) pays you rent to have exclusive right to part of your home. They will usually do their own cooking and cleaning. (A)

4.12 You must not sub-let the whole of your home. (A)

Your responsibilities - possession

4.13 You must take possession of your home at the start of your contract and continue to occupy it. You must not part with possession of the whole of your home. (A)

Your responsibilities – use of your home

4.14 You, or, where there are joint contract-holders, at least one of you, must occupy the dwelling as your only or principal home during the term of the occupation contract. (S)

4.15 You must not carry on or permit any trade or business at the dwelling without our consent. (S)

4.16 If our consent is sought under term 4.15, such consent will not to be unreasonably withheld. (A)

4.17 If we give you our consent under terms 4.15 and 4.16 to run a business from your home, we may regularly review our decision. We may withdraw our consent if your business causes a nuisance or damage to property. (A)

Your responsibilities – absence from your home

4.18 If you become aware that the dwelling has been or will be unoccupied for 28 or more consecutive days, you must notify us as soon as reasonably practicable. (S)

4.19 When you are away from your home, you are required to ensure the property is left secure. (A)

3 You may not be able to permit a person under 18 to live in the dwelling in some situations. For example we would not allow it if you are living in a housing scheme specifically designated for older people or if the dwelling would become overcrowded as a result. Please contact us for further information.

Adding or removing a person to or from this contract

- 4.20 You, as the contract-holder, and another person may, with our consent, make that person a joint contract-holder under the contract. (F)
- 4.21 If a person is made a joint contract-holder he or she or they become entitled to all the rights and subject to all the obligations of a contract-holder under the contract from the day on which he or she or they becomes a joint contract-holder. (F)
- 4.22 A joint contract-holder under this contract may withdraw from the contract by giving a notice (a “withdrawal notice”) to us. (F)
- 4.23 The withdrawal notice must specify the date on which you intend to cease to be a party to this contract (the “withdrawal date”). (F)
- 4.24 You must give a written warning to other joint contract-holders when you give the withdrawal notice to us and a copy of the withdrawal notice must be attached to the warning, except where the notice is one treated as a withdrawal notice under term 4.27 below. (F)
- 4.25 We must give a written warning, attaching a copy of the withdrawal notice, to the other joint contract-holders as soon as reasonably practicable after we receive the withdrawal notice. (F)
- 4.26 You will cease to be a party to this contract on the withdrawal date. (F)
- 4.27 A notice given to us by one or more (but not all) of the joint contract-holders that purports to be a notice to end the contract is to be treated as a withdrawal notice and the date specified in the notice is to be treated as the withdrawal date. (F)
- 4.28 The minimum period between the date on which a notice is given to us under terms 4.22 to 4.27 and the withdrawal date is one month. (S)
- 4.29 If a joint contract-holder dies, or ceases to be a party to this contract for some other reason, from the time he or she or they ceases to be a party, the remaining joint contract-holders are:
- a. fully entitled to all the rights under this contract, and
 - b. liable to perform fully every obligation owed to us under the contract. (MF)
- 4.30 The joint contract-holder is not entitled to any right, or liable to any obligation, in respect of the period after he or she or they ceases to be a party to the contract. (MF)
- 4.31 Nothing in terms 4.29 and 4.30 above removes any right or waives any liability of the joint contract-holder accruing before he or she or they ceases to be a party to the contract. (MF)
- 4.32 Terms 4.29 - 4.31 above do not apply where a joint contract-holder ceases to be a party to this contract because his or her or their rights and obligations under the contract are transferred in accordance with this contract. (MF)

Transactions concerning your home

4.33 “Dealing” includes the matters set out in section B of this contract (Definitions).⁴
(F)

4.34 You may not deal with this contract, the dwelling or any part of the dwelling except:

- a. in a way permitted by this contract, or
- b. in accordance with a family property order.⁴ (F)

4.35 A joint contract-holder may not deal with his or her or their rights and obligations under this contract (or with this contract, the dwelling or any part of the dwelling), except:

- a. in a way permitted by the contract, or
- b. in accordance with a family property order. (F)

4.36 If you do anything in breach of term 4.34 above, or as a joint contract-holder you do anything in breach of term 4.35 above:

- a. the transaction is not binding on us, and
- b. the contract-holder or joint contract-holder is in breach of this contract (despite the transaction not being binding on us). (F)

5. YOUR RIGHTS AND OBLIGATIONS

Anti-social behaviour and other prohibited conduct

5.1 You must not engage or threaten to engage in conduct capable of causing nuisance or annoyance to a person with a right (of whatever description):

- a. to live in the dwelling subject to the occupation contract, or
- b. to live in a dwelling or other accommodation in the locality of the dwelling subject to the occupation contract. (MF)

5.2 You must not engage or threaten to engage in conduct capable of causing nuisance or annoyance to a person engaged in lawful activity:

- a. in the dwelling subject to this occupation contract, or
- b. in the locality of the dwelling. (MF)

5.3 You must not engage or threaten to engage in conduct:

- a. capable of causing nuisance or annoyance to:
 - i. the landlord, or

⁴ See section 57(4) of the Act.

ii. a person (whether or not employed by the landlord) acting in connection with the exercise of the landlord's housing management functions, and

b. that is directly or indirectly related to or affects the landlord's housing management functions. (MF)

5.4 You may not use or threaten to use the dwelling subject to this occupation contract, including any common parts and any other part of a building comprising the dwelling, for criminal purposes. (MF)

5.5 You must not, by any act or omission:

a. allow, incite or encourage any person who is living in or visiting the dwelling to act as mentioned in terms 5.1 to 5.3 (inclusive) above, or

b. allow, incite or encourage any person to act as mentioned in term 5.4 above. (MF)

Recording others

5.6 You must not video record on any device any person (whether or not employed by the landlord) acting in connection with the exercise of the landlord's housing management functions. (A)

Roadways, vehicles and machinery

5.7 You must not keep mopeds, motorbikes or any machinery with a fuel engine inside your home or on indoor shared areas (such as entrance halls, stairs, walkways and landings). (A)

5.8 You, your family, members of your household and visitors to your home must not:

- a. park a vehicle on a footpath crossing, paved area or anywhere on your property except on a 'hardstanding' area (i.e. a driveway or paved area intended for parking), or
- b. park anywhere on our land that would obstruct emergency service vehicles and refuse collection vehicles, or
- c. park vehicles, such as caravans, motor homes, trailers and vehicles associated with employment, on gardens, driveways, paved areas around your home or on any communal parking areas on our land without our written agreement. Consent will not be unreasonably withheld, or
- d. park electric vehicles, including mobility scooters, anywhere other than a designated storage point in communal areas, or
- e. charge any electric vehicle in any place or area where it is likely to cause a health and safety risk or block access, or
- f. carry out major car repairs or park an illegal or unroadworthy vehicle on land owned by us around your home, or on any road owned by us. (A)

5.9 Car repairs must not be carried out for payment. (A)

5.10 We may arrange for the removal of any unroadworthy, abandoned or untaxed vehicle on our land and registered in your name which is in our opinion (acting reasonably), causing a nuisance. We will also charge you the cost of removing the vehicle. (A)

Security of your home

- 5.11 You must take reasonable steps to ensure the dwelling is secure. (S)
- 5.12 You may change any lock on the external or internal doors of the dwelling provided that any such changes provide no less security than that previously in place. (S)
- 5.13 You, your family, members of your household and visitors to your home must not interfere with security and safety equipment in shared properties. Doors should not be jammed open and strangers should not be let in without identification. (A)

Care of your home

- 5.14 You are not liable for fair wear and tear to the dwelling or to fixtures and fittings within the dwelling but you must:
- take proper care of the dwelling, fixtures and fittings within the dwelling or to any items listed in any inventory,
 - not remove any fixtures and fittings or any items listed in any inventory from the dwelling without our consent,
 - keep the dwelling in a state of reasonable decorative order, and
 - not keep anything in the dwelling that would be a health and safety risk to you, any permitted occupier, any persons visiting the dwelling or any persons residing in the vicinity of the dwelling. (S)
- 5.15 In relation to terms 5.14c above, you must decorate the interior of your home as often as is reasonably necessary to keep it in a state of reasonable decorative order. (A)
- 5.16 You must keep the dwelling (including any garden where applicable) free of excessive amounts of items or clutter which could cause trip hazards, compromise fire safety, cause damage to the structure of your home or increase the risk to other contract-holders, our housing staff or our contractors. (A)
- 5.17 You must keep your garden clean, tidy and maintained in an acceptable manner. This includes:
- (a) maintaining grass, low hedgerows and hedges and trees within the boundary of your home (which must be kept below 2 metres in height);
 - (b) obtaining our written consent before planting any trees or large hedges; and,
 - (c) not planting any trees or plants that have invasive root system. (A)
- 5.18 If you believe there is an invasive plant or trees species in your garden, you must report this to us as soon as is reasonably practicable. (A)
- 5.19 Where you reasonably believe that any fault, defect, damage or disrepair to the fixtures and fittings or items listed in any inventory is not our responsibility, you must, within a reasonable period of time, carry out repairs to such fixtures and fittings or other items listed in any inventory, or replace them. This term applies where the fault, default, damage or disrepair has occurred wholly or mainly because of an act or omission amounting to a lack of care by you, any permitted occupier or any person visiting the dwelling. (S)

- 5.20 If you do not undertake those repairs that are your responsibility under term 5.19, we may enter the dwelling at any reasonable time for the purpose of carrying out repairs to the fixtures and fittings or other items listed in any inventory, or replacing them. We must give you at least 24 hours' notice before entering the dwelling under this term. (S)
- 5.21 If you fail to comply with terms 5.14 to 5.20 then we may recharge you for any works we incur as a result of your breach of those terms. (A)

Improvements and alterations

- 5.22 You must not erect, remove or make structural alterations to sheds, garages or any other structures in the dwelling without our consent. (S)
- 5.23 You must not erect, remove or make structural alterations to your garden without our consent. (A)
- 5.24 You must not install a cat flap into any front or back door without seeking our prior written consent. (A)
- 5.25 You have the right to put in your own improvements, alterations and additions to your home and garden including putting up a television aerial, external decoration and additions to, or alterations in, our installations, fixtures and fittings, provided that you have first obtained our prior written consent and all other necessary approvals (for example, planning permission or building regulations approval). We shall not unreasonably withhold our consent but may make it conditional upon the works being carried out to a certain standard. (A)
- 5.26 Failure to seek our consent or to comply with our conditions shall be a breach of your obligations under this contract. (A)
- 5.27 In relation to terms 5.22 to 5.25 above, where any improvements and/or alterations (for which you have been given our consent) require planning permission or Building Regulation approval (which includes installing satellite dishes), it is your responsibility to obtain the necessary approvals and/or permissions. (A)
- 5.28 If you make an improvement or alteration to your home without our written consent, we may tell you to return your home to how it was before. If you do not do this, we may do the work and charge you for it. (A)
- 5.29 If you make improvements to your property and want to take the improvements with you if you move, you will be responsible for restoring your home to its original state. (A)
- 5.30 If fittings (such as satellite dishes, burglar alarms and cable systems) need to be removed for repairs or improvements, you will be responsible for their removal. If you leave your home and remove equipment, you must restore your home to its original state. (A)

Notification

- 5.31 You must notify us as soon as reasonably practicable of any fault, defect, damage or disrepair which you reasonably believe is our responsibility. (S)

Access in an emergency

- 5.32 You must give us immediate access to the dwelling in the event of an emergency

which results us needing to enter the dwelling without notice.

An emergency includes:

- a. something which requires urgent work to prevent the dwelling or dwellings in the vicinity from being severely damaged, further damaged or destroyed, and
- b. something which, if not dealt with by us immediately, would put at imminent risk the health and safety of you, any permitted occupier of the dwelling or other persons in the vicinity of the dwelling. (S)

Changes to the provision of the utilities

- 5.33 Subject to terms 5.34 and 5.35, you must not tamper with gas or electricity supplies or with the meters. (A)
- 5.34 You may change any of the suppliers to the dwelling of:
- a. electricity, gas or other fuel, or water (including sewerage) services;
 - b. telephone, internet, cable television or satellite television services. (S)
- 5.35 You must inform us as soon as reasonably practicable of any changes made under term 5.34. (S)
- 5.36 Unless we give our consent, you must not:
- a. leave the dwelling, at the end of the occupation contract, without a supplier of electricity, gas or other fuel (if applicable), or water (including sewerage) services, unless these utilities were not present at the dwelling on the occupation date; and,
 - b. install or remove, or arrange to have installed or removed, any specified service installations at the dwelling. (S)

Smoke detectors and carbon monoxide alarms

- 5.37 You are responsible for the renewal of batteries in all carbon monoxide alarms fitted at your home. We will not be responsible for any failure by you to comply with this obligation. (A)
- 5.38 Smoke detectors and carbon monoxide alarms are to remain at the home and must not be removed or interfered with (except to renew the batteries where applicable). (A)

Use of property

- 5.39 You, your family, members of your household and visitors to your home must not put up pigeon lofts and aviaries anywhere on your home without our prior written consent. (A)
- 5.40 You, your family, members of your household and visitors to your home must not damage, deface or vandalise any of our property. You would have to pay for any repair or replacement. (A)
- 5.41 You, your family, members of your household and visitors to your home must not keep or use bottled paraffin, petrol or any other dangerous material on the premises. (A)
- 5.42 You, your family, members of your household and visitors to your home must

not obstruct or leave any items on the stairs, lift, corridors, doorways, pathways or any shared parts of the building and surrounding land. (A)

Pets

- 5.43 Unless you are a resident of a sheltered scheme with front doors off communal corridors, you have our consent to keep domestic pets in your home and/or garden so long as you observe our Keeping a Pet Guidance. If you do not adhere to this guidance then, depending on the circumstances, our consent to keep a pet may be withdrawn. (A)
- 5.44 If you are a resident of a sheltered scheme with front doors off communal corridors, our prior consent to keep domestic pets in your home and/or garden must be sought. (A)
- 5.45 Our consent under term 5.44 will not be unreasonably withheld but a condition of any consent will be that you agree and sign up to our Pet Agreement. If you are unwilling to enter into, and adhere to, the Pet Agreement, then, depending on the circumstances of your refusal, our consent may not be given or may be withdrawn. (A)
- 5.46 Anyone who keeps a domestic pet in their home and/or garden must keep all such pets under control and must not allow them to cause a nuisance, annoyance to neighbours or anyone visiting your home. Our consent under terms 5.43 and 5.44 may be withdrawn if you fail to control your pet and/or any pet causes a nuisance, annoyance or danger to neighbours or anyone visiting your home. (A)

Insurance

- 5.47 You are responsible for insuring your personal possessions and the contents of your home. (A)

6. OUR OBLIGATIONS

Care of the dwelling

- 6.1 We must ensure that the dwelling is fit for human habitation:
- on the occupation date of the contract, and
 - for the duration of the contract. (F)
- 6.2 The meaning of “dwelling” under term 6.1 includes, if the dwelling forms part only of a building, the structure and exterior of the building and the common parts. (F)
- 6.3 Term 6.1 does not impose any liability on us:
- in respect of a dwelling which we cannot make fit for human habitation at reasonable expense, or
 - if the dwelling is unfit for human habitation wholly or mainly because of an act or omission (including an act or omission amounting to lack of care⁶) of you or a permitted occupier of the dwelling. (F)
- 6.4 Where the dwelling forms part only of a building, term 6.1 does not require us to rebuild or reinstate any other part of the building in which we have an estate or interest, in the case of destruction or damage by a relevant cause i.e. fire, storm, flood or other inevitable accident. (F)

6.5 You are not required to pay rent in respect of any day or part day during which the dwelling is unfit for human habitation. (S)

6.6 We must:

- a. keep in repair the structure and exterior of the dwelling (including drains, gutters and external pipes), and
- b. keep in repair and proper working order the service installations⁷ in the dwelling. (F)

6.7 If the dwelling forms part only of a building, we must:

- a. keep in repair the structure and exterior of the dwelling (including drains, gutters and external pipes) in which we have an estate or interest, and

⁶ "Lack of care" has the meaning as set out in term 6.9 and section B (Definitions) of this contract"

⁷ Service installation throughout this contract as the meaning as set out in section B - Definitions (see s.92(4) of the Act).

⁸ Service installation throughout this contract as the meaning as set out in section B - Definitions (see s.92(4) of the Act).

- b. keep in repair and proper working order the service installation⁸ which directly or indirectly serves the dwelling, and which either:

- i. forms part of any part of the building in which we have an estate or interest, or
- ii. is owned by the landlord or is under our control. (F)

6.8 The standard of repair required by terms 6.6 and 6.7 above is that which is reasonable having regard to the age and character of the dwelling, and the period during which the dwelling is likely to be available for occupation as a home. (F)

6.9 Under terms 6.6 and 6.7, we are not obliged to carry out works or repairs if the disrepair, or the failure of a service installation to be in working order, is wholly or mainly attributable to lack of care by you or a permitted occupier of the dwelling. A "lack of care", as set out in section B of this contract, means a failure to take proper care of the dwelling or, if the dwelling forms part only of a building, of the common parts that you, or any permitted occupier, are entitled to use under the occupation contract. (F)

6.10 Terms 6.1 and 6.6 do not require the landlord:

- a. to keep in repair anything which you are entitled to remove from the dwelling, or
- b. to rebuild or reinstate the dwelling or any part of it, in the case of destruction or damage by a relevant cause i.e. fire, storm, flood or other inevitable accident. (F)

6.11 Where the dwelling forms part only of a building, term 6.7 does not require us to rebuild or reinstate any other part of the building in which we have an estate or interest, in the case of destruction or damage by a relevant cause i.e. fire, storm, flood or other inevitable accident. (F)

6.12 Term 6.7 does not require us to carry out works or repairs unless the disrepair or failure to keep in proper working order affects your enjoyment of:

- a. the dwelling, or
- b. the common parts that you are entitled to use under this contract. (F)

6.13 A permitted occupier who suffers personal injury, or loss of or damage to personal property, as a result of the landlord failing to comply with terms 6.1, 6.2 and 6.6 to

6.8 above may enforce the term in question in his or her or their own right by bringing proceedings in respect of the injury, loss or damage. (F)

6.14 A permitted occupier who is a lodger or sub-holder may only enforce terms 6.1, 6.2 and 6.6 to 6.8 and bring proceedings if the lodger is allowed to live in the dwelling, or the sub-occupation contract is made, in accordance with this contract. (F)

Notice

6.15 Our obligations under terms 6.1b, 6.6 and 6.7 do not arise until we (or in the case of joint landlords, any one of them) becomes aware that works or repairs are necessary. (F) See also term 5.31 above.

6.16 Where you make a notification under term 5.31, we must respond to you confirming:

- a. whether we consider the repair is necessary,
- b. whether the repair is the responsibility of you or us, and
- c. if the repair is our responsibility, when the repair will be undertaken and completed. (S)

Access

6.17 We may enter the dwelling at any reasonable time for the purpose of:

- a. inspecting its condition and state of repair, or
- b. carrying out works or repairs needed in order to comply with terms 6.1, 6.6 to 6.7 above. (F)

6.18 We must give you at least 24 hours' notice before exercising its right of access under term 6.17. (F)

6.19 Where the dwelling forms part only of a building, and in order to comply with terms 6.1, 6.2 and 6.6 to 6.8 above we need to carry out works or repairs in another part of the building, we are not liable for failing to comply with terms 6.1, 6.2 and 6.6 to

6.8 if we do not have sufficient rights over that other part of the building to be able to carry out the works or repairs, and we were unable to obtain such rights after making a reasonable effort to do so. (F)

Access to the dwelling in an emergency

6.20 If we need to enter the dwelling without notice in the event of an emergency⁹ and you do not provide access immediately, we may enter the dwelling without your permission. (S)

6.21 If we enter the dwelling in accordance with term 6.20, we must use all reasonable endeavours to notify you that we have entered the dwelling, as soon as reasonably practicable after entry. (S)

Reasonable period of time

6.22 We comply with our obligations under terms 6.1b, 6.6 and 6.7 if we carry out the necessary works or repairs within a reasonable time after the day on which we become aware that they are necessary. (F)

Making good damage caused by works

⁹ An emergency includes: a. something which requires urgent work to prevent the dwelling or dwellings in the vicinity from being severely damaged, further damaged or destroyed, and b. something which, if not dealt with by us immediately, would put at imminent risk the health and safety of you, any permitted occupier of the dwelling or other persons in the vicinity of the dwelling.

6.23 We must make good any damage caused by works and repairs carried out in order to comply with our obligations under terms 6.1 to 6.2 and 6.6 to 6.8 above. (F)

6.24 We will clear up after a repair, leaving the decoration as close as reasonably possible to how it was before the work was done. (A)

Imposing obligations on the contract-holder

6.25 We may not impose any obligation on you in the event of you enforcing or relying on our obligations under terms 6.1 to 6.2 and 6.6 to 6.8 above. (F)

New landlords

6.26 If -

- a. we transfer our interest in the dwelling to another person (the “new landlord”), and
- b. we (or where we are joint landlord with at least one other person, any one of us) is aware before the date of the transfer that works or repairs are necessary in order to comply with terms 6.1 or 6.6 or 6.7,
- c. the new landlord is to be treated as becoming aware of the need for those works or repairs on the date of the transfer, but not before. (F)

Prohibited conduct

6.27 Where you report to us conduct that is prohibited under terms 5.1 to 5.5 on the part of anyone living in property belonging to us (including property occupied by you), we must give you appropriate advice. (S)

Repayment of rent relating to any period falling after this contract

6.28 Within a reasonable period of time at the end of this contract, we must repay to you any pre-paid rent which relates to any period falling after the date on which this contract ends. (S)

Insurance

6.29 We will insure the structure of your home including our fixtures and fittings. Your own fixtures and fittings, personal property and other things for which you are responsible are not insured by us (except where loss or damage is caused by our negligence). (A)

7. TERMINATION OF THE CONTRACT AND LEAVING YOUR HOME

Permissible Termination

7.1 This contract may be ended only in accordance with:

- a. the fundamental terms of the contract which incorporate fundamental provisions set out in Part 9 of the Act or other terms included in the contract in accordance with Part 9 of the Act, or
- b. an enactment. (MF)

7.2 Term 7.1 does not affect:

- a. any right of yours or ours to rescind the contract, or
- b. the operation of the law of frustration.¹⁰ (MF)

By agreement

7.3 If we and you agree to end this contract, this contract ends:

- a. when you give up possession of the dwelling in accordance with what has been agreed, or
- b. if you do not give up possession and a substitute occupation contract is made, immediately before the occupation date of the substitute occupation contract. (F)

7.4 An occupation contract is a substitute occupation contract if:

- a. it is made in respect of the same (or substantially the same) dwelling as the original contract, and
- b. you were also the contract-holder under the original contract. (F)

By you

7.5 You may end this contract at any time before the earlier of:

- a. us giving you a written statement of the contract under term 9.1, or
- b. the occupation date. (F)

7.6 To end this contract under term 7.5, you must give a notice to us stating that you are ending the contract. (F)

7.7 On giving us the notice under term 7.6, you:

- a. cease to have any liability under this contract, and
- b. become entitled to the return of any deposit, rent or other consideration given to us in accordance with this contract. (F)

7.8 You may end the contract by giving us notice that you will give up possession of the dwelling on a date specified in the notice. (F)

7.9 The date specified in a notice under term 7.8, may not be less than four weeks after the day on which the notice is given to us. (F)

¹⁰ The law of frustration would operate where, for example, a contract is set aside due to circumstances rendering it impossible to comply with it.

7.10 If you give up possession of the dwelling on or before the date specified in a notice given under terms 7.8 and 7.9, the contract ends on the date specified in the notice. (F)

7.11 If you give up possession of the dwelling after that date but in connection with the notice, the contract ends:

- a. on the day on which you give up possession of the dwelling, or
- b. if an order for possession is made, on the date determined in accordance with terms 8.1 to 8.3.¹¹ (F)

7.12 Your notice ceases to have effect if, before the contract ends:

- a. you withdraw the notice by further notice to us, and
- b. we do not object to the withdrawal in writing before the end of a reasonable period. (F)

7.13 If we, as the landlord under this contract, commit a repudiatory breach of this contract and you give up possession of the dwelling because of that breach, the contract ends when you give up possession. (F)

7.14 If there are joint contract-holders under this contract, this contract cannot be ended by the act of one or more of the joint contract-holders acting without the other joint contract-holder or joint contract-holders. (F)

By your death

7.15 If you are the sole contract-holder under this contract and die, the contract ends:

- a. one month after your death, or
- b. if earlier, when we are given notice of your death by:
 - i. your personal representatives, or
 - ii. the permitted occupiers of the dwelling aged 18 and over (if any) acting together. (MF)

7.16 This contract does not end if under section 74 (persons qualified to succeed) of the Act one or more persons are qualified to succeed you. (MF)

7.17 This contract does not end if, on your death, a family property order has effect which requires you to transfer this contract to another person. (MF)

7.18 If, after your death, the family property order ceases to have effect and there is no person qualified to succeed the contract-holder, the contract ends:

- a. when the order ceases to have effect, or
- b. if later, at the time the contract would end under term 7.13. (MF)

¹¹ These are the terms that correspond to section 206 of the Act.

By the landlord

7.19 We may make a claim to the court for recovery of possession of the dwelling from you ("a possession claim") only in the circumstances set out in Chapters 3 to 5 and 7 of Part 9 of the Act. (MF)

7.20 Terms 7.20 to 7.21 apply in relation to a possession notice which we are required to give to you under any of the following terms before making a possession claim:

- a. terms 7.24 to 7.25 (in relation to a breach of contract by a contract-holder);
- b. terms 7.31 to 7.35 (in relation to estate management grounds);
- c. terms 7.44 to 7.47 (in relation to a contract-holder's notice);
- d. terms 7.39 to 7.40 (in relation to serious rent arrears). (F)

7.21 The notice must (in addition to specifying the ground on which the claim will be made):

- a. state our intention to make a possession claim,
- b. give particulars of the ground for seeking possession, and
- c. state the date after which we are able to make a possession claim. (F)

Breach of contract

7.22 If you breach this occupation contract, the landlord may on that ground make a possession claim. (F)

7.23 Section 209 of the Act provides that the court may not make an order for possession on that ground unless it considers it reasonable to do so (and reasonableness is to be determined in accordance with Schedule 10 to the Act). (F)

7.24 Before making a possession claim on the ground in terms 7.22 to 7.23, we must give you a possession notice specifying that ground. (F)

- 7.25 We may make a possession claim:
- a. for a breach of terms 5.1 to 5.5 (anti-social behaviour and other prohibited conduct), on or after the day on which we give you a possession notice specifying a breach of that term;
 - b. for a breach of any other term of this contract, after the end of the period of one month starting with the day on which we give you a possession notice specifying a breach of that term; and
 - c. in either case, we may not make a possession claim after the end of the period of six months starting with the day on which we give you the possession notice. (F)

Estate management grounds

- 7.26 We may make a possession claim on one or more of the estate management grounds. (F)
- 7.27 The estate management grounds (which are set out in Part 1 of Schedule 8 to the Act) are included in Annex A to this contract. (F)
- 7.28 Section 210 of the Act provides that the court may not make an order for possession on an estate management ground unless:
- a. it considers it reasonable to do so (and reasonableness is to be determined in accordance with Schedule 10 to the Act), and
 - b. it is satisfied that suitable alternative accommodation (what is suitable is to be determined in accordance with Schedule 11 to the Act) is available to you (or will be available to you when the order takes effect). (F)
- 7.29 If the court makes an order for possession on an estate management ground (and on no other ground), we must pay to you a sum equal to the reasonable expenses likely to be incurred by you in moving from the dwelling. (F)
- 7.30 Term 7.29 does not apply if the court makes an order for possession on Ground A or B (the redevelopment grounds) of the estate management grounds (and on no other ground). (F)
- 7.31 Before making a possession claim on an estate management ground, we must give you a possession notice specifying that ground. (F)
- 7.32 We may not make the claim:
- a. before the end of the period of one month starting with the day on which we give you the possession notice, or
 - b. after the end of the period of six months starting with that day. (F)
- 7.33 If a redevelopment scheme is approved under Part 2 of Schedule 8 to the Act subject to conditions, we may give you a possession notice specifying estate management Ground B before the conditions are met. (F)
- 7.34 We may not give you a possession notice specifying estate management Ground G (accommodation not required by successor):
- a. before the end of the period of six months starting with the day on which we (or where we are joint landlord with at least one other person, any one of us) became aware of the previous contract-

- holder's death, or
- b. after the end of the period of twelve months starting with that day. (F)

7.35 We may not give you a possession notice specifying estate management Ground H (departing joint contract-holder) after the end of the period of six months starting with the day on which the joint contract-holder's rights and obligations under this contract ended. (F)

Serious rent arrears

7.36 If you are seriously in arrears with your rent, we may on that ground make a possession claim. (F)

- 7.37 You are seriously in arrears with your rent:
- a. where the rental period is a week, a fortnight or four weeks, if at least eight weeks' rent is unpaid;
 - b. where the rental period is a month, if at least two months' rent is unpaid;
 - c. where the rental period is a quarter, if at least one quarter's rent is more than three months in arrears;
 - d. where the rental period is a year, if at least 25% of the rent is more than three months in arrears. (F)

- 7.38 Section 216 of the Act provides that the court must (subject to any available defence based on your Convention rights) make an order for possession of the dwelling if it is satisfied that you:
- a. were seriously in arrears with your rent on the day on which we gave you the possession notice, and
 - b. are seriously in arrears with your rent on the day on which the court hears the possession claim. (F)

7.39 Before making a possession claim on the ground in terms 7.36 to 7.38, we must give you a possession notice specifying that ground. (F)

- 7.40 We may not make the claim:
- a. before the end of the period of one month starting with the day on which we give you the possession notice, or
 - b. after the end of the period of six months starting with that day. (F)

False statements

7.41 If we are induced to make this contract by means of a false statement made knowingly or recklessly by you, or another person acting at your instigation -

- a. you are to be treated as being in breach of this contract, and
- b. we may accordingly make a possession claim on the ground in terms 7.22 to 7.23 (breach of contract). (MF)

Recovery of possession on the ground of a notice given under term 7.8 (contract-holder's notice)

7.42 If you fail to give up possession of the dwelling on the date specified in a notice under term 7.8, we may on that ground make a possession claim. (F)

- 7.43 Section 215 of the Act provides that if the court is satisfied that the ground is made out, it must make an order for possession of the dwelling (subject to any available defence based on your Convention rights). (F)
- 7.44 Before making a possession claim on the ground in terms 7.42 and 7.43 we must give you a possession notice specifying that ground. (F)
- 7.45 We may make the possession claim on or after the day on which we give you the possession notice. (F)
- 7.46 But we may not make the possession claim after the end of the period of six months starting with that day. (F)
- 7.47 We may not give you a possession notice specifying the ground in terms 7.42 and 7.43 after the end of the period of two months starting with the date specified in the notice under term 7.8 as the date on which you would give up possession of the dwelling. (F)

Termination where we give notice to end the contract

- 7.48 We may end this contract by giving you notice that you must give up possession of the dwelling on a date specified in the notice. (F)
- 7.49 The date specified in any notice given under term 7.48 may not be less than six months after the day on which the notice is given to you. (F)
- 7.50 Terms 7.51 and 7.52 apply where:
- a. we have given you a notice under term 7.48 ("the first notice"), and
 - b. we have subsequently withdrawn the notice (see term 7.60). (F)
- 7.51 We may not give another notice under term 7.48 to you before the end of the period of six months starting with the day on which the first notice was withdrawn, other than in accordance with term 7.52. (F)
- 7.52 We may give one more notice under term 7.48 to you during the period of 28 days starting with the day on which the first notice was given. (F)
- 7.53 Term 7.54 applies where:
- a. a landlord has given a contract-holder a notice under term 7.48, and
 - b. the period for making a possession claim on the ground in terms 7.55 to 7.56 has ended without us having made a claim. (F)
- 7.54 We may not give another notice under term 7.48 to you before the end of the period of six months starting with the last day of the period before the end of which we could have made the claim (see term 7.57b). (F)
- 7.55 If we give you a notice under term 7.48, we may on that ground make a possession claim. (F)
- 7.56 Section 215 of the Act provides that if the court is satisfied that the ground is made out, it must make an order for possession of the dwelling, unless section 217 of the Act (retaliatory possession claims to avoid obligations to repair etc.) applies (and subject to any available defence based on your Convention rights). (F)

- 7.57 We may not make a possession claim on the ground in terms 7.55 to 7.56:
- before the date specified in the notice given by us to you under term 7.48, or
 - after the end of the period of two months starting with that date. (F)
- 7.58 If you give up possession of the dwelling on or before the date specified in a notice under term 7.48, this contract ends on the date specified in the notice. (F)
- 7.59 If you give up possession of the dwelling after that date but in connection with the notice, this contract ends:
- on the day on which you give up possession of the dwelling, or
 - if an order for possession is made, on the date determined in accordance with terms 8.1-8.3. (F)
- 7.60 The notice ceases to have effect if:
- before this contract ends, and during the period of 28 days starting with the day on which the notice was given, we withdraw the notice by giving you a further notice, or
 - before this contract ends, and after the end of the period of 28 days starting with day on which the notice was given we withdraw the notice by giving further notice to you, and you do not object to the withdrawal in writing before the end of a reasonable period. (F)

Restrictions on us giving you notice

Notice may not be given until after the first six months of occupation

- 7.61 We may not give notice under term 7.48 before the end of the period of six months starting with the occupation date of this contract. (F)
- 7.62 If this contract is a substitute occupation contract, we may not give such notice under term 7.48 before the end of the period of six months starting with the occupation date of the original contract. (F)
- 7.63 For the purposes of term 7.62 an occupation contract is a substitute occupation contract if:
- the occupation date of this contract falls immediately after the end of a preceding occupation contract,
 - immediately before the occupation date of this contract a contract-holder under this contract was a contract-holder under the preceding contract and a landlord under this contract was a landlord under the preceding contract, and
 - this contract relates to the same (or substantially the same) dwelling as the preceding contract. (F)
- 7.64 For the purposes of term 7.62 "original contract" means:
- where the substitute occupation contract has an occupation date falling immediately after the end of a contract which is not a substitute occupation contract, the occupation contract which precedes the substitute occupation contract;
 - where there have been successive substitute occupation contracts,

the occupation contract which preceded the first of the substitute occupation contracts. (F)

Following retaliatory possession claim

7.65 Term 7.66 applies where:

- a. we (having given you a notice under term 7.48) have made a possession claim on the ground in terms 7.55 - 7.56, and
- b. the court has refused to make an order for possession because it considered the claim to be a retaliatory claim (see section 217 of the Act). (F)

7.66 We may not give another notice under term 7.48 to you before the end of the period of six months starting with the day on which the court refused to make an order for possession. (F)

Following failure to provide written statement

7.67 We may not give notice under term 7.48 at a time when:

- a. you have not been given a written statement of the contract under term 9.1 (requirement to provide written statement at the start of a contract), or
- b. we are aware that the identity of the contract-holder has changed, and the new contract-holder has not been given a written statement of the contract under term 9.2. (MF)

Late provision of written statement

7.68 If we have failed to comply with terms 9.1 and 9.2 (the duty to provide written statement of contract), we may not give notice under term 7.48 during the period of six months starting with the day on which we gave a written statement of this contract to you. (MF)

Failure to provide information about us

7.69 We may not give notice under term 7.48 at a time when we have not provided a notice in accordance with our duty to provide information under terms 9.9 to 9.11 (duty to provide information about landlord). (MF)

Failure to provide a valid energy performance certificate

7.70 We may not give notice under term 7.48 at a time when we have not complied with regulation 6(5) of the EPB Regulations. (MF)

7.71 For the purposes of term 7.70, it does not matter when the valid energy performance certificate was given (and nothing in this term requires that a new energy performance certificate be given to you when a certificate given to you in compliance with that regulation ceases to be valid under the EPB Regulations). (MF)

7.72 In terms 7.70 to 7.71:

- a. "the EPB Regulations" ("y Rheoliadau PYA") means the Energy Performance of Buildings (England and Wales) Regulations 2012;

- b. "valid energy performance certificate" ("tystysgrif perfformiad ynni ddilys") is to be interpreted in accordance with the EPB Regulations. (MF)

Breach of security and deposit requirements

7.73 We may not give notice under term 7.48 at a time when security required by us in connection with the contract in a form not permitted by term 3.24 has not been returned to the person by whom it was given. (MF)

7.74 We may not give a notice under term 7.48 at a time when any of terms 7.75 to 7.77 apply unless:

- a. a deposit paid in connection with this contract has been returned to you (or any person who paid the deposit on your behalf) either in full or with such deduction as may have been agreed, or
- b. an application to the county court has been made under paragraph 2 of Schedule 5 to the Act¹² and has been determined by the county court, withdrawn, or settled by agreement between the parties. (MF)

¹² Paragraph 2 of Schedule 5 of the Act allows applications to the court to be made on certain grounds in relation to the repayment of a deposit.

7.75 This term applies if a deposit has been paid in connection with this contract but the initial requirements of an authorised deposit scheme have not been complied with. (MF)

7.76 This term applies if a deposit has been paid in connection with this contract but we have not provided the information required by term 3.26b. (MF)

7.77 This term applies if a deposit paid in connection with this contract is not being held in accordance with an authorised deposit scheme. (MF)

Prohibited payments and holding deposits under the Renting Homes (Fees etc.) (Wales) Act 2019 (anaw 2)

7.78 We may not give a notice under term 7.48 at a time when:

- a. a prohibited payment (within the meaning of the Renting Homes (Fees etc.) (Wales) Act 2019) has been made in relation to this contract as described in section 2 or 3 of that Act, and
- b. that prohibited payment has not been repaid. (MF)

7.79 We may not give a notice under term 7.48 at a time when:

- a. a holding deposit (within the meaning of the Renting Homes (Fees etc.) (Wales) Act 2019) paid in relation to this contract has not been repaid, and
- b. the circumstances are such that the failure to repay the deposit amounts to a breach of the requirements of Schedule 2 to that Act. (MF)

7.80 In determining for the purposes of terms 7.78 to 7.79 whether a prohibited payment or a holding deposit has been repaid, the payment or deposit is to

be treated as having been repaid to the extent (if any) that it has been applied towards either or both of the following:

- a. a payment of rent under this contract;
- b. a payment required as security in respect of this contract. (MF)

Failure to ensure that working smoke alarms and carbon monoxide alarms are installed

7.81 We may not give notice under term 7.48 at a time when:

- a. the dwelling is treated as unfit for human habitation by virtue of regulation 5(3) of the Renting Homes (Fitness for Human Habitation) (Wales) Regulations 2022 (failure to ensure that working smoke alarms and, in certain circumstances, carbon monoxide alarms are installed in a dwelling), and
- b. as a result, we are required under Part 4 of the Act to take steps to stop the dwelling from being treated as unfit for human habitation by virtue of that regulation. (MF)

Failure to supply electrical condition report etc.

7.82 We may not give notice under term 7.48 at a time when:

- a. the dwelling is treated as unfit for human habitation by virtue of regulation 6(6) of the Renting Homes (Fitness for Human Habitation) (Wales) Regulations 2022 (failure to obtain an electrical condition report, or to give the contract-holder such a report or written confirmation of certain other electrical work), and
- b. as a result, we are required under Part 4 of the Act to take steps to stop the dwelling from being treated as unfit for human habitation by virtue of that regulation. (MF)

Failure to provide gas safety report to contract-holder

7.83 We may not give notice under term 7.48 at a time when we have not complied with regulation 36(6) or (as the case may be) (7) of the Gas Safety Regulations (requirement to provide or display report on safety etc. of gas installations). (MF)

7.84 For the purposes of term 7.83, a landlord who has not complied with regulation 36(6) or (7) of the Gas Safety Regulations is to be treated as in compliance with the provision in question at any time when:

- a. the landlord has ensured that you have been given, or (as the case may be) there is displayed in a prominent position in the dwelling, a copy of the applicable gas safety record, and
- b. that record is valid. (MF)

7.85 For the purposes of term 7.84, a gas safety record is valid until the end of the period within which the appliance or flue to which the record relates is required, under the Gas Safety Regulations, to again be subjected to a check for safety. (MF)

7.86 In terms 7.83 - 7.86:

- a. "check for safety" ("gwiriad diogelwch") means a check for safety carried out in accordance with regulation 36(3) of the Gas Safety Regulations;
- b. "gas safety record" ("cofnod diogelwch nwy") means a record made pursuant to the requirements of regulation 36(3)(c) of the Gas

- Safety Regulations;
- c. "Gas Safety Regulations" ("y Rheoliadau Diogelwch Nwy") means the Gas Safety (Installation and Use) Regulations 1998. (MF)

Additional requirements of a landlord's notice given in connection with an introductory standard contract

7.87 A notice given under term 7.48 (landlord's notice) or a possession notice under term 7.39 (serious rent arrears) must, in addition to complying with any other requirements under the Act, inform you of the right to apply for a review under section 202 of the Act (review by landlord), and of the time by which the application must be made. (F)

Our responsibilities at the end of the occupation contract

- 7.88 We will inspect the dwelling when you end your contract. You will be charged for any repairs or decoration you are responsible for. (A)
- 7.89 We will accept no responsibility for property belonging to you left at the dwelling when you leave at the end of your contract. We will dispose of any such belongings you leave after 28 days. (A)
- 7.90 If the dwelling is abandoned, we will:
- a. investigate the matter to make sure you have abandoned your home; and
 - b. take action to repossess the dwelling. (A)

Your obligations at the end of the occupation contract

- 7.91 When you vacate the dwelling at the end of the occupation contract, you must:
- a. remove from the dwelling all property belonging to you or to any permitted occupier who is not entitled to remain in occupation of the dwelling,
 - b. return any property belonging to us to the position that property was in on the occupation date, and
 - c. return to the landlord all keys which enable access to the dwelling which were held during the terms of the contract by you or any permitted occupier who is not entitled to remain in occupation of the dwelling. (S)
- 7.92 If we have to remove any belongings (under term 7.89) you have left behind, you maybe charged for this disposal. (A)
- 7.93 In relation to term 7.91c above, you must return your keys to us before 12 noon on the day you leave. On Sundays or Bank Holidays, the keys should be returned on the next working day. The keys must be left at a place that we have advised is acceptable to leave your keys (A)
- 7.94 You must give us vacant possession, *i.e.* you must not leave anybody else living in your home when you move out. (A)
- 7.95 You must pay for repair or replacement if damage has been caused deliberately or by your own neglect. You will not have to pay for normal fair wear and tear. (A)

7.96 You must remove any improvements or alterations you have made without our written consent. You must return your home to how it was before you made these improvements or alterations. If you do not, we may do the work and charge you for it. (A)

8. COURT PROCEEDINGS

8.1 If the court makes an order requiring you to give up possession of the dwelling on

a date specified in the order, this contract ends:

- a. if you give up possession of the dwelling on or before that date, on that date,
- b. if you give up possession of the dwelling after that date but before the order for possession is executed, on the day on which you give up possession of the dwelling, or
- c. if you do not give up possession of the dwelling before the order for possession is executed, when the order for possession is executed. (F)

8.2 Term 8.3 applies if:

- a. it is a condition of the order that we must offer a new contract in respect of the same dwelling to one or more joint contract-holders (but not all of them), and
- b. that joint contract-holder (or those joint contract-holders) continues to occupy the dwelling on and after the occupation date of the new contract. (F)

8.3 This contract ends immediately before the occupation date of the new contract. (F)

9. WRITTEN STATEMENTS AND THE PROVISION OF INFORMATION

9.1 We must give you a written statement of this contract before the end of the period of 14 days starting with the occupation date. (F)

9.2 If there is a change in the identity of the contract-holder under an occupation contract, we must give the new contract-holder a written statement of the contract before the end of a 14-day period starting with:

- a. the day on which the identity of the contract-holder changes, or
- b. if later, the day on which we (or where we are joint landlord, any one of us) becomes aware that the identity of the contract-holder has changed. (F)

9.3 We may not charge a fee for any written statement provided in accordance with terms 9.1 and 9.2. (F)

9.4 You may request a further written statement of this contract at any time. (F)

9.5 We may charge a reasonable fee for providing a further written statement under term 9.4. (F)

9.6 We must give you the further written statement before the end of 14 days starting with:

- a. the day of the request, or,

b. if we charge a fee, the day on which you pay that fee. (F)

9.7 If this contract is varied we must, before the end of the period of 14 days starting with the day on which the contract is varied, give you a written statement of the term or terms varied, or a written statement of the occupation contract as varied (unless we have given notice of the variation in accordance with terms 3.8 to 3.10¹³). (F)

9.8 We may not charge a fee for providing a written statement under term 9.7. (F)

9.9 We must, before the end of the period of 14 days starting with the occupation date, give you notice of an address to which you may send documents that are intended for us. (F)

9.10 The landlord has given you notice of an address at terms 1.10 (key matters) and 2.4 of this contract. (A)

9.11 If there is a change in the identity of the landlord, the new landlord must, before the end of the period of 14 days starting with the day on which they become the landlord, give you notice of the change in identity and of an address to which you may send documents that are intended for the new landlord. (F)

¹³ I.e. variation of rent pursuant to section 123 of the Act.

9.12 If the address to which you may send documents that are intended for us changes, we must, before the end of the period of 14 days starting with the day on which the address changes, give you notice of the new address. (F)

9.13 If we fail to comply with an obligation under terms 9.9 and 9.11 to 9.12, we are liable to pay you compensation under section 87 of the Act.¹⁴ (F)

9.14 The compensation is payable from the first day of the period before the end of which the landlord was required to give the notice ("relevant date") and every day after the relevant date until:

- a. the day on which we give the notice in question, or
- b. if earlier, the last day of the period of two months starting with the relevant date. (F)

9.15 Interest on the compensation is payable if we fail to give you the notice on or before the day referred to in term 9.14b. The interest starts to run on the day referred to in term 9.14b, at the rate prevailing under section 6, Late Payment of Commercial Debts (Interest) Act 1998 at the end of that day. (F)

Written statement addressing the secure contract arising at the end of this introductory standard contract

9.16 The secure contract addressed in a relevant written statement (set out at Schedule F) may be varied by agreement between us and you before the occupation date of the secure contract, subject to sub-terms a to d below.

- a. Section 108(1) to (5) of the Act (Limit on variation) apply in relation to such a variation.
- b. Sections 109(1) to 109(3) and 110 of the Act (written statement of variation) apply in relation to such a variation.
- c. Section 104(1) to (3) (or as the case may be) section 105 (1)(b) and (2) to (4)

- of the Act applies in relation to a variation of the rent or other consideration which is to be payable under the secure contract.
- d. Sections 104(3)(a) and 105(4)(a) of the Act, as applied by sub-term c above, are to be read as if for “any date” there were substituted “the occupation date of the secure contract, or a later date”. (MF)

10. VARIATION

10.1 This contract may not be varied except:

- a. in accordance with sections 133 to 125 of the Act (see terms 3.8 to 3.10 (variation of rent), variation of other consideration,¹⁵ and 10.3 (variation of terms other than rent)); (F) or
- b. by or as a result of an enactment. (MF)

10.2 A variation of this contract (other than by or as a result of an enactment) must be in accordance with terms 10.4 to 10.8. (MF)

¹⁴ The amount of compensation payable in respect of a particular day is equivalent to the amount of rent payable under the contract in respect of that day. Under this contract, the rent is payable weekly and so the amount payable in respect of a single day is the appropriate proportion of the rent payable in respect of the period in which that day falls.

¹⁵ There are no terms which deal with this within this contract because “other consideration” is not paid in accordance with this contract.

10.3 The fundamental terms, supplementary terms and additional terms of this contract may be varied (subject to terms 10.4 to 10.8) by agreement between us and you. (F)

10.4 The fundamental terms of this contract set out in term 10.5, may not be varied (except by or as a result of an enactment). (MF)

10.5 The fundamental terms to which term 10.4 applies are:¹⁶

- a. terms 3.25 to 3.28 (requirement to use deposit scheme),
- b. terms 5.1 to 5.5 (anti-social behaviour and other prohibited conduct),
- c. terms 4.22 to 4.25 (joint contract-holder ceasing to be a party to the occupation contract),
- d. terms 7.1 to 7.2 (permissible termination),
- e. term 7.15 to 7.18 (death of sole contract-holder),
- f. term 7.19 (possession claims),
- g. term 7.41 (false statement inducing - landlord to make contract to be treated as breach of conduct),
- h. terms 7.67 – 7.86 (restrictions on giving landlord’s notice: breach of statutory obligations),
- i. term 9.16 (variation of secure contract addressed in written statement of introductory standard contract), and
- j. terms 10.1b, 10.2 and 10.4 to 10.8. (MF)

10.6 A variation of any other fundamental term (other than by or as a result of an enactment) is of no effect:

- a. unless as a result of the variation:
 - i. the fundamental provision which the term incorporates is incorporated without modification, or

- ii. the fundamental provision which the term incorporates is not incorporated or is incorporated with modification, but the effect of this would be that your position is improved;
- b. if the variation (regardless of whether it is within term 10.6a would render the fundamental term incompatible with one of the fundamental terms mentioned in term 10.5. (MF)

10.7 A variation of a term of this contract is of no effect if it would render a term of this contract incompatible with a fundamental term (unless that fundamental term is also varied in accordance with terms 10.4 to 10.8 in a way that would avoid the incompatibility). (MF)

10.8 Term 10.7 does not apply to a variation made by or as a result of an enactment. (MF)

11. Other matters

Right to information

¹⁶ See section 127 of the Act.

11.1 You have a right to information about us, the terms of this contract, our repairing obligations, our policies and procedures on contract-holder consultation, housing allocation and transfers, and our performance as your landlord. (A)

Data Protection

11.2 As your landlord, we hold and process personal data, including sensitive data that you or a third party may have provided or will provide in the future to enable us to perform our functions. In many instances we rely on performance of a contract to process this information but there may be occasions when we rely on another lawful basis to process this data, including your consent. Additional information on the information that we may process, our lawful basis for doing so and your rights as a data subject can be found in our privacy notice which can be found on our website. Please contact our Customer Service Team if you would like us to send you a copy. (A)

Right to consultation

11.3 We will consult you on matters affecting your home and your contract (including any changes in law that may affect the contract) before making changes in matters of housing management or maintenance which are likely to have a substantial effect on your contract, for example, we will consult you about substantial modernisation or improvement work that is planned for your home or your local area. (A)

Housing management

11.4 We will provide you with information on our housing management policies as required by guidance issued by the Welsh Assembly Government. (A)

11.5 If you want to see your personal housing files, please contact us in writing. (A)

Complaints

11.6 We shall establish a procedure for dealing with complaints raised by you on any matter arising from this contract. The procedure shall operate in accordance with the Welsh Assembly Government requirements and guidance as laid down from time to time. We shall provide you with details of the scheme at the beginning of the contract and inform you of any changes.

If you are still dissatisfied after the complaint's procedure has been exhausted, you have the right to refer the matter to the Public Services Ombudsman for Wales. (A)

SCHEDULE A – Estate management grounds for possession

Ground A (building works)

The landlord intends, within a reasonable time of obtaining possession of the dwelling -

- (a) to demolish or reconstruct the building or part of the building comprising the dwelling, or
- (b) to carry out work on that building or on land treated as part of the

dwelling, and cannot reasonably do so without obtaining possession of the

dwelling. **Ground B (redevelopment schemes)**

This ground arises if the dwelling satisfies the first condition or the second condition.

The first condition is that the dwelling is in an area which is the subject of a redevelopment scheme approved in accordance with Part 2 of this Schedule, and the landlord intends within a reasonable time of obtaining possession to dispose of the dwelling in accordance with the scheme.

The second condition is that part of the dwelling is in such an area and the landlord intends within a reasonable time of obtaining possession to dispose of that part in accordance with the scheme, and for that purpose reasonably requires possession of the dwelling.

Ground C (charities)

The landlord is a charity and the contract-holder's continued occupation of the dwelling would conflict with the objects of the charity.

But this ground is not available to the landlord ("L") unless, at the time the contract was made and at all times after that, the person in the position of landlord (whether L or another person) has been a charity.

In this paragraph "charity" has the same meaning as in the Charities Act 2011 (c. 25) (see section 1 of that Act).

Ground D (dwelling suitable for disabled people)

The dwelling has features which are substantially different from those of ordinary dwellings and which are designed to make it suitable for occupation by a physically disabled person who requires accommodation of a kind provided by the dwelling and -

- (a) there is no longer such a person living in the dwelling, and
- (b) the landlord requires the dwelling for occupation by such a person (whether alone or with members of that person's family).

Ground E (housing associations and housing trusts: people difficult to house)

The landlord is a housing association or housing trust which makes dwellings available only for occupation (whether alone or with others) by people who are difficult to house, and -

- (a) either there is no longer such a person living in the dwelling or a local housing authority has offered the contract-holder a right to occupy another dwelling under a secure contract, and
- (b) the landlord requires the dwelling for occupation by such a person (whether alone or with members of that person's family).

A person is difficult to house if that person's circumstances (other than financial circumstances) make it especially difficult for him or her to satisfy his or her need for housing.

Ground F (groups of dwellings for people with special needs)

The dwelling constitutes part of a group of dwellings which it is the practice of the landlord to make available for occupation by persons with special needs and—

- (a) a social service or special facility is provided in close proximity to the group of dwellings in order to assist persons with those special needs,
- (b) there is no longer a person with those special needs living in the dwelling, and
- (c) the landlord requires the dwelling for occupation by a person who has those special needs (whether alone or with members of his or her family).

Ground G (reserve successors)

The contract-holder succeeded to the occupation contract under section 73 as a reserve successor (see sections 76 and 77), and the accommodation comprised in the dwelling is more extensive than is reasonably required by the contract-holder.

Ground H (joint contract-holders)

This ground arises if the first condition and the second condition are met.

The first condition is that a joint contract-holder's rights and obligations under the contract have been ended in accordance with—

(a) section 111, 130 or 138 (withdrawal), or

(b) section 225, 227 or 230 (exclusion).

The second condition is that—

(a) the accommodation comprised in the dwelling is more extensive than is reasonably required by the remaining contract-holder (or contract-holders), or

(b) where the landlord is a community landlord, the remaining contract-holder does not (or the remaining contract-holders do not) meet the landlord's criteria for the allocation of housing accommodation.

Ground I (other estate management reasons)

This ground arises where it is desirable for some other substantial estate management reason that the landlord should obtain possession of the dwelling.

An estate management reason may, in particular, relate to—

(a) all or part of the dwelling, or

(b) any other premises of the landlord to which the dwelling is connected, whether by reason of proximity or the purposes for which they are used, or in any other manner.

SCHEDULE B

This schedule deals with notices as set out in terms 2.1 to 2.4 of this contract and gives an explanation of sections 236 and 237 of the Act as at the date of this contract. It does not replicate the precise wording of the Act. You should also note that the law may change after the date this contract is agreed and so you should always refer to the Act.

Any notice or other document (including a copy of a document) required or authorised to be given or made or because of the Act must be in writing and may need to be a prescribed form¹⁵ (or a form substantially to the like effect).

Any such notice or document may be in electronic form provided it has the certified electronic signature of each person by whom it is required to be signed or executed and it complies with any other conditions the Welsh Ministers may prescribe. Such a document will be treated as signed or executed by each person whose certified electronic signature it has.

If a notice or document in electronic form is authenticated by a person as agent, it is to be regarded as authenticated by that person under the written authority of that person's principal.

The giving of any notification and/or document (including any notice or a copy of a document) may be carried out as follows.

- a. By delivering it to the person; or,
- b. by leaving it at, or posting it to: (i) the person’s last known residence or place of business; or, (ii) any place specified by the person as a place where a person may be given notifications or documents; or, (iii) the dwelling under this occupation contract (if the notification or document is given to a person in that person’s capacity as a contract-holder); or,
- c. sending it to a person in electronic form so long as (i) the person has indicated a willingness to receive the notification or document electronically; (ii) the text is received by the person in legible form; and (iii) the text is capable of being used for subsequent reference.

Where a notification or document is left in any of the places mentioned in 4 above, it is to be treated as having been given at the time at which it was left at that place.

Any notification or document may be given to a body corporate by being given to the secretary or clerk of that body.

SCHEDULE C – Service Charges

Please list services here

SCHEDULE D – ARREARS / CREDIT / DEBIT (IF APPLICABLE)

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SCHEDULE E – UNINCORPORATED FUNDAMENTAL AND SUPPLEMENTARY TERMS

1. No fundamental terms have been left out of this contract.
2. The following supplementary term has been left out of this contract:

(1) subject to paragraph (2), the contract-holder may transfer the occupation contract if the landlord consents.

(2) in the case of secure contracts, paragraph (1) applies to transfers not otherwise covered by sections 3 to 83 of the Act (succession).

(regulation 24, The Renting Homes (Supplementary Provisions) (Wales) Regulations 2022

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SCHEDULE F – TERMS OF THE SECURE CONTRACT THAT MAY ARISE AT THE END OF THE INTRODUCTORY PERIOD

Written statement of a Secure Occupation Contract

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ABOUT YOUR CONTRACT (explanatory information)

This contract is a legal agreement setting out the rights and responsibilities of Monmouthshire Housing Association Limited (as your landlord) and of you (as the contract-holder). The dwelling that is the subject of this contract is held by a charity that is an exempt charity.

Explanatory Information about the Written Statement

XXVII. This section contains prescribed information about the written statement in accordance with section 32(4) of the Renting Homes (Wales) Act 2016 and the Renting Homes (Explanatory Information for Written Statements of Occupation Contracts) (Wales) Regulations 2022.

The written statement of your occupation contract

XXVIII. This is a written statement of your occupation contract. It sets out the rights and responsibilities of you and your landlord. Your occupation contract is made under the Renting Homes (Wales) Act 2016 (“the Act”). The occupation contract is between the contract-holder (“you”) and the landlord (“your landlord”).

XXIX. You should read the terms of this written statement carefully to ensure you fully understand them, and that you are content that the terms reflect the modifications or additional terms agreed between you and your landlord. You should keep this written statement safe, as you may need to refer to it in the future.

XXX. Your written statement can be provided electronically if you agree to receive it in an electronic form.

XXXI. You must be given the written statement of your occupation contract within 14 days of the occupation date (the day on which you are entitled to begin occupying the dwelling). Where your occupation contract has been converted from an existing tenancy or licence prior to the implementation of the Act, you must be given the written statement within six months of the date it converted to an occupation contract.

XXXII. If you are not given the written statement within the required time period, for each day it is late, your landlord may be liable to pay you compensation equivalent to a day’s rent for each day the written statement is not provided, up to a maximum of two months’ rent (unless the landlord’s failure to provide a written statement was intentional).

Meaning of words used¹⁷

XXXIII. The ‘occupation date’ of an occupation contract is the day on which you are entitled to begin occupying the dwelling.

XXXIV. The ‘key matters’ in an occupation contract means the following information:

- h. the address of the dwelling;
- i. the occupation date;
- j. the amount of rent (or other consideration); and,

- k. the rental period (i.e. the length of time in respect of which rent must be paid, such as weekly or monthly).

xxxv. Your secure contract is periodic, and continues from one rental period to the next (as referred to in the key matters within the written statement).

¹⁷ See also section B of this contract.

Terms of your occupation contract: fundamental, supplementary and additional terms

XXXVI. 'Fundamental terms' are provisions of the Act (or of any other enactment that the Welsh Ministers specify are fundamental terms) that are automatically incorporated as terms of your occupation contract. Some of the fundamental provisions cannot be omitted or modified and must reflect the wording in the Act, apart from editorial changes. Other fundamental provisions can be omitted or modified subject to the agreement of you and your landlord, but only if doing so improves your position.

XXXVII. 'Supplementary terms' are provisions (set out in regulations made by Welsh Ministers) which are also automatically incorporated as terms of the occupation contract, unless:

- c. the supplementary terms are omitted or modified. Supplementary terms can be omitted or modified, subject to the agreement of you and your landlord, either to improve your position or that of your landlord, provided that the omission or modification would not make a supplementary term incompatible with a fundamental term; or
- d. the occupation contract has been converted from an existing tenancy or licence made prior to the implementation of the Act.

XXXVIII. If any fundamental or supplementary provisions have not been incorporated as terms of the occupation contract, such provisions are identified within schedule F to this contract.

XL. 'Additional terms' are agreed by you and your landlord if they are included in your occupation contract. They can cover any matter provided, they do not conflict with a key matter, a fundamental term or a supplementary term.

XLI. Any additional term, or modification to a supplementary term, that is incorporated in the occupation contract is not binding on you if it is an unfair term under section 62 (requirement for contract terms and notices to be fair) of the Consumer Rights Act 2015.

Features of fundamental, supplementary and additional terms where your occupation contract has been converted from an existing tenancy or licence made prior to the implementation of the Act

XLII. Where the occupation contract has been converted from an existing tenancy or licence made prior to the implementation of the Act, existing terms of the contract which were already agreed by you and your landlord prior to the conversion are additional terms. These terms will continue to have effect except where they are incompatible with a fundamental term provision incorporated as a term of the occupation contract.

XLIII. Supplementary terms that are incompatible with terms of the existing tenancy or licence prior to its conversion to an occupation contract will not be incorporated into the occupation contract.

- XLIV. If your occupation contract has been converted from an existing tenancy or licence made prior to the implementation of the Act, once your landlord has given you a written statement of occupation contract:
- c. certain fundamental terms can be omitted or modified subject to the agreement of you and your landlord, but only if doing so improves your position; and
 - d. supplementary terms can be omitted or modified subject to the agreement of you and your landlord, either to improve your position or that of your landlord, provided that the omission or modification would not make the supplementary term incompatible with a fundamental term.

Your rights and responsibilities

- XLV. You have important rights relating to how you can use the dwelling, although some of these rights are subject to obtaining your landlord's consent.
- XLVI. A succession right may apply to someone who lives in the dwelling with you if you die.
- XLVII. You can be held responsible for any anti-social behaviour or other prohibited conduct of anyone who lives in or visits the dwelling. Anti-social behaviour or other prohibited conduct can include excessive noise, verbal abuse, physical assault and domestic abuse (including physical, sexual, psychological, emotional or financial abuse).
- XLVIII. You must not allow the dwelling to become overcrowded by permitting more persons to live in the dwelling than the maximum number allowed. Part 10 of the Housing Act 1985 (overcrowding) provides the basis for determining the maximum number of people to live in the dwelling.
- XLIX. You cannot be evicted without a court order, unless you abandon the dwelling.
- L. Before the court can make a possession order, your landlord must demonstrate that the correct procedures have been followed and that at least one of the following is satisfied:
- e. you have broken one or more terms of the contract (which include: failure to pay rent, engaging in or threatening to engage in anti-social behaviour or other prohibited conduct, or failing to take proper care of the dwelling) and it is reasonable to evict you; or
 - f. your landlord needs to move you, and one of the estate management grounds under section 160 of the Act applies, suitable alternative accommodation is, or will be, available when the order takes effect and it is reasonable to evict you.

Issues with the dwelling and disputes

- LI. If you have an issue with the dwelling, you should first contact your landlord to try and resolve it, but if this is not successful, then advice agencies (e.g. Citizens Advice Bureau or Shelter Cymru) or independent legal advisors may be able to assist.
- LII. Disputes regarding the terms of your occupation contract may be determined in the county court.

Further information about occupation contracts

- LIII. More information about occupation contracts, including dispute resolution, can be found on the website provided by the Welsh Government, from advice agencies (e.g. Citizens Advice Bureau or Shelter Cymru), or from independent legal advisors.

DEFINITIONS¹

Unless otherwise stated, all references to ‘the contract’ relate to this document, which is a secure occupation contract (converted) under the Renting Homes (Wales) Act 2016 and associated legislation. Where the following term appear in this contract, they have the following meanings.

The Act

Any reference to “the Act” herein means the Renting Homes (Wales) Act 2016 as enacted and, where relevant, as amended.

Additional terms

Any term which is not a key matter, fundamental term or supplementary term. Any additional term must be compatible with any key matter, fundamental or supplementary term to have effect.

Additional terms are marked with an “(A)” in this contract.

Basic residence condition

A person meets the basic residence condition if throughout the period of 12 months ending with the contract-holder’s death:

- a. he or she occupied the dwelling, or
- b. he or she lived with the contract-holder (if the contract-holder was a priority successor in relation to the occupation contract, this reference to the contract-holder include the person the contract-holder succeeded).

Carer

A person who:

- a. provides or intends to provide a substantial amount of care for another person on a regular basis, and
- b. does not provide or will not provide that care because of a contract of employment or other contract with any person.

A person does not provide care because of a contract merely because he or she is given board or lodging or because he or she may become qualified to succeed as a reserve successor.

Common parts

Any part of a building comprising that dwelling, and any other premises (including any other dwelling), which the contract-holder is entitled under the terms of the contract to use in common with others.

Contract-holder

An individual with the right to occupy a dwelling as a home under an occupation contract pursuant to section 7 of the Act.

Convention Rights

“Convention rights” (“*hawliau Confensiwn*”) has the same meaning as in the Human Rights Act 1998 (c.

Dealing

For the purpose of this contract “dealing” includes:

- a. creating a tenancy, or creating a licence which confers the right to occupy the dwelling;
- b. transferring; and/or
- c. mortgaging or otherwise charging.

Enactment

An enactment (whenever enacted or made, unless the contrary intention appears) comprised in, or in an instrument made under an Act of Parliament, or a Measure or an Act of the Senedd Cymru, or Regulations made by the Welsh Ministers.

Family member condition (succession)

A person who is the contract-holder’s parent, grandparent, child, grandchild, brother, sister, uncle, aunt, nephew or niece.

Family property order

For the purposes of this contract and the Renting Homes (Wales) Act 2016, a “family property order” is an order under:

- h. section 24, Matrimonial Causes Act 1973;
- i. section 17 or 22, Matrimonial and Family Proceedings Act 1984;
- j. paragraph 1, schedule 1, Children Act 1989;
- k. schedule 7, Family Law Act 1996;
- l. part 2, schedule 5, Civil Partnership Act 2004;
- m. paragraph 9 or 13, schedule 7, Civil Partnership Act 2004; or
- n. an order under schedule 1 (as it continues to have effect because of schedule 9, Family Law Act 1996), Matrimonial Homes Act 1983.

Fundamental term

A provision under the Renting Homes (Wales) Act 2016 which is automatically included as a term of all occupation contracts or of specified occupation contracts.

Under the Act, some fundamental terms can be modified or excluded if it is agreed between the landlord and the contract-holder, but only if it improves the contract-holder’s position. These sorts of fundamental terms are marked with an “(F)” in this occupation contract.

Other fundamental terms cannot be modified or excluded even if the landlord and contract-holder agree, although ‘editorial’ changes – modifications to the wording of the terms which don’t change the substance of the term in any way – are allowed. These sorts of terms are marked with an “(MF)” in this occupation contract.

Key matters

The dwelling; the occupation date; the amount of rent or other consideration; and rental periods. These are set out in section 1 of this occupation contract.

Lack of care

A failure to take proper care of the dwelling, or if the dwelling forms part only of a building, of the common parts that the contract-holder is entitled to use under the occupation contract.

Lodger

A person lives in a dwelling as a lodger if the tenancy or licence under which he or she occupies

the dwelling falls within paragraph 6 of Schedule 2 of the Act (accommodation shared with landlord), except if that person is given notice under paragraph 3 of Schedule 2 that his or her tenancy or licence is an occupation contract.

Members of a family

A person is a member of another's family if:

- a. he or she is the spouse or civil partner of that person,
- b. he or she and that person live together as if they were spouses or civil partners, or
- c. he or she is that person's parent, grandparent, child, grandchild, brother, sister, uncle, aunt, nephew or niece.

Permitted occupier

A person is a permitted occupier of a dwelling subject to an occupation contract if he or she lives in the dwelling as a lodger or sub-holder of the contract-holder, or he or she is not a lodger or sub-holder but is permitted by the contract-holder to live in the dwelling as a home.

Prohibited conduct

Conduct of the contract-holder prohibited by section 55 of the Act and terms 5.1 to 5.5 of this contract. Behaviour which potentially breaches these terms is wide ranging and can include excessive noise, verbal abuse and physical assault. Prohibited conduct may also include domestic abuse (including physical, sexual, psychological, emotional or financial abuse).

Priority Successor

A person is a priority successor of the contract-holder if:

- a. he or she is the spouse or civil partner of the contract-holder, or lives together with the contract-holder as if they were spouses or civil partners, and
- b. he or she occupied the dwelling as his or her only or principal home at the time of the contract-holder's death.

But no person is a priority successor of the contract-holder if the contract-holder was a priority successor in relation to the occupation contract.

Reserve Successor: carer

A person is a reserve successor of the contract-holder if he or she is not a priority successor of the contract-holder and:

- a. he or she meets the carer condition,
- b. he or she occupied the dwelling as his or her only or principal home at the time of the contract-holder's death, and
- c. he or she meets the carer residence condition.

A person meets the carer condition if at any time in the period of 12 months ending with the contract-holder's death he or she was a carer in relation to:

- a. the contract-holder, or
- b. a member of the contract-holder's family who, at the time the care was provided, lived with the contract-holder (if the contract-holder was a priority successor in relation to the occupation contract, the references to the contract-holder here include the person the contract-holder succeeded).

A person meets the carer residence condition if:

- a. he or she meets the basic residence condition, and

- b. at the time of the contract-holder's death there was no other dwelling which the person was entitled to occupy as a home.

Reserve Successor: family member

A person is a reserve successor of the contract-holder if he or she is not a priority successor of the contract-holder and:

- a. he or she meets the family member condition,
- b. he or she occupied the dwelling as his or her only or principal home at the time of the contract-holder's death, and
- c. if he or she meets the family member condition, he or she also meets the basic residence condition.

A person meets the family member condition if he or she is a member of the contract-holder's family (if the contract-holder was a priority successor in relation to the occupation contract, this reference to the contract-holder include the person the contract-holder succeeded).

A person meets the basic residence condition if throughout the period of 12 months ending with the contract-holder's death:

- a. he or she occupied the dwelling, or
- b. he or she lived with the contract-holder (if the contract-holder was a priority successor in relation to the occupation contract, this reference to the contract-holder include the person the contract-holder succeeded).

Repairing obligations

This has the meaning set out in section 100(2) of the Act which sets out the following:

- a. Obligations to repair (or keep or deliver up in repair), or to maintain, renew, construct or replace any property, and,
- b. obligations to keep any dwelling fit for human habitation however expressed, and,
- c. include a landlord's obligations under sections 91 and 92 of the Act (which in this contract are set out in terms 6.1 to 6.2 and 6.6 to 6.7).

Service charge

A charge payable in addition to the rent for services provided, for example cleaning services in communal areas.

Service installation

An installation for the supply of water, gas or electricity, for sanitation, for space heating or for heating water.

Specified service installations

An installation for the supply of water, gas or electricity or other fuel (if applicable) for sanitation, for space heating or for heating water.

Supplementary term

A provision set out in regulations made by the Welsh Ministers under the provisions of the Renting Homes (Wales) Act 2016 which may be automatically included as a term of all occupation contracts or of specified occupation contracts. Supplementary terms are marked with "(S)" in this occupation contract.

Further explanations

The words contained in this agreement referring to or implying a single number also include

reference to more than one and vice versa.

Save where this contract refers to 'the Act' as defined, any reference in this contract to an Act of the National Assembly for Wales or Parliament refers to that Act as it applies at the date of this contract and any later amendment or re-enactment of it.

Where term 1.11 of the key and other matters refers to an annex, any additional definitions contained within that annex also apply.

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1. KEY AND OTHER MATTERS

The following terms set out the key matters and other information in relation to this secure occupation contract

1.1 This contract is between: **Awen Housing Group** ('we' 'us' and/or 'our')

and

The parties to this secure contract are the same as the parties to the Standard Contract immediately before this secure contract arose. ('the contract-holder(s)' and/or 'you')

1.2 **Awen Housing Group** is a community landlord as defined in section 9 of the Act.

1.3 In the case of joint contract-holders, the term 'contract-holder' or 'you' applies to each and every joint contract-holder and the names of all joint contract-holders should be written above.

1.4 Each contract-holder individually has the full responsibilities and rights set out in this contract.

1.5 This contract relates to ('the dwelling'). The roof and air space above the dwelling is excluded from this occupation contract; however we will still be responsible for repairs and maintenance of the roof.

1.6 The dwelling consists of . The maximum number of people allowed to live at your home is .

Other people living with you

Name	Relationship to contract-holder

1.7 The initial weekly rent for the dwelling at the start of this contract is the amount payable under the introductory standard contract which ended immediately before this secure contract arose. That will be an amount set out in a rent increase notice sent to you in January.

1.8 You have not paid a deposit.

1.9 The occupation date of this contract is the day immediately after the introductory standard contract ended.

1.10 The landlord's contact details are as follows.

d. Post: **Nant y Pia House, Mamhilad Technology Park, Mamhilad, Monmouthshire, NP4 0JJ**

e. Telephone 0345 677 2277

f. Email customerservices@awenhomes.co.uk

1.11 The landlord included an Annex of additional terms within your sign-

up pack. Where an Annex of additional terms has been included it is incorporated as terms into this occupation contract from the start of this contract.

Signatures

By signing below, you are agreeing to the terms of this contract:

Contract-holder(s)-

Signed:

Print

name:

Date:

Signed:*

Print

name:

Date:

*if joint contract-holders delete if not required

On behalf of the Landlord:

Signed:

Print

name:

Date:

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The fundamental and supplementary terms of this secure contract are set out in this Part. Fundamental terms that cannot be left out of this contract or amended in a way that changes their substance in any way have (MF) added after the term. Fundamental terms that can be left out or changed if you and we agree and it improves your position have (F) added. Supplementary terms have (S) added. Additional terms have (A) added.

Any fundamental or supplementary terms which have been left out of or amended in this contract are detailed in Schedule F.

Where a term refers to the contract-holder, this contract usually uses “you” instead of “the contract-holder”. Similarly where a term is referring to something belonging to the contract-holder, it usually uses “your” rather “the contract-holder”. Likewise, where a term refers to the landlord, “we” or “us” is usually used, as is “our” when referring to something that belongs to us.

Footnotes do not form part of the terms of this contract but have been included where that is helpful.

2. NOTICES

2.1 Any notice, statement or other document required or authorised to be given or made by this contract must be in writing. (F)

2.2 Sections 236 and 237 of the Act make further provision about form of notices and other documents, and about how to deliver or otherwise give a document required or authorised to be given to a person by or because of the Act.¹⁸ (F)

2.3 You agree that the provisions of the Act referred to at term 2.2 will also apply as to how any document or notice related to this contract, whether required to be given under the Act or otherwise, may be given or delivered to you. (A)

2.4 This term gives you notice that our address for receiving legal notices, and any other communication arising from this contract, is: (A)

**Awen Housing Group, Nant Y Pia House, Mamhilad
Technology Park, Monmouthshire, NP4 0JJ**

2.5 You may also serve any legal notice or other communication on us electronically at consent@awenhomes.co.uk (A)

2.6 In relation to any request for our written consent as required under this contract, you can send such a request to us at consent@awenhomes.co.uk (A)

¹⁸ Although reference should be made to sections 236 and 237 of the Act at schedule B of this contract we have included wording so as to reflect the nature of those provision. For the avoidance of doubt, schedule B is for clarification and explanation and is not a fundamental, supplementary or additional term.

3. PAYMENTS FOR YOUR HOME

Payment of rent and other charges

- 3.1 You must pay the rent, service and other charges in the sum and by the dates set out in term 1.7 and Schedule D, unless said sum of payment dates are varied in accordance with this contract, in which case you must pay you rent in the sums and by the payment dates as varied. (A)
- 3.2 The payment of rent and service and other charges is due in advance on the Monday of each week (if you are to pay your rent and other charges weekly) or month (if you are to pay you rent and other charges monthly) but you can pay in advance every two weeks or every four weeks if you prefer. (A)
- 3.3 You must pay your rent on time. If you do not pay your rent on time, or continue to pay it late, we may take you to court to evict you from your home. (A)
- 3.4 If we accept rent and service charges at any time, this does not mean that we have agreed to vary your obligation to pay rent and service charge in line with term 3.1 above. (A)
- 3.5 If you are a joint contract-holder, you are responsible for all the rent and for any rent arrears. We can recover all rent arrears owed for your home from any individual joint contract-holder. (A)
- 3.6 If you have difficulty paying your rent, you should contact us immediately. (A)

Receipt of rent

- 3.7 Within 14 days of a request from you, we must provide you with written receipt of any rent paid under the contract. (S)

Variation of rent

- 3.8 We may vary the rent payable under this contract by giving you a notice setting out a new rent to take effect on a date specified that will be in the notice. (F)
- 3.9 The period between the day on which the notice is given to you and the date specified on which the new rent will take effect may not be less than two months. (F)
- 3.10 The first notice to vary the rent payable may specify any date as long as it complies with terms 3.8 and 3.9. Any subsequent notice to vary must specify a date which is not less than one year after the last date on which a new rent took effect. (F)

Rent arrears and advance payments

3.11 If when we grant you this contract, you have made any advance rent payments (known as credits) or have rent (or service or personal charge) arrears on your rent account for your home when this contract was granted, we will:

- c. add the amount of any credit you have to your rent account (this is known as crediting your account), or
- d. add any arrears you have to your rent account (this is known as debiting your account). (A)

3.12 By signing this contract, you are agreeing that we will treat any rent, service charge or personal charge arrears that you owe us in respect of your home before the date of this contract as arrears under this contract. (A)

Payment of arrears

3.13 If you have any rent arrears and other charges due when this contract is granted you agree to pay off those arrears by the weekly instalments shown in schedule E. If you do not make the payments we may start court proceedings to:

- (a) end this contract; or,
- (b) claim for such arrears as if this contract had not been granted. (A)

Services (where applicable)

3.14 We shall provide the services set out at schedule D for which you shall pay a service charge. (A)

3.15 With effect from the April after we become your landlord we may, after consulting the contract-holders affected, increase, add to, reduce or vary the services provided or introduce new services. Any such changes may either require you to pay a new service charge or affect the amount of service charge you pay.

Notice of any change in the amounts charged for services will be given to you at least one month before any change is made.

Unless there is a change in the service provided, the service charge will not change more than once a year. (A)

3.16 Each year, we will estimate the sum we are likely to spend in providing services to you over the coming year. That will be the service charge we will ask you to pay for the year. (A)

3.17 Each year, we will work out how much we have actually spent on providing services for you in the previous full financial year. If we have overcharged you, we will reduce your service charge for the coming year. If we have undercharged you, we will increase your service charge. (A)

3.18 We will give you a certificate showing what is included in your service charge. When you receive your certificate you have the right, within six months of receiving it, to examine the service charge accounts, receipts and other documents relating to them

and to take copies or extracts from them. We may make a small charge to cover the cost of any copying. (A)

- 3.19 We can only make reasonable service charges and the services or work we do must be of a reasonable standard. If you believe that your service charge is unreasonable (in terms of the amount charged or standard of work) you may be able to apply to the Leasehold Valuation Tribunal for a decision as to what is reasonable.

We will act reasonably in varying your rents and service charges and will take account of legal requirements and any requirements of the Welsh Assembly Government. (A)

Outgoings

- 3.20 You agree to meet all outgoing applying to your home including council tax, water charges and electric and other costs whether metered or billed, except where these charges are paid by us and passed on to you. If so they will be set out in a separate Personal Charges Agreement. (A)
- 3.21 If you pay us personal charges such as water, heating, electricity or alarm charges for your home, these will be set out in a separate Personal Charges Agreement which you must sign. It sets out your obligation to pay these charges. Any breach of the Personal Charges Agreement will be treated as a breach of this contract. (A)

Benefits relating to your home

- 3.22 If you are in receipt of housing benefit or universal credit (or any future benefit relating to payments towards your home) and your circumstances change altering your entitlement to such benefits, you must inform Monmouthshire County Council or the relevant benefit authority and us immediately. We may recover from you any overpayment which is lawfully recoverable. (A)
- 3.23 We must not prohibit you from claiming welfare benefits⁵. (F)

Security and deposit⁶

- 3.24 We may not require security (which includes a deposit) to be given in any form other than:
- a. money; or,
 - b. a guarantee. (F)
- 3.25 If you pay a deposit under this contract (or another person pays a deposit on your

5 The meaning of "Welfare benefits" is set out in s8J of the Renting Homes (Fees, Discrimination etc) (Wales) Act 2019. It will include most social security benefits such as Universal Credit, Employment and Support Allowance, Jobseekers Allowance, Personal Independence Payments, Carers and Attendance Allowances, Pension Benefits, Tax Credits, Housing Benefit and Council Tax reduction.

6 As set out in section 1: Key matters, there is no deposit payable under this contract. The provisions below, therefore, do not apply but have to be included as a mandatory fundamental term of the Act which cannot be left out of the contract

behalf), the deposit must be dealt with in accordance with an authorised deposit scheme. (MF)

- 3.26 Before the end of the period of 30 days starting with the day on which the deposit is paid, we must:
- comply with the initial requirements of an authorised deposit scheme; and,
 - give you (and any person who has paid the deposit on your behalf) the required information. (MF)

- 3.27 The required information is such information as may be specified by the Welsh Ministers in regulations in accordance with section 45, the Act, relating to:

- the authorised deposits scheme which applies; and,
- our compliance with the initial requirements of the scheme; and,
- the operation of Chapter 4, Part 3, the Act (Deposits and Deposit Schemes), including your rights (and the rights of any person who has paid the deposit on your behalf in relation to the deposit. (MF)

4. USING AND LIVING IN YOUR HOME

Our responsibilities - possession

- 4.1 We agree to give you possession of your home at the start of the contract. (A)
- 4.2 We may not, by any act or omission, interfere with your right to occupy the dwelling. (F)
- 4.3 We do not interfere with your right to occupy the dwelling:
- by reasonably exercising our rights under this contract; and/or
 - because of a failure to comply with repairing obligations. (F)
- 4.4 We are to be treated as having interfered with your right if a person who
- acts on our behalf, or
 - has an interest in the dwelling, or part of it, that is superior to our interest, interferes with your right by any lawful act or omission. (F)
- 4.5 If you do not use your home as your only or principal home, or if you do not tell us when you will be absent from your home as required by term 4.17, we may start proceedings to end your contract. (A)

Your rights - lodgers

- 4.6 You may allow persons to live in the dwelling as lodgers. (F)
- 4.7 You must tell us on our request of the name, age and gender of the intended lodger and of the accommodation they will occupy. (A)
- 4.8 (a) You may permit a person who has not reached the age of 18 to live in or visit the dwelling.

- (b) We may not interfere with or restrict the exercise of your right under 4.8(a) unless the interference or restriction is a proportionate means of achieving a legitimate aim⁷.
(F)

Your rights – permitted number of occupiers

4.9 You should ensure your home does not become overcrowded (please see explanatory notes at XXI) by allowing more than the maximum number of people to live at your home. The maximum number of people you can have living at your home is set out in section 1 (Key and other matters) of this contract. (A)

Your rights – sub-letting

4.10 You may permit persons who are not lodgers or sub-holders to live in the dwelling as a home. (S)

4.11 You may only sub-let part of your home if you have prior written consent. We may make the consent subject to reasonable conditions although we will not unreasonably withhold it. Subletting means that someone who lives with you (but was not part of your household when you first moved in) pays you rent to have exclusive right to part of your home. They will usually do their own cooking and cleaning. (A)

4.12 You must not sub-let the whole of your home. (A)

Your responsibilities - possession

4.13 You must take possession of your home at the start of your contract and continue to occupy it. You must not part with possession of the whole of your home. (A)

Your responsibilities – use of your home

4.14 You, or, where there are joint contract-holders, at least one of you, must occupy the dwelling as your only or principal home during the term of the occupation contract. (S)

4.15 You must not carry on or permit any trade or business at the dwelling without our consent. (S)

4.16 If our consent is sought under term 4.15, such consent will not to be unreasonably withheld. (A)

4.17 If we give you our consent under terms 4.15 and 4.16 to run a business from your home, we may regularly review our decision. We may withdraw our consent if your business causes a nuisance or damage to property. (A)

Your responsibilities – absence from your home

4.18 If you become aware that the dwelling has been or will be unoccupied for 28 or more consecutive days, you must notify us as soon as reasonably practicable. (S)

⁷ You may not be able to permit a person under 18 to live in the dwelling in some situations. For example we would not allow it if you are living in a housing scheme specifically designated for older people or if the dwelling would become overcrowded as a result. Please contact us for further information.

4.19 When you are away from your home, you are required to ensure the property is left secure. (A)

Adding or removing a person to or from this contract

4.20 You, as the contract-holder, and another person may, with our consent, make that person a joint contract-holder under the contract. (F)

4.21 If a person is made a joint contract-holder he or she or they become entitled to all the rights and subject to all the obligations of a contract-holder under the contract from the day on which he or she or they becomes a joint contract-holder. (F)

4.22 A joint contract-holder under a secure contract may withdraw from the contract by giving a notice (a "withdrawal notice") to us. (F)

4.23 The withdrawal notice must specify the date on which you intend to cease to be a party to this contract (the "withdrawal date"). (F)

4.24 You must give a written warning to other joint contract-holders when you give the withdrawal notice to us and a copy of the withdrawal notice must be attached to the warning, except where the notice is one treated as a withdrawal notice under term 4.27 below. (F)

4.25 We must give a written warning, attaching a copy of the withdrawal notice, to the other joint contract-holders as soon as reasonably practicable after we receive the withdrawal notice. (F)

4.26 You will cease to be a party to this contract on the withdrawal date. (F)

4.27 A notice given to us by one or more (but not all) of the joint contract-holders that purports to be a notice to end the contract is to be treated as a withdrawal notice and the date specified in the notice is to be treated as the withdrawal date. (F)

4.28 The minimum period between the date on which a notice is given to us under terms 4.21 to 4.26 and the withdrawal date is one month. (S)

4.29 If a joint contract-holder dies, or ceases to be a party to this contract for some other reason, from the time he or she or they ceases to be a party, the remaining joint contract-holders are:

- a. fully entitled to all the rights under this contract, and
- b. liable to perform fully every obligation owed to us under the contract. (MF)

4.30 The joint contract-holder is not entitled to any right, or liable to any obligation, in respect of the period after he or she or they ceases to be a party to the contract. (MF)

4.31 Nothing in terms 4.29 and 4.30 above removes any right or waives any liability of the joint contract-holder accruing before he or she or they ceases to be a party to the contract. (MF)

4.32 Terms 4.29 - 4.31 above do not apply where a joint contract-holder ceases to be a party to this contract because his or her or their rights and obligations under the contract are transferred in accordance with this contract. (MF)

Transactions concerning your home

4.33 “Dealing” includes the matters set out in section B of this contract (Definitions).⁸(F)

4.34 You may not deal with this contract, the dwelling or any part of the dwelling except:

- a. in a way permitted by this contract, or
- b. in accordance with a family property order.⁴ (F)

4.35 A joint contract-holder may not deal with his or her or their rights and obligations under this contract (or with this contract, the dwelling or any part of the dwelling), except:

- a. in a way permitted by the contract, or
- b. in accordance with a family property order. (F)

4.36 If you do anything in breach of term 4.34 above, or as a joint contract-holder you do anything in breach of term 4.35 above:

- a. the transaction is not binding on us, and
- b. the contract-holder or joint contract-holder is in breach of this contract (despite the transaction not being binding on us). (F)

Transfer to potential successor⁹

4.37 You may transfer the contract to:

- a. a potential successor, or
- b. if there are two or more potential successors, all of the potential successors who wish to be included in the transfer. (F)

4.38 You may only transfer the contract under term 4.37 above if we consent. (F)

4.39 If you are a sole contract-holder a potential successor is a person who would be qualified to succeed if you died immediately before the transfer. (F)

4.40 If there are joint contract-holders a potential successor is a person who would be qualified to succeed a joint contract-holder if:

- a. the contract-holder died immediately before the transfer, and
- b. when the joint contract-holder died he or she was the sole contract-holder. (F)

Transfer to other secure contract-holders

4.41 As the landlord is a community landlord, you may transfer the contract to a person

⁸ See section 57(4) of the Act

⁹ The Act provides for statutory succession which is explained at schedule C of this contract.

who before the transfer is a contract-holder under a secure contract under which the landlord is a community landlord, and immediately before the transfer will cease to be the contract-holder under that contract. You may only transfer under this term if the landlord consents. (F)

Transfer with consent

4.42 You may transfer this contract if we consent. This term only applies to transfers not otherwise covered by sections 73 to 83 of the Act (succession¹⁰). (S)

5. YOUR RIGHTS AND OBLIGATIONS

Anti-social behaviour and other prohibited conduct

5.1 You must not engage or threaten to engage in conduct capable of causing nuisance or annoyance to a person with a right (of whatever description):

- a. to live in the dwelling subject to the occupation contract, or
- b. to live in a dwelling or other accommodation in the locality of the dwelling subject to the occupation contract. (MF)

5.2 You must not engage or threaten to engage in conduct capable of causing nuisance or annoyance to a person engaged in lawful activity:

- a. in the dwelling subject to this occupation contract, or
- b. in the locality of the dwelling. (MF)

5.3 You must not engage or threaten to engage in conduct:

- a. capable of causing nuisance or annoyance to:
 - ii. the landlord, or
 - iii. a person (whether or not employed by the landlord) acting in connection with the exercise of the landlord's housing management functions, and
- b. that is directly or indirectly related to or affects the landlord's housing management functions. (MF)

5.4 You may not use or threaten to use the dwelling subject to this occupation contract, including any common parts and any other part of a building comprising the dwelling, for criminal purposes. (MF)

5.5 You must not, by any act or omission:

- a. allow, incite or encourage any person who is living in or visiting the dwelling to act as mentioned in terms 5.1 to 5.3 (inclusive) above, or

¹⁰ See schedule C to this contract.

b. allow, incite or encourage any person to act as mentioned in term 5.4 above. (MF)

Recording others

5.6 You must not video record on any device any person (whether or not employed by the landlord) acting in connection with the exercise of the landlord's housing management functions. (A)

Roadways, vehicles and machinery

5.7 You must not keep mopeds, motorbikes or any machinery with a fuel engine inside your home or on indoor shared areas (such as entrance halls, stairs, walkways and landings). (A)

5.8 You, your family, members of your household and visitors to your home must not:

- a. park a vehicle on a footpath crossing, paved area or anywhere on your property except on a 'hardstanding' area (i.e. a driveway or paved area intended for parking), or
- b. park anywhere on our land that would obstruct emergency service vehicles and refuse collection vehicles, or
- c. park vehicles, such as caravans, motor homes, trailers and vehicles associated with employment, on gardens, driveways, paved areas around your home or on any communal parking areas on our land without our written agreement. Consent will not be unreasonably withheld, or
- d. park electric vehicles, including mobility scooters, anywhere other than a designated storage point in communal areas, or
- e. charge any electric vehicle in any place or area where it is likely to cause a health and safety risk or block access, or
- f. carry out major car repairs or park an illegal or unroadworthy vehicle on land owned by us around your home, or on any road owned by us. (A)

5.9 Car repairs must not be carried out for payment. (A)

5.10 We may arrange for the removal of any unroadworthy, abandoned or untaxed vehicle on our land and registered in your name which is in our opinion (acting reasonably), causing a nuisance. We will also charge you the cost of removing the vehicle. (A)

Security of your home

5.11 You must take reasonable steps to ensure the dwelling is secure. (S)

5.12 You may change any lock on the external or internal doors of the dwelling provided that any such changes provide no less security than that previously in place. (S)

5.13 You, your family, members of your household and visitors to your home must not interfere with security and safety equipment in shared properties. Doors should not

be jammed open and strangers should not be let in without identification. (A)

Care of your home

5.14 You are not liable for fair wear and tear to the dwelling or to fixtures and fittings within the dwelling but you must:

- a. take proper care of the dwelling, fixtures and fittings within the dwelling or to any items listed in any inventory,
- b. not remove any fixtures and fittings or any items listed in any inventory from the dwelling without our consent,
- c. keep the dwelling in a state of reasonable decorative order, and
- d. not keep anything in the dwelling that would be a health and safety risk to you, any permitted occupier, any persons visiting the dwelling or any persons residing in the vicinity of the dwelling. (S)

5.15 In relation to terms 5.14c above, you must decorate the interior of your home as often as is reasonably necessary to keep it in a state of reasonable decorative order. (A)

5.16 You must keep the dwelling (including any garden where applicable) free of excessive amounts of items or clutter which could cause trip hazards, compromise fire safety, cause damage to the structure of your home or increase the risk to other contract-holders, our housing staff or our contractors. (A)

5.17 You must keep your garden clean, tidy and maintained in an acceptable manner. This includes:

- (a) maintaining grass, low hedgerows and hedges and trees within the boundary of your home (which must be kept below 2 metres in height);
- (b) obtaining our written consent before planting any trees or large hedges; and,
- (c) not planting any trees or plants that have invasive root system. (A)

5.18 If you believe there is an invasive plant or trees species in your garden, you must report this to us as soon as is reasonably practicable. (A)

5.19 Where you reasonably believe that any fault, defect, damage or disrepair to the fixtures and fittings or items listed in any inventory is not our responsibility, you must, within a reasonable period of time, carry out repairs to such fixtures and fittings or other items listed in any inventory, or replace them. This term applies where the fault, default, damage or disrepair has occurred wholly or mainly because of an act or omission amounting to a lack of care by you, any permitted occupier or any person visiting the dwelling. (S)

5.20 If you do not undertake those repairs that are your responsibility under term 5.19, we may enter the dwelling at any reasonable time for the purpose of carrying out repairs to the fixtures and fittings or other items listed in any inventory, or replacing them. We must give you at least 24 hours' notice before entering the dwelling under this term. (S)

5.21 If you fail to comply with terms 5.14 to 5.20 then we may recharge you for any works

we incur as a result of your breach of those terms. (A)

Improvements and alterations

5.22 You must not erect, remove or make structural alterations to sheds, garages or any other structures in the dwelling without our consent. (S)

5.23 You must not erect, remove or make structural alterations to your garden without our consent. (A)

5.24 You must not install a cat flap into any front or back door without seeking our prior written consent. (A)

5.25 You have the right to put in your own improvements, alterations and additions to your home and garden including putting up a television aerial, external decoration and additions to, or alterations in, our installations, fixtures and fittings, provided that you have first obtained our prior written consent and all other necessary approvals (for example, planning permission or building regulations approval). We shall not unreasonably withhold our consent but may make it conditional upon the works being carried out to a certain standard. (A)

5.26 Failure to seek our consent or to comply with our conditions shall be a breach of your obligations under this contract. (A)

5.27 In relation to terms 5.22 to 5.25 above, where any improvements and/or alterations (for which you have been given our consent) require planning permission or Building Regulation approval (which includes installing satellite dishes), it is your responsibility to obtain the necessary approvals and/or permissions. (A)

5.28 If you make an improvement or alteration to your home without our written consent, we may tell you to return your home to how it was before. If you do not do this, we may do the work and charge you for it. (A)

5.29 If you make improvements to your property and want to take the improvements with you if you move, you will be responsible for restoring your home to its original state. (A)

5.30 If fittings (such as satellite dishes, burglar alarms and cable systems) need to be removed for repairs or improvements, you will be responsible for their removal. If you leave your home and remove equipment, you must restore your home to its original state. (A)

Notification

5.31 You must notify us as soon as reasonably practicable of any fault, defect, damage or disrepair which you reasonably believe is our responsibility. (S)

Access in an emergency

5.32 You must give us immediate access to the dwelling in the event of an emergency which results us needing to enter the dwelling without notice.

An emergency includes:

- c. something which requires urgent work to prevent the dwelling or dwellings in the vicinity from being severely damaged, further damaged or destroyed, and
- d. something which, if not dealt with by us immediately, would put at imminent risk the health and safety of you, any permitted occupier of the dwelling or other persons in the vicinity of the dwelling. (S)

Changes to the provision of the utilities

5.33 Subject to terms 5.34 and 5.35, you must not tamper with gas or electricity supplies or with the meters. (A)

5.34 You may change any of the suppliers to the dwelling of:

- c. electricity, gas or other fuel, or water (including sewerage) services;
- c. telephone, internet, cable television or satellite television services. (S)

5.35 You must inform us as soon as reasonably practicable of any changes made under term 5.34. (S)

5.36 Unless we give our consent, you must not:

- b. leave the dwelling, at the end of the occupation contract, without a supplier of electricity, gas or other fuel (if applicable), or water (including sewerage) services, unless these utilities were not present at the dwelling on the occupation date; and,
- c. install or remove, or arrange to have installed or removed, any specified service installations at the dwelling. (S)

Smoke detectors and carbon monoxide alarms

5.37 You are responsible for the renewal of batteries in all carbon monoxide alarms fitted at your home. We will not be responsible for any failure by you to comply with this obligation. (A)

5.38 Smoke detectors and carbon monoxide alarms are to remain at the home and must not be removed or interfered with (except to renew the batteries where applicable). (A)

Use of property

5.39 You, your family, members of your household and visitors to your home must not put up pigeon lofts and aviaries anywhere on your home without our prior written consent. (A)

5.40 You, your family, members of your household and visitors to your home must not damage, deface or vandalise any of our property. You would have to pay for any repair or replacement. (A)

5.41 You, your family, members of your household and visitors to your home must not keep or use bottled paraffin, petrol or any other dangerous material on the premises. (A)

5.42 You, your family, members of your household and visitors to your home must not obstruct or leave any items on the stairs, lift, corridors, doorways, pathways or any shared parts of the building and surrounding land. (A)

Pets

5.43 Unless you are a resident of a sheltered scheme with front doors off communal corridors, you have our consent to keep domestic pets in your home and/or garden so long as you observe our Keeping a Pet Guidance. If you do not adhere to this guidance then, depending on the circumstances, our consent to keep a pet may be withdrawn. (A)

5.44 If you are a resident of a sheltered scheme with front doors off communal corridors, our prior consent to keep domestic pets in your home and/or garden must be sought. (A)

5.45 Our consent under term 5.44 will not be unreasonably withheld but a condition of any consent will be that you agree and sign up to our Pet Agreement. If you are unwilling to enter into, and adhere to, the Pet Agreement, then, depending on the circumstances of your refusal, our consent may not be given or may be withdrawn. (A)

5.46 Anyone who keeps a domestic pet in their home and/or garden must keep all such pets under control and must not allow them to cause a nuisance, annoyance to neighbours or anyone visiting your home. Our consent under terms 5.43 and 5.44 may be withdrawn if you fail to control your pet and/or any pet causes a nuisance, annoyance or danger to neighbours or anyone visiting your home. (A)

Insurance

5.47 You are responsible for insuring your personal possessions and the contents of your home. (A)

6. OUR OBLIGATIONS

Care of the dwelling

6.1 We must ensure that the dwelling is fit for human habitation:

- a. on the occupation date of the contract, and
- b. for the duration of the contract. (F)

6.2 The meaning of “dwelling” under term 6.1 includes, if the dwelling forms part only of a building, the structure and exterior of the building and the common parts. (F)

6.3 Term 6.1 does not impose any liability on us:

- a. in respect of a dwelling which we cannot make fit for human habitation at reasonable expense, or
- b. if the dwelling is unfit for human habitation wholly or mainly because of an act or omission (including an act or omission amounting to lack of care¹¹) of you or a

11 “Lack of care” has the meaning as set out in term 6.9 and section B (Definitions) of this contract

permitted occupier of the dwelling. (F)

6.4 Where the dwelling forms part only of a building, term 6.1 does not require us to rebuild or reinstate any other part of the building in which we have an estate or interest, in the case of destruction or damage by a relevant cause i.e. fire, storm, flood or other inevitable accident. (F)

6.5 You are not required to pay rent in respect of any day or part day during which the dwelling is unfit for human habitation. (S)

6.6 We must:

- a. keep in repair the structure and exterior of the dwelling (including drains, gutters and external pipes), and
- b. keep in repair and proper working order the service installations¹² in the dwelling. (F)

6.7 If the dwelling forms part only of a building, we must:

- a. keep in repair the structure and exterior of the dwelling (including drains, gutters and external pipes) in which we have an estate or interest, and
- b. keep in repair and proper working order the service installation¹³ which directly or indirectly serves the dwelling, and which either:
 - i. forms part of any part of the building in which we have an estate or interest, or
 - ii. is owned by the landlord or is under our control. (F)

6.8 The standard of repair required by terms 6.6 and 6.7 above is that which is reasonable having regard to the age and character of the dwelling, and the period during which the dwelling is likely to be available for occupation as a home. (F)

6.9 Under terms 6.6 and 6.7, we are not obliged to carry out works or repairs if the disrepair, or the failure of a service installation to be in working order, is wholly or mainly attributable to lack of care by you or a permitted occupier of the dwelling. A "lack of care", as set out in section B of this contract, means a failure to take proper care of the dwelling or, if the dwelling forms part only of a building, of the common parts that you, or any permitted occupier, are entitled to use under the occupation contract. (F)

6.10 Terms 6.1 and 6.6 do not require the landlord:

- a. to keep in repair anything which you are entitled to remove from the dwelling, or
- b. to rebuild or reinstate the dwelling or any part of it, in the case of destruction or damage by a relevant cause i.e. fire, storm, flood or other inevitable accident. (F)

12 Service installation throughout this contract as the meaning as set out in section B - Definitions (see s.92(4) of the Act).

13 Service installation throughout this contract as the meaning as set out in section B - Definitions (see s.92(4) of the Act).

6.11 Where the dwelling forms part only of a building, term 6.7 does not require us to rebuild or reinstate any other part of the building in which we have an estate or interest, in the case of destruction or damage by a relevant cause i.e. fire, storm, flood or other inevitable accident. (F)

6.12 Term 6.7 does not require us to carry out works or repairs unless the disrepair or failure to keep in proper working order affects your enjoyment of:

- a. the dwelling, or
- b. the common parts that you are entitled to use under this contract. (F)

6.13 A permitted occupier who suffers personal injury, or loss of or damage to personal property, as a result of the landlord failing to comply with terms 6.1, 6.2 and 6.6 to 6.8 above may enforce the term in question in his or her or their own right by bringing proceedings in respect of the injury, loss or damage. (F)

6.14 A permitted occupier who is a lodger or sub-holder may only enforce terms 6.1, 6.2 and 6.6 to 6.8 and bring proceedings if the lodger is allowed to live in the dwelling, or the sub-occupation contract is made, in accordance with this contract. (F)

Notice

6.15 Our obligations under terms 6.1b, 6.6 and 6.7 do not arise until we (or in the case of joint landlords, any one of them) becomes aware that works or repairs are necessary. (F) See also term 5.31 above.

6.16 Where you make a notification under term 5.31, we must respond to you confirming:

- a. whether we consider the repair is necessary,
- b. whether the repair is the responsibility of you or us, and
- c. if the repair is our responsibility, when the repair will be undertaken and completed. (S)

Access

6.17 We may enter the dwelling at any reasonable time for the purpose of:

- a. inspecting its condition and state of repair, or
- b. carrying out works or repairs needed in order to comply with terms 6.1, 6.6 to 6.7 above. (F)

6.18 We must give you at least 24 hours' notice before exercising its right of access under term 6.17. (F)

6.19 Where the dwelling forms part only of a building, and in order to comply with terms 6.1, 6.2 and 6.6 to 6.8 above we need to carry out works or repairs in another part of the building, we are not liable for failing to comply with terms 6.1, 6.2 and

6.6 to 6.8 if we do not have sufficient rights over that other part of the building to be able to carry out the works or repairs, and we were unable to obtain such rights after making a reasonable effort to do so. (F)

Access to the dwelling in an emergency

6.20 If we need to enter the dwelling without notice in the event of an emergency¹⁴ and you do not provide access immediately, we may enter the dwelling without your permission. (S)

6.21 If we enter the dwelling in accordance with term 6.20, we must use all reasonable endeavours to notify you that we have entered the dwelling, as soon as reasonably practicable after entry. (S)

Reasonable period of time

6.22 We comply with our obligations under terms 6.1b, 6.6 and 6.7 if we carry out the necessary works or repairs within a reasonable time after the day on which we become aware that they are necessary. (F)

Making good damage caused by works

6.23 We must make good any damage caused by works and repairs carried out in order to comply with our obligations under terms 6.1 to 6.2 and 6.6 to 6.8 above. (F)

6.24 We will clear up after a repair, leaving the decoration as close as reasonably possible to how it was before the work was done. (A)

Imposing obligations on the contract-holder

6.25 We may not impose any obligation on you in the event of you enforcing or relying on our obligations under terms 6.1 to 6.2 and 6.6 to 6.8 above. (F)

New landlords

6.26 If -

- d. we transfer our interest in the dwelling to another person (the “new landlord”), and
- e. we (or where we are joint landlord with at least one other person, any one of us) is aware before the date of the transfer that works or repairs are necessary in order to comply with terms 6.1 or 6.6 or 6.7,

¹⁴ An emergency includes: a. something which requires urgent work to prevent the dwelling or dwellings in the vicinity from being severely damaged, further damaged or destroyed, and b. something which, if not dealt with by us immediately, would put at imminent risk the health and safety of you, any permitted occupier of the dwelling or other persons in the vicinity of the dwelling.

- f. the new landlord is to be treated as becoming aware of the need for those works or repairs on the date of the transfer, but not before. (F)

Prohibited conduct

6.27 Where you report to us conduct that is prohibited under terms 5.1 to 5.5 on the part of anyone living in property belonging to us (including property occupied by you), we must give you appropriate advice. (S)

Repayment of rent relating to any period falling after this contract

6.28 Within a reasonable period of time at the end of this contract, we must repay to you any pre-paid rent which relates to any period falling after the date on which this contract ends. (S)

Insurance

6.29 We will insure the structure of your home including our fixtures and fittings. Your own fixtures and fittings, personal property and other things for which you are responsible are not insured by us (except where loss or damage is caused by our negligence). (A)

7. TERMINATION OF THE CONTRACT AND LEAVING YOUR HOME

Permissible Termination

7.1 This contract may be ended only in accordance with:

- a. the fundamental terms of the contract which incorporate fundamental provisions set out in Part 9 of the Act or other terms included in the contract in accordance with Part 9 of the Act, or
- b. an enactment. (MF)

7.2 Term 7.1 does not affect:

- a. any right of yours or ours to rescind the contract, or
- b. the operation of the law of frustration.²⁷ (MF)

By agreement

7.3 If we and you agree to end this contract, this contract ends:

- a. when you give up possession of the dwelling in accordance with what has been agreed, or
- b. if you do not give up possession and a substitute occupation contract is made, immediately before the occupation date of the substitute occupation contract. (F)

7.4 An occupation contract is a substitute occupation contract if:

- a. it is made in respect of the same (or substantially the same) dwelling as the original contract, and
- b. you were also the contract-holder under the original contract. (F)

By you

7.5 You may end this contract at any time before the earlier of:

- a. us giving you a written statement of the contract under term 9.1, or
- b. the occupation date. (F)

7.6 To end this contract under term 7.5, you must give a notice to us stating that you are ending the contract. (F)

7.7 On giving us the notice under term 7.6, you:

- a. cease to have any liability under this contract, and
- b. become entitled to the return of any deposit, rent or other consideration given to us in accordance with this contract. (F)

7.8 You may end the contract by giving us notice that you will give up possession of the dwelling on a date specified in the notice. (F)

²⁷ The law of frustration would operate where, for example, a contract is set aside due to circumstances rendering it impossible to comply with it.

7.9 The date specified in a notice under term 7.8, may not be less than four weeks after the day on which the notice is given to us. (F)

7.10 If you give up possession of the dwelling on or before the date specified in a notice given under terms 7.8 and 7.9, the contract ends on the date specified in the notice. (F)

7.11 If you give up possession of the dwelling after that date but in connection with the notice, the contract ends:

- a. on the day on which you give up possession of the dwelling, or
- b. if an order for possession is made, on the date determined in accordance with terms 8.21 to 8.23.²⁸ (F)

7.12 Your notice ceases to have effect if, before the contract ends:

- a. you withdraw the notice by further notice to us, and
- b. we do not object to the withdrawal in writing before the end of a reasonable period. (F)

By your death

7.13 If you are the sole contract-holder under this contract and die, the contract ends:

- a. one month after your death, or

- b. if earlier, when we are given notice of your death by:
 - i. your personal representatives, or
 - ii. the permitted occupiers of the dwelling aged 18 and over (if any) acting together. (MF)

7.14 This contract does not end if one or more persons are qualified to succeed the contract-holder pursuant to the Act. (MF)

7.15 This contract does not end if, on your death, a family property order has effect which requires you to transfer this contract to another person. If, after your death, the family property order ceases to have effect and there is no person qualified to succeed the contract-holder, the contract ends:

- a. when the order ceases to have effect, or
- b. if later, at the time the contract would end under term 7.13. (MF)

Breach of contract

7.16 If you breach this occupation contract, the landlord may on that ground make a possession claim. (F)

²⁸ These are the terms that correspond to section 206 of the Act.

7.17 If we make a possession claim on this basis, the court may not make an order for possession on that ground unless it considers it reasonable to do so.²⁹ Reasonableness is to be determined in accordance with schedule 10, the Act. (F)

False statements

7.18 If we are induced to make this contract by means of a false statement made knowingly or recklessly by you, or another person acting at your instigation -

- a. you are to be treated as being in breach of this contract, and
- b. we may accordingly make a possession claim on the ground in terms 7.16 to 7.17 (breach of contract). (MF)

Repudiatory breach by landlord

7.19 If we, as the landlord under this contract, commit a repudiatory breach of this contract and you give up possession of the dwelling because of that breach, the contract ends when you give up possession. (F)

Termination of occupation contract with joint contract-holders

7.20 If there are joint contract-holders under this contract, this contract cannot be ended by the act of one or more of the joint contract-holders acting without the other joint contract-holder or joint contract-holders. (F)

Our responsibilities at the end of the occupation contract

7.21 We will inspect the dwelling when you end your contract. You will be charged for any repairs or decoration you are responsible for. (A)

7.22 We will accept no responsibility for property belonging to you left at the dwelling when you leave at the end of your contract. We will dispose of any such belongings you leave after 28 days. (A)

7.23 If the dwelling is abandoned, we will:

- a. investigate the matter to make sure you have abandoned your home; and
- b. take action to repossess the dwelling. (A)

Your obligations at the end of the occupation contract

7.24 When you vacate the dwelling at the end of the occupation contract, you must:

- a. remove from the dwelling all property belonging to you or to any permitted occupier who is not entitled to remain in occupation of the dwelling,
- b. return any property belonging to us to the position that property was in on the occupation date, and

²⁹ Section 209(2) of the Act.

- c. return to the landlord all keys which enable access to the dwelling which were held during the terms of the contract by you or any permitted occupier who is not entitled to remain in occupation of the dwelling. (S)

7.25 If we have to remove any belongings (under term 7.22) you have left behind, you may be charged for this disposal. (A)

7.26 In relation to term 7.24c above, you must return your keys to us before 12 noon on the day you leave. On Sundays or Bank Holidays, the keys should be returned on the next working day. The keys must be left at a place that we have advised is acceptable to leave your keys (A)

7.27 You must give us vacant possession, i.e. you must not leave anybody else living in your home when you move out. (A)

7.28 You must pay for repair or replacement if damage has been caused deliberately or by your own neglect. You will not have to pay for normal fair wear and tear. (A)

7.29 You must remove any improvements or alterations you have made without our written consent. You must return your home to how it was before you made these improvements or alterations. If you do not, we may do the work and charge you for it. (A)

8. POSSESSION CLAIMS AND NOTICES

8.4 We may make a claim to the court for recovery of possession of the dwelling from you (“a possession claim”) only in the circumstances set out in Chapters 3 to 5 and 7, the Act. (MF)

Possession notices

8.5 This term, and term 8.3, apply in relation to a possession notice which we are required to give you under any of the following terms before making a possession claim in relation to:

- a. terms 7.16 to 7.17 (breach of contract by you); and/or
- b. terms 8.6 to 8.15 (estate management grounds); and/or
- c. terms 7.8 to 7.9 (a contact-holder’s notice). (F)

8.6 A possession notice must (in addition to specifying the ground on which the claim will be made):

- a. state our intention to make a possession claim,
- b. give particulars of the ground for seeking possession, and
- c. state the date after which we are able to make a possession claim. (F)

Timing of notices and claims

8.7 We may make a possession claim:

- a. for a breach of terms 5.1 to 5.5 (anti-social behaviour and other prohibited conduct), on or after the day on which we give you a possession notice specifying a breach of those terms;
- b. for a breach of any other term of this contract, after the end of the period of one month starting with the day on which we give you a possession notice specifying breach of those terms. (F)

8.8 In either case set out at term 8.4, we may not make a possession claim after the end of the period of six months starting with the day on which we give you the possession notice. (F)

Estate management grounds

8.9 We may make a possession claim on one or more of the estate management grounds. (F)

8.10 The estate management grounds (which are set out in Part 1 of schedule 8 to the Act) are included in Schedule A to this contract. (F)

8.11 The court may not make an order for possession on an estate management ground unless –

- a. it considers it reasonable to do so (and reasonableness is to be determined in accordance with Schedule 10 to the Act), and
- b. it is satisfied that suitable alternative accommodation (what is suitable is to be determined in accordance with Schedule 11 to the Act) is available to you (or will be available to you when the order takes effect). (F)

8.12 If the court makes an order for possession on an estate management ground (and on no other ground), we must pay to you a sum equal to the reasonable expenses likely to be incurred by you in moving from the dwelling. (F)

8.13 Term 8.9 does not apply if the court makes an order for possession on Ground A or B (the redevelopment grounds) of the estate management grounds (and on no other ground). (F)

8.14 Before making a possession claim on an estate management ground, we must give the contract-holder a possession notice specifying that ground. (F)

8.15 We may not make the claim:

- a. before the end of the period of one month starting with the day on which we give you the possession notice, or
- b. after the end of the period of six months starting with that day. (F)

8.16 If a redevelopment scheme is approved under Part 2 of schedule 8 to the Act subject to conditions, we may give you a possession notice specifying estate management Ground B before the conditions are met. (F)

8.17 We may not give you a possession notice specifying estate management Ground G (accommodation not required by successor):

- a. before the end of the period of six months starting with the day on which we (or in the case where we are joint landlords, any one of us) became aware of the previous contract-holder's death, or
- b. after the end of the period of twelve months starting with that day. (F)

8.18 We may not give you a possession notice specifying estate management Ground H (departing joint contract-holder) after the end of the period of six months starting with the day on which the joint contract-holder's rights and obligations under the contract ended. (F)

Court proceedings due to a failure to give up possession after a notice given by you

8.19 If you fail to give up possession of the dwelling on the date specified in a notice under term 7.8 (contract-holder's notice), we may on that ground make a possession claim. (F)

8.20 If the court is satisfied that the ground is made out, it must make an order for possession of the dwelling (subject to any available defence based on your Convention rights). (F)

8.21 Before making a possession claim on this ground we must give you a possession notice specifying that ground. (F)

8.22 We may not give you a possession notice specifying this ground after the end of the period of two months starting with the date specified in the notice under term 7.8 as the date on which you would give up possession of the dwelling. (F)

8.23 We may make the possession claim on or after the day on which we give you the possession notice. But we may not make the possession claim after the end of the period of six months starting with that day. (F)

Effect of order for possession

8.24 If the court makes an order requiring you to give up possession of the dwelling

on a date specified in the order, this contract ends:

- a. if you give up possession of the dwelling on or before that date, on that date,
- b. if you give up possession of the dwelling after that date but before the order for possession is executed, on the day on which you give up possession of the dwelling, or
- c. if you do not give up possession of the dwelling before the order for possession is executed, when the order for possession is executed. (F)

8.25 Term 8.23 applies if:

- a. it is a condition of the order that we must offer a new occupation contract in respect of the same dwelling to one or more joint contract-holders (but not all of them), and,
- b. that joint contract-holder (or those joint contract-holders) continue to occupy the dwelling on and after the occupation date of the new contract. (F)

8.26 This contract ends immediately before the occupation date of the new contract. (F)

9. WRITTEN STATEMENTS AND THE PROVISION OF INFORMATION

9.17 We must give you a written statement of this contract before the end of the period of 14 days starting with the occupation date. (F)

9.18 If there is a change in the identity of the contract-holder under an occupation contract, we must give the new contract-holder a written statement of the contract before the end of a 14-day period starting with:

- a. the day on which the identity of the contract-holder changes, or
- b. if later, the day on which we (or where we are joint landlord, any one of us) becomes aware that the identity of the contract-holder has changed. (F)

9.19 We may not charge a fee for any written statement provided in accordance with terms 9.1 and 9.2. (F)

9.20 You may request a further written statement of this contract at any time. (F)

9.21 We may charge a reasonable fee for providing a further written statement under term 9.4. (F)

9.22 We must give you the further written statement before the end of 14 days starting with:

- a. the day of the request, or,
- b. if we charge a fee, the day on which you pay that fee. (F)

9.23 Within a period of 14 days starting on the day on which this contract is varied, we must give you:

- a. a written statement of the term or terms varied, or
- b. a written statement of the occupation contract as varied. (F)

9.24 Term 9.7 above does not apply where we have given notice in accordance

with terms

- a. 3.8-3.10 (variation of rent); and/or
- b. 10.4 (variation of supplementary and additional terms). (F)

9.25 We may not charge a fee for providing a written statement under term 9.7. (F)

9.26 We must, before the end of the period of 14 days starting with the occupation date, give you notice of an address to which you may send documents that are intended for us. (F)

9.27 The landlord has given you notice of an address at terms 1.10 (key matters) and 2.4 of this contract. (A)

9.28 If there is a change in the identity of the landlord, the new landlord must, before the end of the period of 14 days starting with the day on which they become the landlord, give you notice of the change in identity and of an address to which you may send documents that are intended for the new landlord. (F)

9.29 If the address to which you may send documents that are intended for us changes, we must, before the end of the period of 14 days starting with the day on which the address changes, give you notice of the new address. (F)

9.30 If we fail to comply with an obligation under terms 9.10 and 9.12 to 9.13, we are liable to pay you compensation under section 87 of the Act.³⁰ (F)

9.31 The compensation is payable from the first day of the period before the end of which the landlord was required to give the notice ("relevant date") and every day after the relevant date until:

- a. the day on which we give the notice in question, or
- b. if earlier, the last day of the period of two months starting with the relevant date. (F)

9.32 Interest on the compensation is payable if we fail to give you the notice on or before the day referred to in term 9.15b. The interest starts to run on the day referred to in term 9.15b, at the rate prevailing under section 6, Late Payment of Commercial Debts (Interest) Act 1998 at the end of that day. (F)

9.33 Where the landlord is liable to pay you compensation under section 87 of the Act the contract-holder may set off that liability against rent. (F)

10. VARIATIONS

10.7 This contract may not be varied except in accordance with:

- a. sections 104 to 107, the Act; or
- b. by or as a result of an enactment. (MF)

10.8 10.2 A variation of this contract (other than by or as a result of any enactment) must be in accordance with section 108 of the Act. (MF)

10.9 10.3 Some fundamental terms of secure contract may be varied by agreement between the landlord and you. (F)

- a. The following cannot be varied unless they are varied as a result of an enactment:

- terms 10.1b and 10.2 (variation of a secure contract),
- requirement to use deposit scheme,³¹
- terms 4.29-4.32 (joint contract-holder ceasing to be a party to the occupation contract),
- terms 5.1 to 5.5 (anti-social behaviour and other prohibited conduct),
- terms 7.1-7.2 (permissible termination),
- term 8.1 (possession claims),
- terms 7.13-7.15 (death of sole contract-holder), and,
- term 7.18 (securing contact by use of false statement). (MF)

b. A variation of any other fundamental term (other than by or as a result of an enactment) is of no effect unless as a result of the variation:

- the fundamental provision which the term incorporates would be incorporated without modification, or
- the fundamental provision which the term incorporates would not be incorporated or would be incorporated with modification, but the effect of this would be that the position of the contract-holder is improved. (MF)

³⁰ The amount of compensation payable in respect of a particular day is equivalent to the amount of rent payable under the contract in respect of that day. Under this contract, the rent is payable weekly and so the amount payable in respect of a single day is the appropriate proportion of the rent payable in respect of the period in which that day falls.

c. A variation of any other fundamental term (other than by or as a result of an enactment) is of no effect if the variation would render the fundamental term incompatible with a fundamental term which incorporates a fundamental provision to which term 10.3a applies. (MF)

d. A variation of a term of a secure contract is of no effect if it would render any term of the contract incompatible with a fundamental term (unless that fundamental term is also varied in accordance with this term in a way that would avoid the incompatibility). This does not apply to a variation made as a result of an enactment. (MF)

10.10 A supplementary or additional term of a secure contract may be varied (subject to term 10.3):

- a. by agreement between the landlord and you, or
- b. by the landlord giving a notice of variation to you. (F)

10.11 Before any notice of variation under term 10.4b, the landlord must give you a preliminary notice:

- a. informing you that the landlord intends to give a notice of variation,
- b. specifying the proposed variation and informing you of its nature and effect, and
- c. inviting you to comment on the proposed variation within the time specified in the notice (the specified time must give you a reasonable opportunity to comment). (F)

10.12 Any notice under term 10.4b, must specify the variation effected by it and the date on which the variation takes effect. The landlord must also provide you with such information as the landlord considers necessary to inform you of the nature and effect of the variation. (F)

10.13 The period between the day on which the notice of variation under terms 10.4b

is given to you and the date on which the variation takes effect may not be less than one month. (F)

11. Other matters

Right to information

11.1 You have a right to information about us, the terms of this contract, our repairing obligations, our policies and procedures on contract-holder consultation, housing allocation and transfers, and our performance as your landlord. (A)

Data Protection

11.2 As your landlord, we hold and process personal data, including sensitive data that you or a third party may have provided or will provide in the future to enable us to perform our functions. In many instances we rely on performance of a contract to process this information but there may be occasions when we rely on another lawful basis to process this data, including your consent. Additional information on the information that we may process, our lawful basis for doing so and your rights as a data subject can be found in our privacy notice which can be found on our website. Please contact our Customer Service Team if you would like us to send you a copy. (A)

Right to consultation

11.3 We will consult you on matters affecting your home and your contract (including any changes in law that may affect the contract) before making changes in matters of housing management or maintenance which are likely to have a substantial effect on your contract, for example, we will consult you about substantial modernisation or improvement work that is planned for your home or your local area. (A)

Housing management

11.4 We will provide you with information on our housing management policies as required by guidance issued by the Welsh Assembly Government. (A)

11.5 If you want to see your personal housing files, please contact us in writing. (A)

Complaints

11.6 We shall establish a procedure for dealing with complaints raised by you on any matter arising from this contract. The procedure shall operate in accordance with the Welsh Assembly Government requirements and guidance as laid down from time to time. We shall provide you with details of the scheme at the beginning of the contract and inform you of any changes.

If you are still dissatisfied after the complaint's procedure has been exhausted, you have the right to refer the matter to the Public Services Ombudsman for Wales. (A)

SCHEDULE A – Estate management grounds for possession

Ground A (building works)

The landlord intends, within a reasonable time of obtaining possession of the dwelling -

(a) to demolish or reconstruct the building or part of the building comprising the dwelling, or

(b) to carry out work on that building or on land treated as part of the

dwelling, and cannot reasonably do so without obtaining possession of the

dwelling. **Ground B (redevelopment schemes)**

This ground arises if the dwelling satisfies the first condition or the second condition.

The first condition is that the dwelling is in an area which is the subject of a redevelopment scheme approved in accordance with Part 2 of this Schedule, and the landlord intends within a reasonable time of obtaining possession to dispose of the dwelling in accordance with the scheme.

The second condition is that part of the dwelling is in such an area and the landlord intends within a reasonable time of obtaining possession to dispose of that part in accordance with the scheme, and for that purpose reasonably requires possession of the dwelling.

Ground C (charities)

The landlord is a charity and the contract-holder's continued occupation of the dwelling would conflict with the objects of the charity.

But this ground is not available to the landlord ("L") unless, at the time the contract was made and at all times after that, the person in the position of landlord (whether L or another person) has been a charity.

In this paragraph "charity" has the same meaning as in the Charities Act 2011 (c. 25) (see section 1 of that Act).

Ground D (dwelling suitable for disabled people)

The dwelling has features which are substantially different from those of ordinary dwellings and which are designed to make it suitable for occupation by a physically disabled person who requires accommodation of a kind provided by the dwelling and -

(a) there is no longer such a person living in the dwelling, and

(b) the landlord requires the dwelling for occupation by such a person (whether alone or with members of that person's family).

Ground E (housing associations and housing trusts: people difficult to house)

The landlord is a housing association or housing trust which makes dwellings available only for occupation (whether alone or with others) by people who are difficult to house, and -

- (a) either there is no longer such a person living in the dwelling or a local housing authority has offered the contract-holder a right to occupy another dwelling under a secure contract, and
- (b) the landlord requires the dwelling for occupation by such a person (whether alone or with members of that person's family).

A person is difficult to house if that person's circumstances (other than financial circumstances) make it especially difficult for him or her to satisfy his or her need for housing.

Ground F (groups of dwellings for people with special needs)

The dwelling constitutes part of a group of dwellings which it is the practice of the landlord to make available for occupation by persons with special needs and—

- (a) a social service or special facility is provided in close proximity to the group of dwellings in order to assist persons with those special needs,
- (b) there is no longer a person with those special needs living in the dwelling, and
- (c) the landlord requires the dwelling for occupation by a person who has those special needs (whether alone or with members of his or her family).

Ground G (reserve successors)

The contract-holder succeeded to the occupation contract under section 73 as a reserve successor (see sections 76 and 77), and the accommodation comprised in the dwelling is more extensive than is reasonably required by the contract-holder.

Ground H (joint contract-holders)

This ground arises if the first condition and the second condition are met.

The first condition is that a joint contract-holder's rights and obligations under the contract have been ended in accordance with—

- (a) section 111, 130 or 138 (withdrawal), or
- (b) section 225, 227 or 230 (exclusion).

The second condition is that—

- (a) the accommodation comprised in the dwelling is more extensive than is reasonably required by the remaining contract-holder (or contract-holders), or
- (b) where the landlord is a community landlord, the remaining contract-holder does not (or the remaining contract-holders do not) meet the landlord's criteria for the allocation of housing accommodation.

Ground I (other estate management reasons)

This ground arises where it is desirable for some other substantial estate management reason that the landlord should obtain possession of the dwelling.

An estate management reason may, in particular, relate to—

- (a) all or part of the dwelling, or
- (b) any other premises of the landlord to which the dwelling is connected, whether by reason of proximity or the purposes for which they are used, or in any other manner.

SCHEDULE B

This schedule deals with notices as set out in terms 2.1 to 2.4 of this contract and gives an explanation of sections 236 and 237 of the Act as at the date of this contract. It does not replicate the precise wording of the Act. You should also note that the law may change after the date this contract is agreed and so you should always refer to the Act.

Any notice or other document (including a copy of a document) required or authorised to be given or made or because of the Act must be in writing and may need to be a prescribed form¹⁵ (or a form substantially to the like effect).

Any such notice or document may be in electronic form provided it has the certified electronic signature of each person by whom it is required to be signed or executed and it complies with any other conditions the Welsh Ministers may prescribe. Such a document will be treated as signed or executed by each person whose certified electronic signature it has.

If a notice or document in electronic form is authenticated by a person as agent, it is to be regarded as authenticated by that person under the written authority of that person's principal.

The giving of any notification and/or document (including any notice or a copy of a document) may be carried out as follows.

Error! Unknown document property name.

- a. By delivering it to the person; or,
- b. by leaving it at, or posting it to: (i) the person's last known residence or place of business; or, (ii) any place specified by the person as a place where a person may be given notifications or documents; or, (iii) the dwelling under this occupation contract (if the notification or document is given to a person in that person's capacity as a contract-holder); or,
- c. sending it to a person in electronic form so long as (i) the person has indicated a willingness to receive the notification or document electronically; (ii) the text is received by the person in legible form; and (iii) the text is capable of being used for subsequent reference.

Where a notification or document is left in any of the places mentioned in 4 above, it is to be treated as having been given at the time at which it was left at that place.

Any notification or document may be given to a body corporate by being given to the secretary or clerk of that body.

SCHEDULE C - Explanatory section - succession³²

The Act deals with succession under sections 73 to 83.

Under the Act, a person is qualified to succeed you as the contract-holder if that person is a priority successor of you as the contract-holder or a reserve successor of the contract-holder, and, is not excluded.

A person is excluded if he or she or they has not reached the age of 18 at the time of your death; and/or, at any time in the period of 12 month ending with your death he or she or they occupied the dwelling or part of it under a sub-occupation contract.

A person is not excluded if he or she or they is priority successor of the contract-holder, or he or she or they is a reserve successor of you, as the contract-holder, who meets the family member condition, and, the sub-contract under which he or she occupied the dwelling or part of it ended before your death.

³² The Act provides for statutory succession which is explained here. Reference should also be made to section B of this contract (Definitions).

SCHEDULE D – Service Charges

Please list services here

SCHEDULE E – ARREARS / CREDIT / DEBIT (IF APPLICABLE)

DRAFT

Awen Homes



0345 677 2277



customerservices@**awenhomes**.co.uk



www.**awenhomes**.co.uk
www.**taiawen**.co.uk



Awen Homes, Nant-Y-Pia House,
Mamhilad Technology Park, Mamhilad,
Monmouthshire, NP4 0JJ

We welcome correspondence in Welsh. If you contact us in Welsh, we will respond in Welsh and this will not lead to a delay.

Rydym yn croesawu gohebiaeth yn Gymraeg. Os byddwch yn cysylltu â ni yn Gymraeg, byddwn yn ymateb yn Gymraeg ac ni fydd hyn yn achosi unrhyw oedi.