

Pets



If you keep pets you need to consider your neighbours, particularly if you have a dog.

- Never allow your dog to roam free
- Always ensure that if your dog is in your garden it cannot get out
- Do not leave your dog locked up or chained up all day. Barking dogs can cause a lot of annoyance to neighbours
- If you work, you need to ensure that your dog is adequately cared for during the day
- If your dog messes in the street it is your responsibility to clean up after it
- Please remember that in some types of property it is against your Conditions of Tenancy to keep a dog.

Finally...

If your neighbour does something that offends you, have a quiet word with them about it. Most people will respond well to this, as often we do not even realise that we are doing something that is causing a problem.

If the problem continues or it becomes more serious, then please contact your local housing office. Your complaint will be investigated and we will advise you of any action we can take to resolve the situation. Please understand that we will need our full co-operation to ensure success.

Contact us for further information

If you have any queries about this leaflet, please contact:

Website: www.arun.gov.uk/housing

By e-mail: housing@arun.gov.uk

By telephone: Monday – Thursday from 8.45am to 5.15pm and Friday from 8.45am to 4.45pm on **01903 737500**

In writing: Arun Housing Services, Arun Civic Centre, Maltravers Road, Littlehampton, West Sussex BN17 5LF

In person: Arun Housing Services, Arun Civic Centre, Maltravers Road, Littlehampton West Sussex BN17 5LF

Monday from 8.45am to 5.15pm
Tuesday – Thursday from 8.45am to 5.15pm
and Friday from 8.45am to 4.45pm

or Bognor Regis Town Hall, Clarence Road, Bognor Regis
Monday – Tuesday from 8.45am to 5.15pm
Wednesday from 9.30am to 5.15pm
Thursday from 8.45am to 5.15pm and
Friday from 8.45am to 4.45pm

Get Advice

CAB (Citizens Advice Bureau)
Bognor Regis and Littlehampton 0844 477 1171

Welcome to your... Introductory Tenancy



A guide for New Tenants of Arun District Council

This leaflet is available in large print, on request.

What is Introductory Tenancy?

An Introductory Tenancy is a temporary tenancy which last initially for a 12 month period. If the tenancy is conducted satisfactorily within that period, the tenancy will become secure.

The main purpose of introductory tenancies is to help in the fight against anti-social behaviour by making it easier for the Council to evict those new tenants who persistently engage in neighbour nuisance.

Different tenancies

There are two kinds of council tenancy:

- Introductory
- Secure

You are starting as an introductory tenant. This means you don't have all the rights of a secure tenant and could be evicted more quickly and easily if you break the tenancy agreement.

Your rights

A council tenant has legal rights and responsibilities (like the right to improve their home, or the responsibility to pay rent), but as an introductory tenant, the law does **not** give you the right to:

- buy your council home
- take in lodgers
- sub-let part of the property
- make improvements
- exchange your home with another tenant
- transfer to another property

Although you do not have an automatic legal right to do these things (as a secure tenant has), you can apply to your district housing office to take in

lodgers; improve your home or exchange. The office will decide if you can go ahead.

Taking action

If we want to evict a secure tenant (because they are not paying their rent or are a nuisance to their neighbours, for example) we have to give them the chance to put their side of the story at a court hearing. It is then up to a judge to decide if the eviction can go ahead.

But if we have to evict an introductory tenant, we can do it more easily and quickly.

If we received a complaint about you, or we believe that you are in breach of one or more of your tenancy conditions, initially we would warn you. If the problem continued then we would inform you in writing that we shall go to court to evict you.

Review

You could ask for a review of the decision to take you to court, but you must do this within 14 days. A panel of Councillors will look at the situation again to see if everything has been done correctly. None of them will have been involved in the case before.

If they agree that the eviction can go ahead, you would not be able to appeal to anyone else.

The eviction happens automatically as long as we have followed the procedure properly, although we still have to ask a court to give the final permission.

If we did have to take action like this, you could get advice from a Citizens Advice Bureau, Law Centre, Housing Advice Centre or a solicitor.

Advice for New Tenants

Unfortunately, over the last few years, there has been an increase in cases of neighbourhood dispute. Some are minor and others are more serious. Some 'common sense' advice to help avoid this kind of problem is as follows:

Moving in to a new home is always a busy time and initially can be quite disruptive for you and your neighbours, as you are busy decorating and moving furniture/belongings in.

Once you have settled in, it is always a good idea to introduce yourself to your neighbours and check if anything you are doing is causing a nuisance. There are things that we can do in our homes so as to minimise disturbance to our neighbours:

- Please do not play music loudly, especially after 11.00 pm, it could be keeping your neighbours and/or their children awake
- Please avoid slamming doors, again, especially at night
- Remember that in the summer time when windows are open, noise travel more easily
- If you cannot carpet your home throughout, please try to wear slippers, particularly in flats and maisonettes, when noise does travel easily between one floor and another
- If you plan to have a party at some time, it might be a good idea to advise your neighbours or invite them, then they won't be disturbed unnecessarily
- Children need to play, but if you have children please encourage them not to play ball or other games where it is likely to cause disruption to neighbours
- Older people and younger people usually have different lifestyles - please try to consider your neighbour's feelings.