

Good Neighbour Agreement

for Waltham Forest Council tenants living in
sheltered accommodation

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Absences

1. You are required to notify the Scheme Manager if you are going to be away from your home overnight.

Persons Living with You

2. You may sublet or part with possession of part of your home only if you first obtain the Council's permission in writing to do so: the Council must not unreasonably refuse to give you permission. The Council considers that it is reasonable for your spouse or partner or civil partner to live with you. However it does not consider it reasonable for other members of your family or friends to live with you unless they are your recognised carer and there is separate bedroom accommodation available for them to occupy within your home.

Visitors Staying in Your Home

3. You may not allow any visitor to stay in your home for more than two weeks at any one time, without the prior permission of the Scheme Manager. The Scheme Manager must not unreasonably refuse to give you permission.
4. Visitors may not be permitted to return to stay in your home before the expiry of one calendar month from their previous visit **without the** Scheme Manager's prior permission, which must not be unreasonably refused.

Behaviour of Visitors and any Person Living with You

5. All visitors must sign the Visitors Book on entering and leaving the Scheme.



6. You are responsible for the behaviour of your visitors and any person living whilst they are in your home, the block and in the locality. You must ensure that they do not breach any terms of your Tenancy or these Rules.
7. Visitors are not allowed unaccompanied in the communal facilities (if any), except with the prior permission of the Scheme Manager. Children must be kept under close supervision and control at all times.
8. Visitors are not entitled to use communal facilities for their personal use i.e. kitchen and laundry facilities, if any.

Visitors' Flat

9. The Visitors' Flat (if available) may not be used without the prior permission of the Scheme Manager, which may be withheld in the Scheme Manager's discretion. You will be required to pay the fee for use of the Visitors' Flat in advance. The fee will be set by the

Scheme Manager and may be increased from time to time. Details of the current fee payable may be obtained from the Scheme Manager on request.

10. No visitor(s) may stay in the Visitors' Flat for more than 14 nights in any one calendar month.
11. You will be responsible for the costs of any damage caused by your visitors to the Visitor's Flat, and its fixtures or fittings.

Pets

12. Unless it is a guide or hearing dog, you must obtain the Council's permission, through the Scheme Manager, to keep a cat or dog or any other domestic animal in your home. Permission may not be unreasonably refused. If you are permitted to keep a cat, dog or other domestic animal in your home, you must make advance arrangements for its care in the event you are no longer present or able to care for it (i.e. in the event that you are hospitalised).

These arrangements must be notified in writing to the Scheme Manager. It is also your obligation to notify the Scheme Manager in writing if there is any change to those arrangements.



Availability and Use of Communal Facilities



13. Where available, you may use any communal facilities such as a laundry, day room etc. You must however respect the rights of other tenants who are using or may wish to use the facilities at the same time.

You must abide by any rules set by the Scheme Manager for use of the communal facilities.

14. If you are allocated a specific time slot for use of the laundry facilities, if any, you may not use the laundry facilities outside of that time slot without the prior permission of the Scheme Manager. If no specific time slot is allocated, you may only use the laundry facilities within the hours specified by the Scheme Manager.
15. When using any communal facilities, you must ensure that they are left in clean and tidy condition for other tenants. Any crockery used must be washed up and put away tidily. If any communal facilities are found to have been left in a poor and untidy condition, you must report it as soon as possible to the Scheme Manager.

16. You may not store any items in the communal facilities. The Council will accept no liability for any items damaged in or stolen from the communal facilities.
17. You must report any problems in the communal facilities to the Scheme Manager immediately if they could pose a risk to health and safety.
18. No pets are allowed in any enclosed communal facilities.
19. Unless authorised by the Scheme Manager as part of an authorised event, no alcohol may be consumed within the communal facilities.
20. If the communal facilities or any part of them are designated by the Scheme Manager at any time as being unavailable for use by tenants, you must not use or attempt to use those facilities unless and until the Scheme Manager confirms that they are once again available for use.
21. The Scheme Manager will have the right to refuse a tenant access to and/or use of the communal facilities if these Rules are repeatedly breached.

Life Line Pendants

22. If you require a pendant for the life line system, you will be responsible for the costs of purchase of the pendant.



23. If the Scheme Manager agrees to lend you a life line pendant until the purchase of your own pendant is complete, you may not borrow this for more than one calendar month. The loan pendant must be returned to the Scheme Manager within 24 hours of any request for its return.

Insurance

24. You are reminded to insure your personal belongings. You are reminded that the Council's insurance does not cover such belongings.

Television Licences

25. You must not use or operate any TV, video or DVD equipment within your home without being in possession of a valid television licence unless you are exempt from payment. If you are not eligible for exemption but wish to participate in any concessionary TV Licence Scheme, you will be required to pay the concessionary fee to the Council.

Fire Precautions

26. Fire precautions are taken for the safety of all residents and Scheme Staff. In addition to the fire safety notices displayed throughout the Block, you must co-operate and participate, if requested, in all fire safety drills unless given express permission by the Scheme Manager to be excused.

