



your  
responsibilities  
as a tenant

**When you signed your tenancy agreement, your Estate Services Officer explained all of your responsibilities as a tenant. At that time you agreed to accept these responsibilities by signing the tenancy agreement.**

The rules and responsibilities are meant to make sure that all tenants can live in their homes without being disturbed by neighbours, members of their family, or visitors to their home.

Where tenants break the rules, we may consider taking legal action against them, to prevent them from causing further problems. As a last resort, we will evict tenants who keep breaking the terms of their tenancy agreement.

**Your responsibilities are outlined below:**

***Paying your rent***

Your rent is due every week and must be paid each week. We will accept fortnightly or monthly payments if you pay in advance, to avoid you getting into debt. More details about the ways to pay your rent are in the section 'Paying your Rent'.



### ***Looking after your home***

You must keep your home clean, tidy and decorated and keep its fittings clean.

### ***Looking after your garden***

If the garden is solely for your use, you must keep it neat, tidy and litter-free at all times.

If you are having difficulty in looking after your garden, please contact your Estate Services Officer.



### ***Communal gardens***

If you live in a home with a communal garden, we will be responsible for looking after the communal planted areas on your estate. This includes grass cutting and tending to shrubs and trees.

If you live in a property with a shared yard area, it is the responsibility of tenants to take it in turn to keep the area clean.

If you live in a flat with shared or 'communal' areas, you must do your bit to keep these areas clean and tidy. Please ask your Estate Services Officer if there is a rota system to do this.

### ***Sheds and greenhouses***

You can put up a shed or greenhouse in your garden as long as you get permission from us first.

### ***Use of your home***

The property is rented to you as a private home and should be used only for that purpose. You must not use the property for any activities that are likely to cause a nuisance to, or disturb, any of your neighbours or their families.



This includes running a business from your home. You cannot run a business from your home unless you have our permission.

### ***Access to your home***

We will sometimes have to carry out repairs and servicing of appliances in your home and we will need access to do this work. We will give you notice when an authorised person will need to enter your property.

Any person calling at your home on our behalf will carry identification and you should ask to see it before letting them in.

### ***Minor repairs***

You are expected to carry out and pay for some small repairs to your home. These will include such things as putting handles on inside doors, and replacing toilet seats and sink plugs.

### ***Parking***

You, your family and visitors should park cars (or other vehicles) beside your home, on a public road, a proper parking area or drive only.



You must not park on grassed areas, gardens, footpaths, verges or open spaces. When parking, you must not cause an obstruction to others who may also use the area.

Large vehicles such as caravans and commercial transport can annoy neighbours, so they should not be parked in parking bays that are intended for cars only.

You may only park in your garden on a properly constructed hard-standing.

If you would like to create your own hard-standing you must arrange for the County Council to construct a footpath crossing at your own expense and, before starting any work, you must get written permission from your Estate Services officer.



### **Garages**

We have garages to rent in most areas and we often advertise vacancies. If all of the garages are tenanted in the area you want, we can put your name on a waiting list, if you fill in a garage application form.

When you take on a garage, you will need to sign a separate tenancy agreement. The agreement tells you your responsibilities for the garage.

### **Vehicle maintenance**

Repairing vehicles can also disturb neighbours through noise and oil spills. You can carry out minor repairs to your vehicle, as long as you do them in a suitable place and take care not to annoy other residents. You must make sure that no more than one vehicle is being repaired at any one time.



### ***Rubbish and refuse***

Please make sure that all rubbish is placed in your bin and be left out for collection on the right collection day. The bin must not be overloaded, and the lid must be closed.

If you are a pensioner or have a disability, the Council can arrange to collect and return your bin if you have difficulty in doing so yourself. Please contact the Council for further information about rubbish or waste collection.

### ***Recycling household waste***

Chester-le-Street District Council operates a green box kerbside collection scheme. All paper, glass and cans should be placed in the green recycling box, which is emptied once every fortnight. If you would like more information on this please contact Chester-le-Street District Council.





### ***Disposing of furniture and bulky items***

If you have any old furniture, carpets or white goods (such as fridges) that you want to get rid of, the Council's Environmental Service Team will collect them, however there may be a charge for this.

### ***Pest control***

If you have any problems with mice, insects or other pests, please contact the Estate Services team.

### ***Pets***

If you live in a property without a shared area you are allowed to keep two domestic pets. If you want to keep any more than two pets, you must ask your Estates Officer for permission.

If you live in sheltered housing or a home with a shared/communal area, you are only allowed to keep small caged birds and animals – such as hamsters, gerbils and small fish.





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