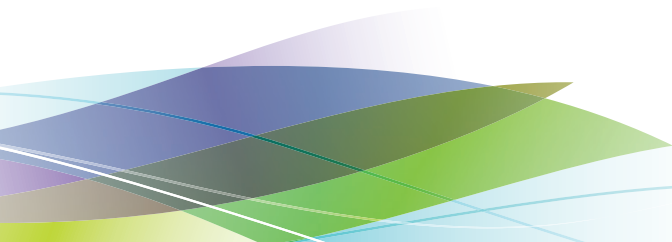


# Tenants' Rights - a Summary



The following gives a brief summary of your rights as a Scottish Secure Tenant with us. Full information is available from this office. Further information is detailed in your Scottish Secure Tenancy Agreement which you received when you moved into your home.

### Joint Tenancy

You can ask to hold a joint tenancy with another member of your household aged 16 or over.

### Succession of Tenancy (when a tenant passes away)

When a tenant passes away, the tenancy can pass to a spouse, civil partner, joint tenant, co-habiting partner, carer or family member.

There are some qualifying conditions including the requirement for the late tenant to have told us that the person was occupying the property at least 12 months prior to claiming succession. This rule applies to co-habiting partners, carers or a family member.

### Security of Tenure

You cannot be made to leave your home except by a Court Order. A court has to be satisfied that there are good reasons to make you leave, such as breaking the Tenancy Agreement, or if you gave false information to get your tenancy.

### Getting Repairs Done

You have the right to have certain urgent repairs carried out within set times under the Right to Repair regulations. You will be told if a repair you have reported is classified as one of these "qualifying" repairs. See our leaflets "Getting repairs done to your home" and "Right to Repair" for further information.

### Assignment (Change of Tenancy)

You may be able to pass your tenancy to another member of your household provided you ask our permission. The new tenant must have lived in the home, as their only home, for at least 12 months and have been registered with us as a household member

### Consultation about Changes that affect you

We must consult you on changes to your Tenancy Agreement, any plans that affect you or your home, and any change in rent levels or any changes to our housing management policies.

## Exchanging Tenancies

You can exchange (swap) homes with another Thenue tenant, or with a tenant of another housing association or Council. Before you move, you must get agreement in writing from us and from the other landlord involved.

## Sub-Letting and Taking in Lodgers

You can take in a lodger or sub-let part of the whole of your home provided you meet certain conditions. One of the conditions that apply is that you must have been living in your home for at least 12 months before we can consider a request.

Following your application, we will confirm our decision to you in writing.

## Access to and Control of Personal Information

We must treat all personal information about tenants as confidential. You can see information relating to you that we hold on file or on computer, provided you give us reasonable notice and we can make a charge for this. If you are unhappy about

about anything recorded in your files, you can ask for it to be corrected or removed. If we disagree with your request, you can insist that your views on the matter are added to the records. Our processes follow the requirements introduced by the General Data Protection Regulations introduced in 2018.

## Carrying out Improvements to the Home

You can carry out improvements to your home provided you have written to us asking permission before you start. We must reply within four weeks and we will not refuse permission without good reason. See our leaflet on Alterations for further information.

## Request for Permissions

If it is stated in your Tenancy Agreement that you need to get permission to do something, you must contact us in writing. If we do not reply within four weeks, you have the right to go ahead as if permission had been given.

If you want any further information on any of the above, please contact your Area Services Officer at this office

thenue housing  
423 London Road, Glasgow, G40 1AG  
Tel: 0141 550 3581  
admin@thenuehousing.co.uk  
[www.thenuehousing.co.uk](http://www.thenuehousing.co.uk)

We are committed to ensuring access to information for everyone. If you need this information translated in another language, Braille, audio or large print version, please tell us.

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