



Acceptable behaviour

Information for
prospective tenants

This information has been developed with our tenant group - the Viewpoint Tenants Representative Group (VTRG) and is for applicants who are considering a tenancy with Viewpoint. Viewpoint wants tenants to feel safe and secure and enjoy living in our thriving communities. We want tenants to have respect for each other. Our properties are mainly blocks of flats where there will inevitably be noise between properties. We also have communal areas and facilities where mutual respect is essential. This type of living environment does mean that our tenants must respect each other and think about what behaviour is acceptable.

We highlight here what we expect from our tenants and explain the obligations and responsibilities placed on them once they sign the tenancy agreement.

Viewpoint's tenants are expected not to cause noise, nuisance, harassment or racial harassment, and are expected to live in a way that does not disturb or distress others. These obligations extend to all those living in the property and to all guests, relatives or visitors to the property and the vicinity. All of this applies to common areas as well as individual flats.

Our communal areas including the gardens are for everyone to use and enjoy. Our limited parking areas are for tenants only and on a first come basis and we expect tenants to respect this and discourage their visitors from using them.

Our tenants and their children and visitors are expected to respect all of the communal facilities and ensure that their actions do not create difficulties for anyone. This would include, for example, leaving areas free from rubbish and toys, such as cycles.

Tenants can be given permission to keep a pet; this is generally limited to one small dog or cat. Permission is only given where tenants agree to ensure that pets are kept under control, do not create a disturbance to neighbours and there is no fouling within the common grounds.

During your tenancy Viewpoint staff will require access to your property to carry out a range of safety checks. We will provide advance notice of access requirements (except in certain emergency situations) and tenants must ensure that staff are given access to test equipment.

If the Tenancy Agreement is breached Viewpoint will take action against a tenant and this could result in legal proceedings. We hope that if you are to become a Viewpoint tenant you will ensure that you take your responsibilities towards your neighbours and the environment seriously and enjoy living in our communities.

Signed _____

Date _____

On the back page you will find the legal requirements placed on all our tenants through the tenancy agreement.

Section 3 of our Tenancy Agreement is called RESPECT FOR OTHERS

Respect means not behaving in an anti-social manner. 'Anti-social' means causing or likely to cause alarm, distress, nuisance or annoyance to any person or causing damage to anyone's house. Harassment of a person includes causing the person alarm or distress. Conduct includes speech.

Our tenancy agreement states that tenants and those living with them and their visitors must not:

- Make excessive noise. This includes, but is not limited to, the use of televisions, hi-fis, radios and musical instruments and DIY tools
- Fail to control your pets properly or allow them to foul or cause damage to other people's house
- Allow visitors to your house to be noisy or disruptive
- Allow your children or children of visitors to your house to play within the common close or landing
- Use your house, or allow it to be used, for illegal or immoral purposes
- Vandalise or damage Viewpoint property or any part of the common parts or neighbourhood
- Leave rubbish in unauthorised places
- Allow children to cause nuisance or annoyance to other people by failing to exercise reasonable control over them
- Harass or assault any person in the house, or neighbourhood, for whatever reason. This includes that person's race, colour or ethnic origin, nationality, gender, sexuality, disability, age, religion or other belief, or other status
- Use or carry offensive weapons
- Behave in an abusive or violent manner towards any Viewpoint staff our agents or contractors
- Park any vehicle, caravan or trailer; without due consideration to your neighbours
- Carry out work to any type of vehicle, caravan or trailer
- Sell alcohol or use or sell drugs