

# Remember...

**Anti-social behaviour is unacceptable in Chelmer Housing Partnership homes and neighbourhoods.**

**We will take action against people who are persistently anti-social.**

**Every tenant is responsible for keeping to the terms of their tenancy agreement.**



**Please contact us if you would like this leaflet in large print, Braille, on CD, or in other languages.**

**Write to:** Chelmer Housing Partnership, Prospect House, West Hanningfield Road, Great Baddow, CM2 8HN

**Phone:** 01245 613000 **Fax:** 01245 613001

**Visit:** Atholl House, 65a Duke Street, Chelmsford, CM1 1LW

**email:** [enquiries@chelmerhp.org.uk](mailto:enquiries@chelmerhp.org.uk)  
[www.chelmerhp.org.uk](http://www.chelmerhp.org.uk)



## Tenants Good Neighbour Charter

Helping you to live peacefully in your home



# A Charter for the tenants of Chelmer Housing Partnership

Everyone has the right to enjoy life in their own way, provided they do not upset people living near them.

This Charter is intended to help you fully understand your responsibilities as a tenant of Chelmer Housing Partnership.

A good neighbour is considerate of others and will tolerate and understand different lifestyles.

We all want to live a peaceful and pleasant life – this leaflet provides a few guidelines to help.

As a landlord, Chelmer Housing Partnership's responsibilities are:

- enabling you to enjoy the right to security of tenure in your home
- making sure you are able to live peacefully in your home without disturbance from your neighbours
- offering support to victims of nuisance.

As a tenant of Chelmer Housing Partnership, you should understand your main responsibilities. These are:

- keeping your home in a good state of decoration and repair
- maintaining gardens and communal areas (where applicable)
- not causing nuisance to neighbours
- paying your rent on time.

Tenants have a responsibility to keep to the terms of their tenancy agreement.

## Your household and guests

You are responsible for the conduct of all people (including children) living in or visiting your home. You, or any person living in or visiting your home, must not cause nuisance, annoyance or disturbance to any other person.

Such behaviour includes:

- playing loud music/musical instruments
- having your television or stereo so loud that it can be heard by your neighbours
- arguing
- slamming doors
- dogs barking and fouling
- offensive drunkenness
- dumping rubbish
- playing ball games close to someone's home
- using domestic appliances during unsocial hours, i.e. between 11pm and 7am.

You, your family or your visitors must not harass any other tenants, visitors, Chelmer Housing Partnership employees or contractors. Examples of harassment include:

- racist or sexist behaviour or language
- using, or threatening to use, violence
- using abusive or insulting words or behaviour about someone's religion, disability, age, sexual orientation, appearance, or mental or physical capacity
- damaging or threatening to damage another person's home or possessions
- writing threatening, abusive, or insulting letters or graffiti
- doing anything that interferes with the peace and comfort of other people.

You, your family or your visitors must not use your home for illegal or immoral purposes. Examples of this would be:

- selling or using drugs
- prostitution
- receiving stolen goods.

## Crime

- Please take responsibility for reporting crime in your community including damage to property, drug dealing, car crime (including joy riding) and stealing.
- Contact Chelmsford police on 01245 491212 at any time or your local Community Officer on 01245 490296 during office hours to report a crime.
- Remember, if you are convicted of an offence in or around your home, Chelmer Housing Partnership can ask the court to evict you. We'll always seek to take action where drugs, violence, intimidation or prostitution are involved.

## Your home

- You must keep the inside of your home clean, in good condition and well decorated.
- You are responsible for repairing and maintaining the items listed in the Tenants and Repairs Handbooks.
- You must get CHP's written permission before making any alterations or improvements to your home.
- Please don't fit laminate flooring when living in a flat.

## Gardens

- If you have a garden, it is your responsibility to keep it neat and tidy. This may just mean removing litter or keeping the grass and hedges cut – an untidy garden is not only unsightly but reflects on the area in which you live.
- You must not park any vehicle or boat in your garden without a properly constructed hard standing and dropped kerb.

## Pets

- You or any person living in your home must not keep any domestic pet or animal without first getting CHP's written consent.
- If you keep pets, you must ensure they do not become a nuisance to your neighbours.
- It is your responsibility to keep dogs under control and secure within the garden of your property and any fouling, including in communal areas, is cleared up immediately.
- Do not let dogs or other pets become a nuisance by being noisy, especially late at night or early in the morning.



## Parking

- Everybody wants to park near their home, but this is not always possible. Please be considerate of others when you or your visitors are parking your vehicles. Remember not to block access for emergency services and do not park on grass verges or footways – it is unsightly, causes damage and is dangerous for others.
- Do not park in front of garages or garage areas where you will cause problems for those needing to use them.
- Do not park untaxed or unroadworthy vehicles on land belonging to Chelmer Housing Partnership.
- Parking areas are precious so do not carry out large-scale car repairs or park caravans or large trailers in these areas.

## Lodgers

- You must first get CHP's written permission if you wish to take a lodger.
- Remember to inform your Allocation Coordinator if the number of people in your household changes – you must not allow your home to become overcrowded.
- Chelmer Housing Partnership does not allow you to sub-let any part of your home.

## Shared areas

- You must not store any vehicles, prams, trolleys or other belongings in any area you share with other people.
- You must not obstruct corridors, staircases, balconies, lifts, fire exits or firefighting equipment. This includes doormats and carpets, as they may cause people to trip.

## Cleanliness

- Place your household rubbish in the bins provided and help to keep the bin area tidy.
- Bulky household items can be collected by the Council (a charge may apply) by prior arrangement – call 01245 606620 for more details.
- The communal stairs and landing need to be kept clean – discuss with your neighbours the possibility of working out a rota between you.

## General environment

- Replacing trees and shrubs is costly; do not allow people to damage them.
- Please report damage, graffiti, dumped rubbish or other problems in communal areas to your Neighbourhood Coordinator.
- Please report streetlights that are not working. Effective street lighting reduces crime and the fear of crime. Report lighting faults to the Council on 01245 606714.

## Tenants' involvement

- Tenants' Forums represent tenants in and around the Chelmsford area. There are six Area Forums, each covering a different part of Chelmsford borough. Each forum has between six and ten members and deals with issues relating to that area, such as tackling estate nuisance, identifying possible environmental improvements and raising residents' concerns with CHP.
- Two members from each Area Forum make up the Central Forum. They deal with a wide range of strategic issues relating to the way CHP manages your home. They also manage the Resource Centre at Atholl House in Duke Street and produce the Forum Focus newsletter.
- If you don't like attending meetings but still want to have a say in how we manage your home, you could join the telephone panel. The panel is contacted two or three times a year for their thoughts on current issues. Or you could sign up to become a street representative and help us improve and maintain the appearance of your neighbourhood.
- To find out more on any of the ways you can get involved, contact your Neighbourhood Coordinator on 01245 613000.