



Mid Devon Housing

Tenancy Agreement changes at a glance . . .

We have made changes to our tenancy agreement which ensures it is up-to-date and relevant. These changes do not affect the type of tenancy you have, for example if you are a secure tenant, you will remain a secure tenant.



Damp & Mould

We have added more detail about both tenant's and MDH responsibility to deal with any damp or mould which may occur. This includes a tenant's responsibility to tell us when issues occur so that we can quickly deal with the situation.



Pets

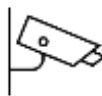
We ask all tenants to complete a Pet Application Form when you acquire a pet. MDH are not prescriptive about the type or number of pets or animals that a tenant can keep within their home, consideration will be given to the size of the property to allow adequate space for the pet or animal. Every application to keep pets or animals will be reviewed in line with what can sensibly be managed and will work considering the specific circumstances of the other residents and/or community. Pet or animal ownership should not cause any nuisance or inconvenience to other residents, nor cause damage to the property. Telling us that you have a pet is important, especially in cases of emergency where we may need to force access into your property. If we are unaware of a pet being present it may escape or become distressed. It also highlights that you must not be breeding any animal in your home and running a business breeding, selling, or advertising the sale of animals from your home.





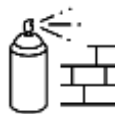
Items in Communal Areas

We have added more detail on this area to highlight the need to keep areas clear for health and safety reasons. We have a duty to ensure we do everything possible to reduce the risk of fire, or the risk of harm due to the lack of clear escape routes in the event of a fire.



CCTV

We have added a new clause regarding CCTV. Tenants must apply to MDH for permission, before installation of CCTV or camera doorbells. Supporting information can be provided by other agencies (e.g. Police) but it must be the tenant that makes the request (or anyone legally entitled to act on their behalf).



Anti-Social Behaviour

Following feedback from our tenants we have added more detail regarding anti-social behaviour including the updated powers we have to tackle it. More information is kept within our tenant handbook and an on line ASB toolkit which aims to advise our tenants where we can and cannot act as well as explaining the process.



Types of Tenancy

MDH will no longer issue flexible tenancies. After successful completion of an introductory tenancy tenants will be offered a secure 'lifetime' tenancy. Existing flexible tenants will be offered a secure 'lifetime' tenancy when their fixed term comes to an end. This means that





tenants will not have to undergo a review of their circumstances when their fixed tenancy ends.



Keeping our Employees Safe

We have explained how we keep our employees safe. If your or your household's behaviour is perceived as posing a risk to our employees or contractors we may flag your account which may mean that we adjust the way in which we interact with you. If we do flag your account we will write to you and explain how we will interact with you in the future. This could mean that we will only attend your home with two operatives present which may delay repairs or maintenance to your home.

