



# Tenant Code of Practice

This document must be issued to tenants of properties that are accredited under the Canterbury Accreditation Scheme.



In partnership with Canterbury City Council, University of Kent, Kent Union, Christchurch University & University College for the Creative Arts.



**As you have chosen to rent an accredited property, your landlord is required to issue you with this Tenant Code of Practice, which you are expected to abide by.**

Your Tenancy Agreement details your full responsibilities and you should ensure you carry them out. In addition, under this Code of Practice you are specifically required to:

1. Work hard to build good relations with your neighbours and do your best to integrate yourselves into the community. Be conscious of all your neighbours' circumstances and respect them.
2. Ensure that you keep the property in good order and report all problems/issues to the manager as soon as they arise & allow the landlord and his contractors to have reasonable access.
3. Make sure you dispose of all refuse correctly and keep refuse areas tidy. Ask your landlord if you are not sure of the arrangements.
4. Ensure that all exterior areas are maintained in a clean and tidy state. If your landlord does not keep the garden tidy, ask for tools so you can do it yourself.
5. Ensure that you are parking in the correct space(s) if allocated & not impeding other people's right of way or driveways. Make sure you park considerately.

You should ensure that you DO NOT:

6. Damage or tamper with the fire safety equipment within the property, and ensure you report any defects immediately.
7. Cause any nuisance, particularly noise, to your neighbours. Do not act in a manner that is detrimental to the neighbourhood.

If you have any issues or complaints, tenants should in the first instance refer them to the landlord or Agent. The landlord/Agent should then deal with this quickly and fairly to resolve the problem with minimal disruption. If the complaint cannot be resolved informally and you believe that your landlord has not complied with his obligations under the Accreditation Code of Conduct for Landlords, you should contact the Accreditation Scheme operator via the website.

## **TENANTS DECLARATION**

By signing below, I/We agree to abide by the terms and conditions of the Tenant Code of Practice.

Signed.....Date.....