

Your secure  
tenancy rights

আপনার সিকিওর টেন্যান্সীর শর্তগুলি মেনে চলা

安全租約權力

तमारा सिक्योर टैनन्सीना अधिकारी

Zapewnione prawa dzierżawcy

محفوظ کرایہ داری (سیکیور ٹیننسی) کے تحت آپ کے حقوق



The Government Standard

# Your secure tenancy rights

**As a secure tenant you have a number of rights, subject to meeting any criteria that apply and getting any permission you need from us. This leaflet contains a summary of these.**

## **The right to exchange your home (with our consent)**

For information on swapping your home with another tenant please see our **‘Moving Home’** leaflet.

We will:

- make a decision based on all the facts within 42 calendar days of getting your application, sooner if possible.

## **The right to be consulted**

You have the right to be consulted on housing decisions that affect you. For more information on this and other ways to get involved in the management of your home please see our **getinvolved@GCH** leaflet.

We will consult you about any major changes in the service you get from us and will:

- normally give you at least 28 days to consider the change
- take your views into account before making a final decision or any recommendations to the City Council as your landlord.

### **The right to repair**

You have the right to have some urgent repairs done within target times set by government, if they pose a risk to your health, safety

or security. For more information please see your **Repairs Handbook**.

### **The right to compensation for improvements (when you end your tenancy)**

You have the right in some circumstances to get compensation for improvements you make to your home with our permission. For more information please see our **Improving your home** leaflet.



## The right to take in lodgers

If you have a spare room in your home and wish to take in a lodger, you can do this, if you don't illegally overcrowd your home. For more information please see our **Keeping to your tenancy conditions** leaflet. You don't have to ask our permission.

If you get Housing Benefit it will make a difference to the amount of benefit you get. Please tell the City

Council's Benefits Office  
at the Docks.



## The right to succession

If you die, your tenancy may pass on to your husband, wife, or civil partner, if they were living with you at the time of your death. If you are not married or registered as a civil partner, your partner or another member of your family may be able to take over the tenancy if they have been living with you for at least a year. We call this a 'succession' to your tenancy. **Your tenancy can only pass on once.**

Your successor must contact us so that we can check that the succession is legal and change the tenancy agreement.

If your home is not suitable for your successor, we may offer them the tenancy of a different home. This could happen if your home is larger than

they need or is suitable for a disabled person and no longer has a disabled person living there. It would not happen if your spouse or civil partner succeeded. We would not consider such action for other successors until 6 months after your death.

If there is a dispute over whether it is reasonable for your successor to move, we may ask the courts to resolve this.



## **The right to assign (with our consent)**

You may be able to pass on (“assign”) your tenancy during your lifetime, to any person who would be eligible to succeed to your home if you died. Your tenancy may also be assigned by a court order as part of divorce proceedings.

## **The right to sub-let your home**

If you want to sublet part of your home to another person, you must get our permission first.

When we receive an application for succession, assignment or subletting we will:



- make a decision based on all the facts within 28 calendar days of receiving your application, sooner if possible.

### **The right to manage**

You have the right in certain circumstances to take over the management of your home. This usually involves a group of tenants wishing to take over the management of their block or estate.

### **The right to buy your home**

If you have been a tenant for 2 years or more, or 5 years if your tenancy started after 25 January 2005, you have the Right to Buy your home, unless you:

- have breached a suspended possession order on your home
- are an undischarged bankrupt or have made a composition or arrangement with your creditors, the terms of which remain unfulfilled; or
- if you live in a sheltered housing scheme, elderly persons accommodation, or a home designed for a disabled person
- if you live in a home that is due to be demolished.

You will also get a discount on the purchase price, depending on the length of your tenancy. Please ask for our Right to Buy Leaflet.

**For more information about any of your rights as a secure tenant please contact us or visit [www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk) or GCHTV on the Looking Local service.**

## Contacting us

Customer Services Team, Gloucester City Homes, Atlantic Suite,  
Southgate House, Southgate Street, Gloucester GL1 1UB

**Customer Services Line:** 0800 408 2000 (freephone)  
or 01452 530626 (normal call charges apply)

**Text:** 0778 148 2656 **Fax:** 01452 396599 **Minicom:** 01452 396161

**Email:** [customer.services@gloscityhomes.co.uk](mailto:customer.services@gloscityhomes.co.uk)

**Web site:** [www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk) **Digital TV:** GCHTV on Looking Local

You can also contact us using our online reporting forms. Our website is speech enabled and you can adjust the size of the text and translate it to other languages.

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact us.

আপনি যদি এই ডকুমেন্টের কোন অংশের ব্যাখ্যা, অনুবাদ অথবা বড় অক্ষর, অডিও অথবা ব্রেইলের মত অন্য কোন ফরম্যাটে চান তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন। Bengali

如果您希望我們解釋、翻譯本文檔，或提供大字體、音頻或盲文等其他版本，敬請聯繫我們。 Chinese

જો આપને આ પુસ્તકમાંના કોઈપણ ભાગની સ્પષ્ટીકરણ જોઈતી હોય અથવા આ પુસ્તક અન્ય ભાષામાં અથવા રૂપમાં જોઈતી હોય, દાખલા તરીકે, મોટા અક્ષરોમાં, ઓડીયો પર અથવા બ્રેઇલમાં, તો કૃપા કરી અમારા સાથે સંપર્ક કરો. Gujarati

Proszę zgłosić się do nas po uzyskanie wyjaśnień, przetłumaczenia względnie uzyskania niniejszego dokumentu w większym druku, w postaci dźwiękowej lub języku dla niewidomych. Polish

اگر آپ اس دستاویز کے کسی حصے کی وضاحت، ترجمہ یا کسی اور شکل میں جیسے کہ بڑے حروف، آڈیو یا ابھرے حروف میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔ Urdu