

Bromford.

You have a **Weekly Excluded Licence Agreement**. This is a legal contract and sets out **Your** rights and responsibilities as a tenant and our responsibilities to **You** as a landlord.

These are the terms and conditions of our relationship, but that is only part of the story.....

....we want our relationship with you to be a strong one, built on trust and we want your home to be a springboard for you to achieve what you want out of life.

So, along with you and the community in which you live, we will play our part in helping you identify what you want and helping you get there. This is the Bromford Deal.

What we will do.....	What you need to do.....
Provide a place for you to call home and your own neighbourhood coach to help you achieve your goals.	Work with your neighbourhood coach to help you reach your goals.
Make sure your home is safe and if anything breaks down that you cannot fix yourself – we'll make sure it is repaired or replaced.	Make sure your rent is paid in advance and to keep to all of your other tenancy responsibilities - like looking after your home and garden.
If you need us to help you achieve something – we'll make it easy for you to get what you need. If you do contact us, we'll be friendly, respectful and we'll do what we say we will.	Let us into your home when we need access – to review your tenancy with you, service your heating or to carry out repairs or improvements.
We'll do our bit to help you make your neighbourhood a place we can both be proud of.	Play your part in making your neighbourhood a place you can be proud of - using the skills you have for the benefit of your neighbours and the local community.
We have high expectations of all of our customers - we will deal quickly and firmly with any issues, but we don't get involved in tit for tat arguments	Get on with your neighbours and if needs be, make an effort to sort out any differences you may have with them.
If we get it wrong, we will look to put it right for you as quickly and as painlessly as possible.	Keep in touch - get back to us promptly if we need to contact you and let us know if your circumstances change.

THIS AGREEMENT (the "Licence") IS MADE BETWEEN:

The Licensor: **Bromford** Housing Association Limited ("**Bromford**") of 1 Exchange Court, Brabourne Avenue, Wolverhampton Business Park, Wolverhampton, WV10 6AU. **Bromford** is registered with the Housing Regulator (from time to time that regulates Registered Providers) under section 111 of the Housing and Regeneration Act 2008

AND

The Licensee '**You**' full name:

xxx

Date of Birth

xxx

YOUR NEW HOME

Bromford grants **You** a licence of: xxx ('the Premises')

Description of premises: which comprises a [single] bedroom and use of a [shared kitchen/bathroom] in [address of building in which room is situated] ('the Scheme')

[NB – if the licensee has exclusive use of a kitchen, check with **You** manager why this qualifies to be offered as a licence agreement.]

The accommodation to be occupied by **You** ("**Your** home") comprises use of the following communal facilities: xx

Bromford reserves the right to move **You** from one room to another as necessary without notice at any time during this Licence, to meet the aims and objectives of the Scheme and to ensure that the Scheme remains well managed.

AIMS OF THE PROJECT

The Scheme is used as part of a project designed to provide accommodation for: xx insert client group.

START DATE OF THE LICENCE

The Licence starts on xx ("the Start Date").

PAYMENTS FOR YOUR HOME

The Licence charge per week for the occupation of the Premises at the Start Date shall be:-

Licence charge (rent)	£ x and
Licence related service charge	£ x and
Support related charge	£ x
Personal charges (ineligible)	£ x
Total Weekly charges	£ x (the "Licence Charge")

SERVICES

Bromford will provide **You** with the following services:

x
x
x
x

At £ x per week

At £ x per week

At £ x per week

At £ x per week

X
X

At £x per week
At £x per week

The exact extent of the services provided the manner of their provision and the facilities available for their provision shall be at the discretion of **Bromford** which reserves the right to make such changes as it considers appropriate and to vary the Licence Charge to reflect such changes. **Bromford** will, so far as practicable, consult with **You** on any proposed changes that will result in a variation to the services received and that will have a substantial effect on **You**.

NOTE

This is an **EXCLUDED LICENCE AGREEMENT** pursuant to section 3A of the Protection from Eviction Act 1977. This means that it is excluded from the provisions of the Protection from Eviction Act 1977.

Your right to occupy the Premises does not give You an exclusive right to occupy any room or area. Licensees are required to share essential living accommodation (kitchen, dining room), and Bromford reserves the right to move You from one room to another from time to time.

The accommodation in which the Premises are situated meets the definition of a "Hostel" as defined by section 622 of the Housing Act 1985. It offers "residential accommodation otherwise than in separate and self-contained sets of premises", "facilities for the preparation of food", and laundry and cleaning facilities.

I have been told to read, and understand the terms and conditions contained within the Licence which include the attached standard terms and conditions before signing below. I acknowledge the provisions concerning financial help with housing costs detailed in clause 1.8.

Signed by the Licensee

Date

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Signed by and on behalf of **Bromford**

Date

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PLEASE NOTE: The information at the start of this document sets out in detail how we expect **You** to conduct the Licence. Please make sure **You** have read and understand it before **You** sign this Agreement. If **You** have provided false information to get the Licence **You** will be in breach of the Agreement and **Bromford** may be entitled to serve **You** Notice to Quit.

These are the terms of **Your** Licence Agreement. **Bromford** may, after consulting with **You**, add to; remove; reduce, or vary the terms and **services** set out in this Agreement. Please see 1.14 for more information.

GENERAL TERMS:

1. It is agreed:-

MAKING PAYMENTS

1.1 **You** will pay the Licence charge as varied from time to time under the terms of the Licence in advance on Monday of every week.

1.2 If **Bromford** accepts the Licence charge at any other time it does not mean that **Bromford** has agreed to vary the date on which the Licence charge is due.

1.3 Licence and Service Charge Increase

1.4 **Bromford** may increase or decrease the Licence Charge by giving **You** not less than four weeks' notice in writing. If the increase or decrease in the Licence Charge is due to a change in the type and/or level of service then the Licence Charge will increase or decrease from the date at which the service provision changes without the need for a notice period to be given.

1.5 **You** must pay the reviewed Licence charge from the date stated in the increase notice.

1.6 Service of notices

1.7 Any notice which **Bromford** must serve on **You** to comply with this Licence will be validly served if it is addressed to **You** and delivered to **Your** Home by hand or sent to **Your** Home by letter, or emailed to **You**. **You** are responsible, if absent for any length of time, to make arrangements for the collection or forwarding of mail.

1.8 Financial help with housing costs

1.9 If **You** need to claim benefits to help pay **Your** Licence Charge, we will be able to tell **You** where **You** can get advice if **You** ask. It is **Your** responsibility to find out if **You** are eligible for financial help with **Your** housing costs and to make the application and supply all necessary documents **Yourself**.

1.10 **You** agree to inform all relevant agencies, such as the Department of Work and Pensions, **Your** Local Authority and the Council Tax office, that **You** are living in **Your** Home immediately on the Start Date.

1.11 Changes in Circumstances

1.12 If **Your** circumstances change so that **Your** entitlement to financial help with **Your** housing costs is affected, **You** must inform the relevant authority and **Bromford** immediately. **Bromford** will reclaim from **You** any overpayment which is lawfully recovered from **Bromford**.

1.13 **You** must inform **Bromford** immediately if there is any change to **Your** or any other member of **Your** households Right to Rent in the UK.

1.14 Changing the terms of this Licence

1.15 Apart from any changes in the Licence charges, the terms of this licence can be changed by either:-

- a) **You** and **Bromford's** agreement;
- b) by **Bromford**, after **Bromford** has:-
 - i. written to **You**, setting out the changes to the licence **Bromford** wishes to make;
 - ii. given **You** a reasonable amount of time to make written representations to **Bromford** about the changes;
 - iii. considered any written representations made by **You**; and sent **You** a notice of variation setting out the changes **Bromford** is intending to make to the licence (the "New Terms") and stating the date on which the New Terms will take effect. The New Terms will not take effect until at least 4 weeks after the notice of variation is sent to **You**.

BROMFORD'S OBLIGATIONS: What Bromford will do

2. **Bromford** agrees:-

2.1 To allow **You** to occupy the Premises without exclusive possession and subject to **Bromford's** right to move **You** from time to time and receive the services detailed in the Licence.

2.2 For the duration of the Licence **Bromford** may gain access to the Premises for any purpose including the provision of services and inspection of the Premises, at any time as may reasonably be required by **Bromford** and, in the case of an emergency, at any time at all and reserves the right to move **You** from the Premises to other premises.

2.3 To provide **You** with such information on **Bromford's** policies and procedures as required by the Housing Regulator guidance (or the guidance issued by any replacement body which is given the task of regulating social landlords in its place), as amended from time to time.

2.4 To comply with legislation relating to the access to, use of and disclosure of information held by **Bromford** including information held in the form of computerised data. There may be a small charge to cover administration costs.

2.5 To pay to the respective; (amend as appropriate to service) local authority, water authority, gas supplier and electricity supplier any amounts due to them relating to the occupation of the Premises.

REPAIR AND MAINTENANCE OF STRUCTURE

2.6 That where **Bromford** has received notice from **You** that works are needed it will:

- a) keep in repair the structure and exterior of the dwelling-house (including drains, gutters and external pipes),
- b) keep in repair and proper working order the installations in the dwelling-house for the supply of water, gas and electricity and for sanitation (including basins, sinks, baths and sanitary conveniences, but not other fixtures, fittings and appliances for making use of the supply of water, gas or electricity), and Keep in repair and proper working order the installations in the dwelling-house for space heating and heating water.

2.7 However **Bromford** is not responsible for any repair or replacements needed to **Your** home if they are needed because of any neglect or damaged caused by **You**, anyone living with **You** or **Your** visitors or pets.

2.8 **You** are responsible for repairing, replacing and making good ("works") any damage or neglect. If **You** fail to do so **Bromford** will be entitled to serve notice on **You** requiring **You** to carry out such works within a reasonable period of time. If **You** still fail to do the works **Bromford** will be entitled to do the works, and **You** will be liable to pay to **Bromford** the costs of doing so.

REPAIR OF COMMON FACILITIES IN THE BUILDING; REPAIRING COMMUNAL ITEMS

2.9 To keep in repair all communal areas including entrances, hallways; stairways; lifts; passageways, electric lighting and rubbish chutes.

DECORATION

2.10 To keep the interior and exterior of the Scheme in a reasonable state of decoration

FURNITURE AND FITTINGS

2.11 The Premises are furnished in accordance with the inventory attached as Schedule 1 of this Agreement.

2.12 To keep in repair and proper working order the fittings listed.

THE LICENSEE'S OBLIGATIONS: What You promise to do

3. **You** agree:-

POSSESSION: LIVING IN YOUR HOME

3.1 To move into **Your** Home on the Start Date and occupy **Your** Home as **Your** only or principal home and to accept it in its current state of decoration at the Start Date.

LICENCE CHARGE AND OUTGOINGS

3.2 To pay the Licence Charge and any Service Charge weekly in advance on Mondays.

INSURANCE: PROTECTING YOUR BELONGINGS

3.3 To insure **Your** furniture, personal belongings and the internal decoration of **Your** Home.

USE OF YOUR HOME: ABOUT HOW YOU USE YOUR HOME

3.4 To advise **Bromford** in advance in writing of a named person responsible for **Your** Home, if **You** are absent from **Your** Home for more than 28 days.

3.5 To use **Your** Home for residential purposes only and not to (nor allow **Your** visitors or any person living with **You** to), operate a business or any other commercial activity at **Your** Home or in the Building or on the Estate without obtaining **Bromford's** prior written consent which will not be unreasonably withheld.

3.6 Not to put up or display on the outside of **Your** Home, any notice, trade plate or advertisement.

3.7 Not to seek to sell or give this Licence away or sub-let or part with possession of the whole or any part of **Your** Home. If **You** are not living in the Home, **Your** friends and family cannot just take over **Your** Licence. If **You** stop living in **Your** Home and do not intend to return, **Bromford** may serve **You** with a Notice to Quit.

USE AND DISCLOSURE OF INFORMATION- PRIVACY STATEMENT

3.8 That **You** hereby agree **Bromford** may disclose information about **Your** licence to other agencies **Bromford** works with, which include but are not limited to; Local Authorities, Social Services, Police, other social landlords and other agencies when **Bromford** believes it is in **Your** or the public's interest to do so, or as required by law.

3.9 We will collect, process, share and securely store personal information in compliance with the Data Protection Act 1998, our Privacy Statement is available online.

NUISANCE: WHAT YOU, YOUR FRIENDS AND FAMILY MUST NOT DO AND WHOSE BEHAVIOUR YOU MUST CONTROL

3.10 Neither to do nor allow, **Your** visitors or anyone that lives with or visits **You**, to do, or threaten to do, anything which causes, or is likely to cause, or is capable of causing, a nuisance and/or annoyance to:

- a) other residents of properties in the Building (where applicable) or on the Estate; and/or
- b) anyone living in, visiting or engaging in a lawful activity in the locality and/or on the Estate; and/or
- c) any of **Bromford's** colleagues or contractors.

3.11 To be responsible for the behaviour of:

- a) any person, including children and lodgers living in and/or visiting **Your** Home; and/or
- b) any Pet **You**, or anyone living with or visiting **You** has, when they are in **Your** Home and/or in the locality and/or in the Communal Areas and/or on the Estate.

3.12 To take responsibility and attempt to sort things out with **Your** neighbours when things go wrong

HARASSMENT: BULLYING, PESTERING AND UPSETTING OTHER PEOPLE

3.13 That **You, Your** visitors, or anyone that lives with **You**: will not harass or threaten to harass any person for any reason, including (but not limited to) harassing someone on any of the following grounds:

- a) Race;
- b) Colour;
- c) Age;
- d) Religion;
- e) Sexual orientation;
- f) Physical and /or mental disability;
- g) Culture;
- h) Ability;
- i) Lifestyle;
- j) Sex.

3.14 That **You, Your** visitors or anyone that lives with **You** will not do anything which interferes with, or is likely to interfere with, the peace and comfort of, or cause offence to:-

- a) any other tenant or a member of his/her household or their visitors;
- b) an adjoining occupier;
- c) **Bromford's** colleagues or contractors;
- d) Anyone living in, visiting or engaging in a lawful activity in the locality and/or in the Building or on the Estate.

ILLEGAL OR IMMORAL ACTIVITIES: BEHAVIOUR THAT IS NOT ACCEPTABLE

3.15 That **You, Your** visitors or anyone living with **You**, will not use, or threaten to use, **Your** Home, the Building and/or the Estate for any illegal, immoral or unlawful activity.

3.16 Neither **You** nor anyone residing in or visiting **Your** Home may do any of the following:

- a) Possess, use, store, keep or produce drugs;
- b) Supply or offer to supply drugs to another person;
- c) Possess with the intention of supplying them to another person;
- d) Cultivate any cannabis plants.

Drugs means "any controlled" within the meaning of the Misuse of Drugs Act 1971 and regulation made with it and any Act(s) replacing it.

DOMESTIC ABUSE

3.17 That **You** or **Your** visitors, shall not be, or threaten to be, violent and/or abusive towards:

- a) anyone living in **Your** Home; and/or
- b) any current or former partners; and/or
- c) their friends and/or family, who are in **Your** Home and/or in the Building and/or the locality and/or on the Estate.

DAMAGE TO OR NEGLECT OF YOUR HOME: NOT ALLOWING ANY DAMAGE TO WHERE YOU LIVE

3.18 Not to, either **Yourself** or by allowing anyone else living with or visiting **You** to interfere with security or safety equipment (such as door entry systems and closed circuit television systems) in the Communal Areas, the Building and/or on the Estate.

3.19 Not to, either **Yourself** or by allowing anyone else living with or visiting **You** to, neglect or damage, deface or put graffiti on or in **Your** Home, the Building or the Estate; and/or anything belonging to:

- a) **Bromford**; and/or
- b) any person living, visiting or carrying out a lawful activity in the Building and/or on the Estate.

3.20 To take every reasonable precaution to prevent damage to **Your** Home (including damage from frost, fire or explosive materials).

3.21 To take all reasonable precautions, as the design allows to adequately heat and ventilate **Your** home in order to help prevent mould and condensation. Where such mould and condensation may occur to take reasonable steps to wipe down and clean surfaces as required to prevent build up or damage to **Your** home or its contents.

3.22 To regularly remove refuse and rubbish from within **Your** home and to ensure that it is stored outside in proper receptacles and where appropriate to make arrangements for its prompt removal.

3.23 That if **You** breach condition 3.10 to 3.22 of this Licence **Bromford** shall be entitled to serve a notice on **You** telling **You** what **You** must do to put right the breach. **You** must put right the breach within whatever reasonable timescale **Bromford** sets out in the notice to a reasonable standard. If **You** do not do so **Bromford** shall be entitled to put right **Your** breach and **You** shall pay to **Bromford** on demand its reasonable costs of:

- a) Repairing or replacing any equipment referred to in clauses 3.18 to 3.22; and/or
- b) Cleaning, repairing or replacing anything referred to in clauses 3.18 to 3.22; and/or
- c) Repairing any damage to **Your** Home.

3.24 That if **You** do any works, repairs, replacements and/or cleaning in response to a notice served on **You** by **Bromford**, **Bromford** shall be entitled to inspect what **You** have done. If what **You** have done is not of a reasonable standard then **You** shall pay to **Bromford** the reasonable costs of **Bromford** bringing **Your** work up to a reasonable standard.

PETS

3.25 Not to keep any animal ("pet") in **Your** home or the building or on the estate.

INFLAMMABLE MATERIALS, DANGEROUS SUBSTANCES AND SAFETY MEASURES; THINGS YOU MUST NOT HAVE ON THE SCHEME AND OTHER SAFETY ISSUES

3.26 Not to bring into, keep or use in **Your** Home or the Building and/or the Estate, any paraffin, petrol or other dangerous or containerised inflammable materials, including (but not limited to) any heating, lighting or cooking appliance containing a reservoir of liquid or gas fuel.

3.27 To take all reasonable steps to ensure that **Your** own fittings (e.g. toasters, kettles) meet current safety standards and are installed in accordance with the manufacturer's recommendations.

3.28 To ensure that **You**, anyone that lives with **You** and any of **Your** visitors do not damage, dirty or otherwise abuse any lifts in the Building or otherwise on the Estate.

3.29 To protect **Your** and other residents' safety and security by:

- a) closing external and Safety and Fire doors in and to the Building; and
- b) controlling and not lending out any key to the Building and/or the Communal Areas in **Your** possession and not sharing Door Entry Codes.

3.30 To ensure that **You** regularly test all smoke detectors in **Your** Home. Where a smoke detector is battery operated **You** must change the batteries as often as is necessary to ensure that the smoke alarm works. Where the smoke alarm is mains operated **You** must immediately report to **Bromford** any faults.

INTERNAL DECORATION AND OTHER MATTERS: TREATING YOUR HOME WITH RESPECT

3.31 To keep the inside of **Your** Home in a good and clean condition and to decorate the internal parts as often as is necessary to keep it in reasonable decorative order.

3.32 To decorate those areas that **Bromford** is not responsible for decorating, and to repair those items **Bromford** is not responsible for repairing.

REPORTING DISREPAIR: TELLING BROMFORD ABOUT DISREPAIR IT HAS TO DO

3.33 To report to **Bromford** promptly any disrepair or defect for which **Bromford** is responsible in **Your** Home, the Building or on the Estate save that **You** must report any disrepair or defect affecting a mains operated smoke alarm to **Bromford** immediately.

ACCESS: WHEN YOU MUST LET BROMFORD INTO YOUR HOME

3.34 To allow the employees of **Bromford** access in order to provide the services detailed in this Agreement and to permit access for whatever purposes at any time as may reasonably be required and in the case of an emergency at any time at all and to move to alternative premises as may be required.

3.35 To allow the employees or contractors of **Bromford** access at all reasonable hours of the daytime to inspect the condition of the Premises or to carry out repairs or other works to the Premises or adjoining premises.

OVERCROWDING

3.36 Not to allow anyone else to live or stay in the Premises.

PARKING AND VEHICLES

3.37 To park vehicles:

- a) only in designated parking spaces (where these exist); and
- b) with due care and consideration to other road users and pedestrians without obstructing the Estate and/or any roads, garage forecourts, service roads, footpaths, greens, verges, access routes, driveways or other parking spaces.

3.38 Not to park un-roadworthy vehicles in or on roads, garage forecourts, service roads, footpaths, greens, verges, access routes, driveways or any parking space allocated to other tenants.

3.39 Not to park caravans, motor homes, boats, trailers, lorries or similar vehicles on the Estate without **Bromford's** prior written consent and not to park such in any designated or approved parking spaces which are allocated to others.

3.40 To keep clear and tidy any parking space designated to **You**.

3.41 Not to use roadways, driveways, external communal areas or car parks owned or managed by **Bromford** for vehicle repairs except if there is an emergency such as vehicle breakdown.

3.42 To remove any un-roadworthy vehicle and/or untaxed vehicle from land owned or managed by **Bromford** (including but not limited to **Your** Home and/or the Estate) within 7 days of **Bromford** informing **You** that **You** must remove the vehicle.

COMMUNAL AREAS

3.43 Not to obstruct or keep or leave rubbish, dangerous materials or any other belongings including (but not limited to) carpets, mats, plants or ornaments, or anything which could constitute a trip or fire safety hazard in or on any Communal Areas and/or on the Estate.

3.44 If this term of the Licence is breached **Bromford** shall be entitled to remove and dispose of any such rubbish, dangerous material or belongings and **You** shall pay the costs of doing so to **Bromford** on demand.

MOVING OUT

3.45 That on or before the date on which the Licence ends:

- a) **You** will move out and not leave anyone else living in **Your** Home.
- b) **You** will return the keys to **Your** Home (and where applicable all the window keys and door entry tokens) to **Bromford** on or before the day that the Licence expires.
- c) **You** will leave the Home and **Bromford's** fixtures and fittings, in clean and good condition and repair.
- d) **You** will remove all furniture, personal possessions (including but not limited to fitted carpets and curtains that belong to **You**) and rubbish.

3.46 That if **You** breach clause 3.45 of the Licence **You** hereby authorise **Bromford** to remove and dispose of any items left in **Your** Home and agree that **You** will pay **Bromford** its costs of doing so.

3.47 **Bromford** is not responsible for anything left in **Your** Home after the Licence comes to an end.

THE LICENSEE RIGHTS

4.1 **You** have the following rights:-

RIGHT TO OCCUPY

4.2 **You** have permission to occupy the Premises as a licensee for the duration of this Licence so long as **You** comply with the terms of the Licence.

RIGHT TO MAKE IMPROVEMENTS; WORK YOU CAN DO TO YOUR HOME

4.3 Not to remove or make any alterations to the Premises or any fixtures, fittings or furniture provided by **Bromford**.

RIGHT TO CONSULTATION: WHEN YOUR VIEWS HAVE TO BE CONSIDERED

4.4 **Bromford** will consult **You** before making changes in matters of housing management or maintenance which are likely to have a substantial effect on **You**.

RIGHT TO INFORMATION: INFORMATION BROMFORD MUST GIVE YOU

4.5 **You** have a right to information from **Bromford** about:

- a) The terms of the Licence;
- b) **Bromford's** repairing obligations;
- c) **Bromford's** policies and procedures on tenant's consultation;
- d) Housing allocation and transfers;
- e) Equal opportunities;
- f) Principles for fixing Licence charges,
- g) Information about **Bromford's** performance as required by the Housing Regulator.

GENERALLY

4.6 **You** agree that notices (including notices of legal proceedings) may be served on **You** by **Bromford** either personally or by posting them to or leaving them at **Your** Home or (if different) **Your** last known address, or by emailing them to **You** at **Your** last known email address.

4.7 All references in this Licence to legislation are deemed to include references to those provisions as amended varied replaced or re-enacted from time to time.

4.8 Notices, including notices in legal proceedings, can be served on **Bromford** at its registered address: 1 Exchange Court, Brabourne Avenue, Wolverhampton Business Park, Wolverhampton, WV10 6AU.

ENDING THE LICENCE

4.9 To:

- a) give **Bromford** at least 4 weeks signed notice in writing that **You** want to end the Licence; and upon having given **You** reasonable notice;
- b) allow **Bromford** to inspect **Your** Home before the notice period ends; and
- c) allow **Bromford** to carry out viewings during **Your** notice period.

4.10 If **You** leave **Your** Home without giving or before the expiry of the 4 weeks' notice period, **You** agree to pay the Licence charges as if **You** have given 4 weeks' notice or up to the expiry of any notice given, whichever is the later.

4.11 To give **Bromford** vacant possession at the end of the Licence. We refer **You** to clauses 3.45 to 3.47.

SMOKING

4.12 To smoke only in any designated smoking areas

VISITORS

4.13 To entertain visitors in the Premises or at reasonable times in the communal areas. Visitors may not however be accommodated overnight other than with **Bromford's** permission.

IF YOU THINK BROMFORD HAS FAILED TO KEEP TO ITS PART OF THIS LICENCE

4.14 If **You** think **Bromford** has not done something it has agreed to do in this Licence, **You** can first make a complaint to **Bromford** using its complaints procedure. A copy of **Bromford's** Complaints Procedure is available on request.

4.15 If at the end of **Bromford's** complaint procedure **You** are not satisfied with how **Bromford** dealt with **Your** complaint, **You** can then complain to the Housing Ombudsman. **You** can also get advice from a Citizens Advice Bureau, housing advice centre, law centre or solicitor.

5. THE ASSOCIATION'S RIGHTS

5.1 **Bromford** has the following rights:-

GROUND FORS FOR ENDING THE LICENCE

5.2 To end the Licence for any reason by giving the Licensee written notice. The Licence is likely to be ended if:-

- a) **You** have failed to pay the Licence Charge when due,
- b) **You** have failed to comply with or breached any of the conditions of this Licence,
- c) **You** have caused damage to the Premises, furniture, fixtures or fittings of the Scheme,
- d) **You** have caused serious and/or persistent nuisance to other licensees, neighbours or staff or committed acts of harassment on the grounds of race, colour, religion, gender, sexuality, age or disability,
- e) Suitable alternative accommodation has been offered,
- f) The Premises and services no longer meet **Your** needs,
- g) If **Bromford** consider that the Scheme is not suitable for the **You** or **You** require a level of care that the **Bromford** is unable to provide,

h) If circumstances should arise such that **Bromford** is obliged to take steps to close the Scheme.

5.3 **Bromford** will normally give **You** at least 28 days written notice terminating the Licence. Less than 28 days' notice will be given where **Your** behaviour warrants this, the notice period will be appropriate to the circumstances that led to the notice being served. The notice will normally give the reason why the Licence is being terminated.

SAMPLE

SCHEDULE 1: FIXTURES AND FITTINGS

We shall provide the following fittings (the Provided Fittings):

- Carpets to Hall, Lounge, Bedrooms 1 and 2
- Vinyl flooring to kitchen and bathroom
- Washer Dryer
- Hob and Oven
- Fridge/Freezer
- Towel Rail Holder, Mirrored Cabinet, Toilet Roll Holder

SAMPLE