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**CHIPPENHAM HOUSING CO-OPERATIVE
CONTRACTUAL TENANCY**

PARTIES	THIS TENANCY AGREEMENT IS BETWEEN:
	Chippenham Housing Co-operative LTD, 27 Chippenham Road London W9 2AH
	And
	Tenant Name: (In the case of Joint Tenants , the term 'Tenant' applies to each of them and the names of all Joint Tenants should be written above. Each Tenant individually has the full responsibilities and rights set out in this agreement.
Address	in respect of: Chippenham Road, Maida Hill W9 2AH
Description of Premises	Which comprises:
Date of start of Tenancy	The tenancy begins on:
Permitted Number of Occupiers	The permitted maximum total number of occupiers is:

AND WHEREAS

The Co-operative is a nonprofit seeking housing co-operative registered under the Industrial & Provident Societies Act 1965 and registered with the Housing Corporation under Section 1 of the Housing Act 1996. The Tenant is a member of the Co-operative who agrees to purchase a share in the Co-operative. The tenancy is granted by a Co-operative which is democratically controlled by his members. The rules of the Co-operative:

- a) Restrict membership to persons who are tenants or prospective tenants of the Co-operative and
- b) Preclude the granting or assignment of tenancies to persons other than members.

The Co-operative is therefore a fully mutual co-operative housing association as defined by Section 1 (2) of the Housing Associations Act 1985 and Section 5(2) of the Housing Act. 1985. The Tenancy granted by this agreement is therefore not an assured tenancy by virtue of Paragraph 12(h) of Schedule 1 to the Housing Act 1988.

1 1 GENERAL TERMS

	It is agreed as follows:	
Payments for the Premises	The weekly payments for the premises at the date of this Agreement shall be:	
	DESCRIPTION	AMOUNT
	NET RENT	£
	SERVICE CHARGES	£
	TOTAL RENT PAYABLE	£

In this Agreement the term 'Rent' refers to the sum of the net rent as varied from time to time in accordance with this Agreement.

Please use your Tenant Reference Number on all payments:

Due Dates	The payment of weekly Rent, is due in advance on the 1st day of each week. (52 weeks per year) The weekly rent amount payable from the date of this agreement is £ and the weekly Service Charges are £
Payment of Rent	All rent and service charges are payable by the Tenant to the Co-operative. The Co-operative shall provide services in connection with the premises for which the Tenant shall pay a Service Charge for landlords lighting, servicing the emergency lights in common areas as well as contributing to the management agency fees. The Co-operative may after consulting the Tenants affected increase, add to, remove or reduce or vary the services provided. Any additional services will be charged for by way of the service charge.
Changes in Rent	The Co-operative may increase or decrease the Rent as is specified by the Co-operative's rent setting policy or as set from time to time in general meeting. The Co-operative will give the tenant not less than one calendar months' notice, in writing, of the increase or decrease. The notice shall specify the Rent, on the expiry of such notice the rent specified shall become the monthly Rent. The Rent shall not be increased more than once a year and no increase shall take effect less than a year after the last increase.
Charges for the tenant	Tenants are responsible for their own council taxes and water rates as well as all utility bills.

Altering the Agreement	With the exception of any change in rent, this agreement may only be altered by: - the agreement in writing of both the Tenant and the Cooperative Or - resolution at a general meeting passed by not less than two thirds of members voting at such a general meeting. Any change will come into effect after not less than one calendar months' notice is given in writing to the Tenant of such change. The Tenant is entitled to bring the Tenancy to an end by giving one month's notice in writing if they do not wish to be bound by the change. If the Tenant refuses to accept the change and does not serve a notice to quit the tenant will be in breach of this agreement.
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Services of Notices (including for the purposes of Section 48)	Any notice (including any notice in proceedings) may be given by the Tenant to the Co-operative, addressed to the Co-operative by name: Chippenham Housing Co-op 27 Chippenham Road London W9 2AH or to our Housing Management Agency Co-op Homes (South) at 8 Waldegrave Road, Teddington, TW11 8 GT or by the Co-operative to the Tenant addressed to the Tenant by name at the address of the Premises. Any notice to be given to the Tenant shall be deemed to be properly given if: • Handed to the Tenant; or • Delivered by hand to the Premises; or • Sent by post and shall be deemed to have been served not later than the first working day following the day on which it was posted.
Co-op Membership	The Tenant must be an active member of the Co-operative and abide by its Rules and conditions of membership.
<u>THE CO-OPERATIVE'S OBLIGATIONS</u>	
	The Co-operative agrees:
Possession	To give the Tenant possession of the Premises at the commencement of the Tenancy
Tenant's right to occupy	Not to interrupt or interfere with the Tenant's right peacefully to occupy the Premises except where: • access is required to inspect the condition of the premises or to carry out repairs or other works to the Premises or adjoining property; or • a court has given the Co-operative possession of the Premises

Repair of Structure and Exterior	To keep in good repair, the structure and exterior of the Premises including: • drains, gutters and external pipes; • the roof; • outside walls, outside doors and door fittings, windowsills, window catches, sash cords and window frames including necessary external painting and decoration; • internal walls, floors and ceilings, doors and door frames, door hinges and skirting boards but not including internal painting and decoration; • chimneys, chimney stacks and flues including sweeping; • pathways, steps or other means of access; • plasterwork; • integral garages and stores, boundary walls and fences; • securing the property in the case of the security of the property being breached.
Repair of installations	To keep in good repair and proper working order any installations provided by the Co-operative for space heating, water heating and sanitation and for the supply of water, gas and electricity, including: • basins, sinks, baths, toilets, flushing systems and waste pipes; • electric wiring including sockets and switches, gas pipes and water pipes; • water heaters, fireplaces, fitted fires and central heating installations; • ensuring appropriate ventilation is provided
Negligence	The Co-op will not be liable for the repair of any of the above if the repair becomes necessary through the negligence of the tenant or any other occupier of the premises.
Repair of common parts	To take reasonable care to keep the common entrances, halls, stairways, passageways, rubbish chutes and any other common parts, including their electric lighting, in reasonable repair and for use by the Tenant and other occupiers and visitors to the Premises.
External Decorations	To keep the exterior of the Premises and any common parts in a good state of decoration and to re-decorate these areas as deemed necessary by the Co-operative.

Tenants' Information	To provide the Tenant with information on its housing management policies as required by the guidance issued by the Housing Corporation now the Regulator of Social Housing (RHS). Chippenham Housing Co-op operates within their rules and guidelines.
Insurance	To keep the property insured for its full reinstatement value against loss or damage by fire or other risks as the Co-operative thinks necessary, excluding any provision for the insurance of Tenants' household goods or personal effects for which the tenant must make such provision. It is strongly recommended for the tenant to take out insurance against such risks. Your home contents insurance should also include the cost of damage as a result of a break in.

	<u>THE TENANT'S OBLIGATIONS</u> The Tenant agrees: As a tenant/member of Chippenham Housing Co-op, you have accepted certain responsibilities by signing your tenancy agreement and you must look after your property and any communal areas in a responsible manner. Your tenancy agreement is a legal document which sets out our responsibilities to you as a landlord and your responsibilities and rights as our tenant.
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Membership	That they are aware that the Co-operative has taken out a mortgage loan in order to finance part of the cost of building the Premises. The Tenant understands that if the Co-operative fails to repay the mortgage or to fulfil the other terms of the loan the lender will be entitled to obtain vacant possession of the Premises in order to sell it to recover the mortgage loan, The Tenant therefore agrees that it is essential that they accept the responsibilities of membership of the Co-operative and contribute positively to the control and management of the Cooperative's affairs. The mortgage loan was paid back in March 2019 but it could happen that the Co-operative considers taking another loan in the future... To be a member of the Co-operative throughout the tenancy and to comply with the Co-operative's policies and regulations. The Tenant will also comply with the Co-operative's complaints procedure in case of dispute with either another tenant or the Co-operative. To assist in the daily management of the Co-operative.
Possession	To take possession of the Premises at the commencement of the Tenancy and not to part with possession of the Premises or sub-let the whole or any part of it.
Rent	To pay the Rent monthly and in advance. Chippenham Housing Co-op is self-financing, its rent being its only source of income and is committed to provide affordable, well-maintained housing for its members. It is important that everyone pays their rent on time. The Co-op uses rents to pay for housing services as well as for repairs and improvements.
Use of Premises	To use the Premises for residential purposes as the Tenant's only or principal home and not to operate a business at the Premises without the written consent of the Co-operative
Absence From Premises	To inform the Co-operative in advance, if the member expects to be absent from the Premises for a month or more. To inform the Co-op in writing beforehand if you intend to be absent from the premises in excess of three months and no more than four months. Permission must be obtained from the Co-operative in writing if you intend to be absent for more than four months.
Communal Areas	To keep, with other tenants, the communal areas in clean condition and free from litter and personal effects. Residents must not prejudice security and safety equipment in communal areas e.g. doors must not be jammed open and strangers must not be let in without identification

Nuisance	Not to cause, or behave or allow members of their household or visitors to cause or behave in a way likely to cause nuisance, annoyance, disturbance or offence to anyone living, visiting or going about their lawful activities in the locality or to the Cooperative's employees, agents or contractors. Nuisance, annoyance, disturbance or offence includes but is not limited to loud music, arguing, shouting and slamming doors, offensive drunkenness, dumping rubbish, playing ball games close to other residents' homes, revving car engines, barking dogs. To have respect for the rights of other tenants/neighbours and not to break Council by -laws.
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Domestic Violence	Not to use or threaten violence against any other person living in the premises such that they are forced to leave by reason of the Tenant's violence or fear of such violence.
Racial and other harassment	Not to commit or allow members of his/her household or invited visitors to commit any form of harassment on the grounds of race, colour, religion sex, sexual orientation or disability which may interfere with the peace and comfort of, or cause offence to, any other tenant, member of their household, visitors, neighbours, employees, agents or contractors of the Co-operative. This includes but is not limited to violence or threats of violence towards any person, abusive or insulting words or behaviour to another person including damage to any part of a person's home, writing threatening, abusive or insulting graffiti, any act or omission calculated to interfere with the peace or comfort of any other person or to inconvenience such a person. The Co-operative shall regard any forms of harassment as sufficient grounds on which to seek possession of the perpetrator's Premises if applicable.
Noise	Not to create or allow to be created a level of noise that causes a nuisance or annoyance in the locality. In particular not to play or allow to be played any radio, television, record or tape recording or musical instrument so loudly that it causes a nuisance or annoyance to persons in the locality or can be heard outside the Premises between the hours of 11.00 m and 7.30am

Offences	Not to use the Premises or allow it to be used for immoral or illegal purposes, or to commit an arrestable offence in, or in the locality of, the premises. You must not own, keep or discharge any firearm including air rifles in, or in the locality of the premises.
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	Not to possess illegal drugs or allow them to be used or supplied in or on the premises or in the locality of the premises by the tenant or a visitor.
Pets	Not to keep any pets on the premises nor to allow any guest to keep a pet on the premises without the prior written consent of the Co-operative. If permission is granted, the tenant also agrees to keep any such permitted animal under control at all times. Make sure your pet does not foul or damage your home and if sharing a garden, your pet must be kept in your premises. Such permission may be withdrawn if in view of the Co-operative the pet causes any nuisance, interference or annoyance to other residents.
Children Play	Not to allow any of the tenant's children or their visitor's children to play in the entrance halls, stairways, tenants yards or passages. Any common parts or ground may be used for normal recreational purposes but not so as to cause annoyance to other residents.
Insurance	Not to do anything which may void the Co-operative's fire or liability insurance or increase the fire or liability risk in the premises.
Inflammable Material	Not to store in the Premises or on the common parts, any inflammable material or goods other than may be reasonably required for domestic use, e.g. liquid petroleum, petrol, diesel, paraffin or any other like substance.
Advertising	Not to exhibit in or about the Premises any trade business professional or advertising notice.
Laundry	Not to hang or allow to be hung or exposed any laundry or other articles on the exterior of the premises.
Roof	Not to go onto or use the roof of the building of which the Premises form part for any purpose other than in an emergency
Internal Decoration	To keep the interior of the premises in good and clean condition and to decorate all internal parts of the Premises as frequently as is necessary to keep them in good decorative order.

Damage	Not to cause or allow members of their household to cause damage to any property owned by the Co-operative and not deface any wall, door, fence or other parts of the Premises by graffiti or other means. To make good any damage to the premises or the Cooperative's fixtures and fittings or to the common parts caused by the Tenant or any member of the Tenant's household (including Tenant's children) or any invited visitor to the Premises, fair wear and tear excepted, and to pay any costs incurred by the Co-operative carrying out such works in default To be responsible for using waste and drainage systems appropriately and not to put solid waste or waste that could become solid, e.g. cooking fat, into the sinks or other drainage system. To be responsible for any items belonging to them; e.g. cookers, light bulbs, fuses in appliances, plugs, replacement of lost keys etc	
Disposal of Rubbish	To place in paladins or dustbins provided, as appropriate, all household waste in rubbish bags securely tied, and to comply with any notice served by the Co-operative or Local Authority in connection with waste and rubbish removal. To keep the bins and bins areas clean and tidy. To keep gardens in nice tidy condition. Windows ledges and balcony walls should not have anything to endanger any entrance or exit of properties.	
Entrances and Stairs	Not in any way to encumber with boxes, prams, motor cycles, mopeds, cycles, or otherwise leave rubbish upon any part of the building used in common with others Not to make undue noise in or about the entrance's stairs or passages. Not to dispose of redundant household items; e.g. old fridges, sofas, furniture in the common areas.	
Reporting Disrepair	To report to the Co-operative promptly any disrepair or defect for which the Co-operative is responsible in the structure or exterior of the Premises or in an installation there or in the common parts.	
Tenants Repairing Obligations	Tenants have an obligation to report repairs, damage to the building or danger to occupants and it is a breach of tenancy to fail to report repairs. The following items of repair are the tenant's responsibility:	
	◆ Internal locks ◆ Door handles ◆ Keys ◆ Plugs and chains to sinks, wash-hand basins & baths ◆ Tap washers ◆ All interior decoration	◆ Replacement locks when keys are lost ◆ Cupboard catches ◆ Hat and coat rails ◆ Accidental damage to furniture, white goods, fixtures, fittings and glazing ◆ Electric plugs and fuses

	In exceptional cases, the Committee may waive the tenants' obligations in respect of the above. Any waiver will be given by the Co-operative to the tenant in writing and will not be effective unless and until such waiver is in writing.
Access	To allow the Co-operative's employees or contractors acting on behalf of the Co-operative access at all reasonable hours for the following purposes: • Inspection of the state of repair, alteration or improvement to the Premises, common parts or adjoining premises; • The carrying out of a repair, alteration or improvement to the Premises, common parts or adjoining premises, including electrical wiring, gas and water pipes or drainage and heating installation • To ensure compliance with these Conditions of Tenancy and Health & Safety regulations, e.g. Gas Safety checks in the case of shared housing: • To check the welfare of another tenant • To facilitate viewing of prospective tenants The Co-operative will usually give at least 24 hours' notice in writing but immediate access may be required in an emergency
Servicing and General	The Tenant: • Where there is gas and/or electrical space heating the Tenant shall report any malfunction in the equipment to the Co-operative and allow access for repair. • The Tenant shall also allow access to the appropriate Gas or Electricity Authority or other authorised contractor for the purpose of servicing space heating equipment under a service agreement with the Co-operative. • Not to sell, lease or otherwise part with possession of any of the Cooperative's fixtures and fittings. • To comply with the reasonable requests of the Co-operative in connection with any of the foregoing matters.

Ventilation Condensation Mould	Adequate ventilation is essential to all homes. Mould usually occurs in properties which have been poorly ventilated and is caused by condensation which in most cases come from domestic activities: cooking, showering, drying clothes.... • To reduce condensation, make sure your home is well ventilated • Do not block up air bricks and use your extractor fan in the kitchen and bathroom or leave the window open for a short time after showering.
Assignment	The tenant cannot assign his/hers/their tenancy.
Guests Lodgers Subletting	1. Guests and Short-Term Visitors Tenants may host personal guests in their homes without prior permission for stays of up to four weeks in any six-month period. Longer stays may be permitted subject to written approval from the Co-operative. 2. Lodgers As a fully mutual Housing Co-operative, Chippenham Housing Co-op does not permit lodgers. 3. Prohibition on Subletting Subletting, whether in whole or in part, is strictly prohibited. For the avoidance of doubt, subletting includes any arrangement where: • The tenant ceases to occupy the property as their main and principal home • Exclusive possession is given to another person • Rent is charged in a manner resembling a tenancy • Any agreement is made that resembles a formal or informal tenancy agreement Subletting is illegal. If you sublet your home, you will be in breach of your tenancy agreement and it will be a criminal offence. 4. Breach of Policy Our goal is to maintain fairness, security and community integrity for all members. Failure to comply with this policy, including failure to seek consent or to respond to requests for information within 28 days, may be treated as a breach of tenancy and result in enforcement action by the Co-operative.

Moving Out	a) To give the Co-operative vacant possession of the premises at the end of the tenancy and to remove all furniture, personal possessions and rubbish and leave the premises and the Cooperative's fixtures and fittings in good lettable condition and repair. The Co-operative accepts no responsibility for anything left at the Premise b) To ensure that any changes made by the Tenant to the Co-op's fixtures and fittings and decoration have been made good unless written permission is obtained to the contrary. In the event of the Tenant failing to ensure compliance with any of the above the Co-op shall seek reimbursement from the Tenant c) To return all keys of the Premises to a nominated officer of the Co-op on or before the expired date of the notice.
Indemnity for Costs	a) To be liable to indemnify the Co-operative in full for any money the Co-operative has to spend as a result of any breach by the Tenant of any part of this Agreement. b) Any money or costs due to the Co-operative by the Tenant shall be a rent due to the Co-operative even if the Tenancy granted by this Agreement has ended.
False Information	That he/she has not given false information in order to obtain this Tenancy.
. THE TENANT'S RIGHTS	
	The Tenant has the following rights:
Right to occupy	The Tenant has the right to occupy the Premises without interruption or interference from the Co-operative for the duration of this Tenancy (except for the obligation contained in this Agreement to give access to the Cooperative's employees or contractors) so long as the Tenant complies with the terms of this Agreement and has proper respect for the rights of other tenants, neighbours, employees, agents and contractors of the Cooperative.

Right to make improvements	The Tenant may make improvements, alterations and additions to the Premises, external decoration and additions to, or alterations in, the Cooperative's installations, fixtures and fittings, provided that the tenant has first obtained the written consent of the Co-operative and all other necessary approvals (for example, planning permission or building regulations approval). The Co-operative will not unreasonably withhold its consent but may make it conditional upon the work being carried out to a certain standard. The tenant shall keep proper floor coverings in the Premises and renew the same, when necessary. Laying laminate wooden flooring, lino or ceramic tiles: permission is to be granted for basement/ground floor flats or another maisonette's flat as long as it is not directly above another tenant's premises/flat. Quality acoustic underlay must be installed at all times. The Co-operative does not allow laminated flooring, lino or tiling floor to be laid directly above another tenant's flat due to possible transmission of noise to neighbours. (excluding bathroom and kitchen where lino can be used) The Co-operative will not be responsible for repairing or replacing overlay flooring if it has to lift the floor for any reason. Failure to comply with the Co-operative's conditions may be treated as a breach of the tenant's obligations under this tenancy
Right to repair	The Co-operative shall establish a scheme providing the Tenant with a remedy if the Co-operative fails to carry out its obligations to repair. The scheme shall operate in accordance with the requirements of the Residents Charter as laid down from time to time by the Housing Corporation and the regulator of Social Housing (RHS) The Co-operative shall provide details of the scheme at the beginning of the tenancy and inform the tenant of any changes.

Right to consultation	The Co-operative will consult the tenant before making changes in matters of housing management or maintenance which are likely to have a substantial effect on the tenant.
Right to information	The tenant has the right to information from the Co-operative about the terms of this Tenancy and about the Co-operative's repairing obligations and its policies and procedures on tenant consultation and housing allocations, equal opportunities, dealing with harassment and procedures for ensuring that members meet their responsibilities.

Rights of Survivorship for Joint Tenants	In the event of the death or permanent departure of one joint tenant, the surviving joint tenant(s) shall retain full tenancy rights and continued occupation of the property, provided they remain members of the co-operative and continue to meet the obligations of tenancy as outlined in this document. To become a joint tenant, the member must be proposed by one of the flat's existing tenant(s). The proposal will be considered at the following management committee meeting as an item on the agenda. The prospective additional tenant should be present at these meetings. Where joint tenancy includes family members (such as adult children), the co-operative recognises such arrangements as valid as were agreed at committee management meetings and recorded in official minutes. The surviving joint tenant(s) shall not be required to vacate or reapply for tenancy solely due to the loss or departure of the co-tenant. The co-operative supports stable, long-term tenancies in accordance with its fully mutual principles, and recognises the legitimacy of joint tenancies properly established through member consensus and due procedure.
Rights of Succession	1. Succession upon Death of a Sole Tenant a. No automatic familial succession is permitted by Chippenham Housing Co-op. Tenancy cannot be transferred to another person unless they are already members of the Co-op and hold a joint tenancy. b. In the event of the death of a sole tenant, the co-operative may consider an application for succession from a person who: • was living in the property as their only or principal home at the time of the tenant's death, and • is a close family member (such as a spouse, civil partner, partner, child, or other relative), and • is a full member of the co-operative at the time of the tenant's death. c. The applicant must apply to the management committee in writing within six weeks of the tenant's death. The committee may grant succession where it is satisfied the applicant meets the criteria and there is no breach of co-operative rules. d. The spouse, partner or family member must be Co-op members or willing to be and be accepted as so by the Co-operative and to accept its rules. e. Only one statutory or permitted succession is allowed per tenancy unless otherwise agreed by a vote of the members. The succession must not lead to overcrowding of the Premises.

Transfer	2. Succession upon Death of a Joint Tenant a. Where a joint tenancy exists, and one tenant dies, the tenancy will continue automatically in the name(s) of the surviving joint tenant(s). This is not considered a succession under these rules. b. In the event that all but one joint tenant has died or relinquished the tenancy, the remaining tenant shall be regarded as the sole tenant from that point forward. The succession must not lead to overcrowding of the premises. 3. Discretionary Succession a. Where no statutory right to succession exists (e.g. a second succession), the co-operative may, at its discretion and with majority approval of the management committee, grant a new tenancy to a member who meets the following: • Lived in the property as their only or principal home for [e.g. at least 12 months] prior to the tenant's death, • Is an active member of the co-operative, and • Has not previously succeeded to the tenancy. The Co-operative may also give sympathetic consideration to granting a tenancy to children of the household (over 18) or to their parent/guardian if children under 18, providing they were accepted by a majority at a Special Management Committee Meeting. The applicant must be Co-op members or willing to be and be accepted as so by the Co-operative and to accept its rules. The succession must not lead to overcrowding of the Premises. The co-operative shall take into account the household's needs, history of contribution to the co-op, and wider community interests. You can only transfer your tenancy with the Co-operative permission if you are swapping flats with another tenant/member as a mutual exchange. New tenancy agreement will then be issued to both parties providing that the premises do not become overcrowded.
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• **TERMINATION OF THE TENANCY**

- **The Co-operative may bring this tenancy to an end** by giving the Tenant 4 weeks written notice to quit. Such notice shall only be given in the following circumstances:
- If the Tenant has ceased to be a member of the Co-operative in accordance with the provisions laid down in the Co-operative's Rules.
- The Tenant has not paid the rent due in respect of the Premises and has been given notice of the amount of the arrears in accordance with the Co-operative's Rent Arrears Policy
- If the Tenant has committed any breach of the agreement.
- If possession is necessary for works or redevelopment or rehabilitation.
- If the Premises are held by the Co-operative on terms which require that the Co-operative gives up vacant possession on termination and the Co-operative has received written notice of such termination.
- If the premises are left unoccupied without the agreement of the Co-operative.
- If the condition of the premises has deteriorated through acts of waste, neglect or default by the Tenant or anyone living with them or, where the neglect or default is by a lodger, the Tenant has not taken such steps as they ought reasonably to have done to remove the lodger or make good the premises.
- The Co-operative was induced to grant the tenancy by a false statement made knowingly by the Tenant.
- The Tenant has committed or allowed members of the Tenant's household or invited visitors to commit a form of harassment on the grounds of race, colour, religion, sex, sexual orientation or disability.
- The Premises are subject to a mortgage and the lender which granted the mortgage is entitled to sell the Premises and require possession for the purpose of disposing of it with vacant possession.

The Tenant cannot be made to leave the Premises until the Co-operative has obtained an order of the Court.

When a notice to quit has been served by the Co-op, which has expired, the Co-op may apply to the court for a possession order. It will only do so on the decision of a Special General Meeting of the Co-op. The tenant shall have the right to be present and address the meeting or nominate a person to speak for them.

Signed on behalf of the Co-operative

Signed by the Tenant(s)

Dated

The Co-operative has updated its procedure for dealing with complaints raised by the tenant on any matter arising from this tenancy. The new procedure is clearly explained in our Complain Policy and shall operate in accordance with the requirements of the new Housing Complaint Handling Code 2024. The Co-operative shall provide a copy of the Complaints Policy at the beginning of the tenancy and inform the Tenant of any changes. If still dissatisfied after the complaint's procedure has been exhausted, the Tenant shall have the right to refer the matter to the Independent Housing Ombudsman (complaint procedure can be found on our new Complain Policy documents)

Reviewed and adopted by Management Committee 07-07-2026