

ASB TENANT INFORMATION

Dear tenant

Apex Housing Association Ltd are pleased to welcome you to your new home. When signing for your property you will have received details of your tenancy.

I would like to draw your attention to your tenancy agreement, in particular, Section 1 part 4. This states that it is the responsibility of every tenant *to act in a reasonable manner, both in respect of treatment of the dwelling and adjoining property and avoid, in particular, conduct likely to cause nuisance to others. The tenant is also responsible in this respect for the behaviour of relatives and others who are temporarily or permanently residing in the dwelling.*

It is in everyone's interest for every household to respect the rights of others to peaceful enjoyment of their homes. This means that all tenants, and members of their households should be aware of the possible effects that their behaviour may have on others.

The Association has a formal procedure to deal with complaints concerning neighbours. While Apex Housing Association Ltd will not be responsible for taking action on complaints that are not housing related, we will acknowledge each neighbour related complaint received, and advise, in writing, what action is to be taken.

It is important that tenants try themselves to amicably resolve any disputes that may arise, by discussing the problem with the person who is causing the nuisance.

Should a problem arise with neighbours, and where a tenant believes that they cannot resolve the problem themselves, they should contact the office giving as much information as possible. Your Housing Officer will investigate the complaint and you will be notified of any proposed action.

If you require any further information regarding this matter, please do not hesitate to contact our office at the address below.

Yours sincerely

Housing Officer

Apex Housing Association Ltd

HEAD OFFICE:

10 Butcher Street
Derry~Londonderry
BT48 6HL
Northern Ireland

BELFAST OFFICE:

6 Cromac Place
The Gasworks
Belfast
BT7 2JB

CONTACT:

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