

Table of Changes – Council Tenancy Agreement

Page	Section	Current Wording	Amendment
1	Introduction	<p>Newark and Sherwood Homes provides a management service to all tenants of Newark and Sherwood District Council (NSDC). It is important that you read and understand this tenancy agreement as it sets out the conditions of your tenancy.</p> <p>Our vision is “to deliver excellent Housing Services” and this is further supported by the core values which underpin the work we do:</p> <ul style="list-style-type: none"> • Delivering Excellence • Making Positive Improvements • Sharing Information • Customer First • Valuing Everyone <p>If you have any questions regarding your tenancy then please contact Newark and Sherwood Homes.</p>	<p>Replaced with:</p> <p>It is important that you read and understand this tenancy agreement as it sets out the conditions of your tenancy.</p> <p>The Council’s purpose is:</p> <p align="center"><i>‘Serving People, Improving Lives’</i></p> <p>The Council’s values are:</p> <p>Ambitious and forward thinking Focused on achieving the very best and always looking to improve and innovate</p> <p>Caring and compassionate Sensitive to the different needs and circumstances of others; seek to empower people to fulfil their potential</p> <p>Commercial and business-like Careful and creative with resources; securing value for money</p> <p>Professional and reliable Consistently delivering on promises; trusted to providing good quality and demonstrating integrity</p> <p>Welcoming and responsive</p>

			<p>Approachable, open to feedback and challenge and swift to act.</p> <p>If you have any questions regarding your tenancy then please contact us.</p>
2	Terms and Definitions used within this Agreement	Customer Access Team – first point of contact for accessing Newark and Sherwood Homes	Replaced with: Customer Service Team – first point of contact for all council services
4		Tenant Services Authority - The independent regulator for social housing in England.	Replaced with: Regulator for Social Housing
4		We, us, our – Newark and Sherwood Homes Ltd, who manage the Property on behalf of the Council	Replaced with: Newark and Sherwood District Council
5	Section 1 Your Tenancy Agreement	1b – We manage the property on behalf of the council.	Removed
		1c – Tenants, also living in properties managed by Newark and Sherwood Homes, who are your neighbours, have exactly the same rights and responsibilities you have (but introductory and demoted tenants do not have the same protection from losing their home as secure tenants).	Replaced highlighted wording with: also living in properties managed by Newark and Sherwood District Council
9	Our Rights and Responsibilities – for all Tenants	3d – We will follow the terms of the Data Protection Act 1998 and will safely manage and protect any information we hold about you.	Legislation has been updated so the highlighted wording has been replaced with: Data Protection Act 2018 and General Data Protection Regulation 2016/679 (Data Protection Law)
		3d – We will also give Newark and Sherwood Fire and Rescue Service your name and address so that they can	Replaced highlighted wording with: Nottinghamshire Fire and Rescue Service

		contact you to arrange a free fire-safety assessment of your home.	
		3d – Newark and Sherwood Fire and Rescue Service will keep your details confidential under the terms of the Data Protection Act 1998.	Replaced highlighted wording with: Nottinghamshire Fire and Rescue Service Data Protection Law
10		Additional Information – Bullet point 3 – You can contact Newark and Sherwood District Council and access their internal complaints procedure once you have gone through our complaints procedure if you still remain dissatisfied	Removed
10		Additional Information – Bullet point 4 – website at www.nshomes.co.uk	Replaced highlighted wording with: Website at www.newark-sherwooddc.gov.uk
10		Additional Information – Bullet point 5 – Contact the Local Government Ombudsman or Tenant Services Authority	Replaced with: Regulator for Social Housing
12	4 Your Rights and Responsibilities – for all Tenants	4c – The Data Protection Act 1998 gives you certain rights relating to the information we keep about you on file.	Legislation has been updated so the highlighted wording has been replaced with: Data Protection Law
		4n - In certain circumstances you have the right to buy your home. Please contact Newark and Sherwood Homes for details.	Replaced highlighted wording with: Newark and Sherwood District Council

16	6 Anti-Social Behaviour	Para 1 - Newark and Sherwood Homes aims to deliver the best possible service for tenants who are experiencing anti-social behaviour, this includes taking appropriate and proportionate action against perpetrators in line with the conditions captured in this section	Replaced highlighted wording with: Newark and Sherwood District Council
16		Para 2 – When tackling anti-social behaviour on the estates throughout the district, Newark and Sherwood Homes implements our Anti-Social Behaviour Policy; a copy of this policy can be found on our website or by contacting us.	Replaced highlighted wording with: Newark and Sherwood District Council
17		Para 2 – When dealing with incidents of hate crime and/or racial harassment we implement our Anti-Harassment Policy; a copy of this policy can be found on our website or by ringing our Customer Access Team on 0845 258 5550	Removed highlighted wording
22	Repairs and the Condition of Your Property	8k – You have the right to have repairs done within published time limits; details of these can be obtained from Newark and Sherwood Homes.	Replaced highlighted wording with: Newark and Sherwood District Council