



Your Rights as a Trust tenant

Trust has rights as your landlord and you have rights as a tenant. If you have a joint tenancy, all tenants have the same rights.

Your Tenancy Agreement is a detailed legal contract between you and Trust – read through it if you need more information. You have a Scottish Secure Tenancy.

As a Trust tenant you have a Scottish Secure Tenancy. You have the right to:

- Be treated well and with respect, **regardless of your gender, age, disability, race, sexuality or any other characteristic**
- **Live in your home for as long as you wish**, provided you follow your Tenancy Agreement
- **Enjoy your home** – in peace and quiet without hassle
- Have **repairs** completed within timeframes. For some repairs, you can get compensation if they are not done in time
- Be **informed and consulted** on issues affecting your tenancy
- **Complain** when you are not satisfied
- Have your **confidentiality** and information respected. Trust will only share information on a strict “need to know” basis, after you have given your consent, except in exceptional circumstances. You can see any information we hold on you; this may be subject to a £10 fee
- Have your **privacy** respected – we will not use a master key to get into your home, except in line with the Master Key Policy.

Your home for life

Your Scottish Secure Tenancy means that, **if you meet all your responsibilities as a good tenant**, you have the right to live in your home for as long as you wish. Only a Sheriff can decide that you must leave.

You have the right to ask Trust for permission to:

- Create a joint tenancy, take in a lodger or sub-let your property, assign your tenancy or mutually exchange your home
- Improve or alter your house.

We have to have reasonable grounds to refuse your request.

You do not have the Right to Buy your home.

You have the right to live in a home that is wind and watertight and fit for you to live in. We inspected your home before your tenancy started to check it met our Lettable Standard. **Your home should be kept to our Standard** at all times (except for “fair wear and tear”).

If you require any further information or guidance please contact local staff or your Service Manager or call 0131 444 1200. Call this number if you would like this information in a different format.

Information correct as of April 2017.