

1. INTRODUCTION

The tenancy agreement requires tenants to provide their landlord with an accurate record of the members of their household at the address stated. It is a condition of the tenancy agreement that the tenant must update their landlord immediately of any changes to their household information. We call this seeking '**permission for persons to reside**' at the house.

As outlined at section 2 of the tenancy agreement, tenants are entitled to have a member of their family living with them as long as this does not lead to overcrowding. Overcrowding will be assessed using the criteria outlined in our Allocation Policy.

RCH will want to check the details tenants provide for the prevention of tenancy fraud. If the tenant has not confirmed, in writing, all of their household members, this will affect any later application to change the tenancy details, apply for assignation or succession to tenancy

RCH can take up to 28 days to make a decision and tell the tenant of the outcome but will only refuse permission if it is reasonable to do so.

2. HOW TO APPLY

Tenants who want to update or change their household information should complete and return a Permission to Reside Request Form. This form is available on request from RCH.

Once we receive this we will check that this change is appropriate for the house and arrange for a survey of the home.

We will then write back to you advising if your application has been approved or not. We aim to do this within 28 days of receiving your application. You cannot make any changes until this has been approved by your landlord.

3. PERMISSION APPROVED

If permission is approved, we will write to you to confirm this and update your tenancy records. You do not need to take any more action unless there is another change and if so, you must complete this process again. It is the tenants responsibility to tell all relevant agencies such as Council Tax, of this change.

Both tenant and any persons with rehousing applications must complete an on-line change of circumstances if they want to remain on the waiting list.

4. GROUNDS FOR REFUSAL

River Clyde Homes can only refuse permission if the family member, and their household, occupying the property leads it to be overcrowded.

We will use the criteria within our Allocation policy to assess whether the property will be over crowded looking at the ages, gender and family relationships of all the proposed occupants against the number of bedrooms within the property.

If permission is refused, and you have already made a change without our approval, this person and their family must vacate the house within 28 days to avoid RCH taking further action that could include repossession of your home.

Once our decision has been made, the application is closed and any future request for permission shall be treated as a new application.

5. APPEAL PROCESS

The tenant has 7 days to appeal any decision and should do so in writing stating the reason for the appeal and enclosing any new information that is relevant.

The Housing Team Leader shall review the grounds for appeal against the qualifying criteria and make the decision to uphold or not uphold your appeal. You shall be advised of this decision within 14 days of receiving your appeal.

This decision is final and completes the appeal process. If refused, and the changes has already been made without our approval, this person and their family must vacate the house within 28 days to avoid RCH taking further action to repossess your home.

Any enquiries can be made to River Clyde Homes 24/7 Customer Experience Team, full contact details can be found on our website www.riverclydehomes.org.uk.

- Telephone 0800 013 2196
- Email customerexperience@riverclydehomes.org.uk
- Visit River Clyde Homes Customer Hub, Clyde Square, Greenock

THIS INFORMATION LEAFLET IS AVAILABLKE IN A VARIETY OF OTHER FORMATS SUCH AS LARGE PRINT, TAPE AND IN OTHER LANGUAGES. PLEASE DO NOT HESITATE TO CONTACT US IF YOU FEEL THAT YOU WOULD BENEFIT FROM THIS.