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## *A Simplified Version of the Regulations for Using your Flat*

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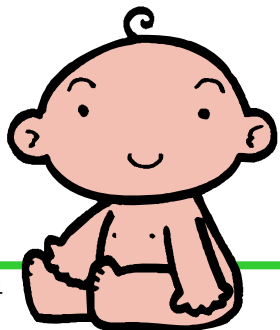
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- 3 I can only use my flat as living accommodation, unless ACER has given me written authorisation to use it for a different purpose.
- 4 I am not allowed to use the cellar, garage or attic as places for working or living in. Every area has a specific use and I must not use them for any other purpose than this: the garage is for parking my car or for storing large items; the cellar is for storing bottles of water, food or things I do not use very often.
- 5 I can only have parties or meetings with my neighbours in the communal areas and I must be careful not to disturb others by making too much noise. I know that everybody has the same right to use these communal areas so I must not use them as if they were mine. I must be careful not to create any potentially dangerous situations for myself and others. It is also important to respect my neighbours' right to rest. I will make sure I am quiet between 2 pm and 4 pm in the afternoon and between 10 pm at night and 7 am in the morning. On Saturday and Sunday mornings and on public holidays, I will be quiet until 9 am in the morning.



- 6 I must report any changes to my family to ACER so the new situation can be put on record. For example, I have to tell ACER as soon as possible

### ...what if I don't stick to the rules?

If you are reported to ACER for any misdemeanour or for not respecting the rules, ACER will send out its inspectors and check if the report is genuine. If I am found guilty of not respecting the rules, I can:

- 1 look at the documents, but I will not be told who reported me
- 2 send a written protest against the complaint. I will have 30 days time to send in my protest

I will have 15 days time to discuss the complaint from when I received it. I can ask the Union of Tenants or a person trusted by me to help me do this. If I decide to protest in this way, ACER will set the date for a meeting to discuss the complaint within 15 days of my protest. Minutes will be taken of the meeting and they will be signed by ACER and me.

The whole procedure must be terminated within 60 days from the start. Lastly, if I decide to appeal because I do not agree with the final decision, ACER will tell me how long I have to appeal and who I must send my appeal to.

In the most serious cases, ACER can ask the local town council to assign the flat to another family.

## How to report a neighbour's behaviour

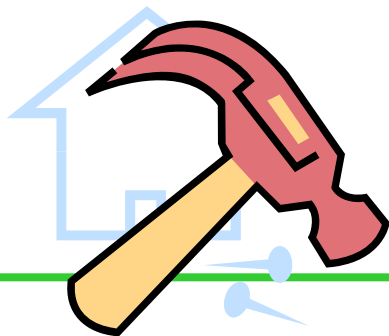
*If I want to report the behaviour of other tenants or of people in my condominium, I have to write to ACER (or I can ask the Union of Tenants to do this for me). I must have proof and documents to show my complaint is genuine.*

*My complaint and the information I provide will be confidential so there is no risk that the people I have reported will know who reported them.*

## Keep your hands off the flat!

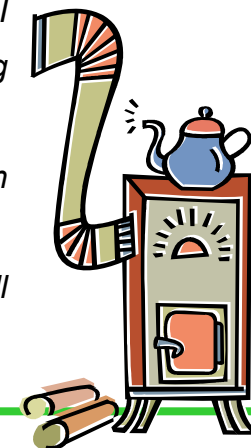
*I am not allowed to change anything in my flat unless ACER has given me permission. Any unauthorised alterations to the flat are treated like damage and I will have to pay for them. I will also risk losing my right to live in the flat and I might have to move out.*

*I will have to put the flat back in order so it is exactly like I found it and I will not be given any money to do this.*



*if I have a baby, if I have a guest to stay for a while, if my child leaves home or if a member of my family dies.*

- 7 *I must always remember to close the gas and water at the main tap before going to bed every evening and if I go away for a few days. This is important because I will have to pay for any repairs if I am responsible for any damage caused to my flat or to my neighbours' flats.*
- 8 *I have to allow ACER to enter my flat or garage so they can inspect them and check they are in good order.*
- 9 *I can use the notice boards or any similar spaces provided to inform my neighbours of any important issues affecting us all.*
- 10 *If my flat has an independent central heating system, I have to make sure it is used and maintained properly and that the heating system's service book is kept up to date.*
- 11 *I have to remember to have gas appliances and their flues cleaned at least once every two years. I must have the flues of wood burning stoves cleaned once a year.*  
*A specialist technician must be called in to clean them.*
- 7 *I have to clean the drains and the fall pipes once a year.*



will be kept clean and in good order.

14 I have to clean my flat regularly.



15 I have to prevent condensation and mould forming because this will spoil my flat and make it unfit to live in (to prevent mould forming, all I have to do is to air the flat regularly by opening the windows in the kitchen after I have been cooking food and the windows in

the bathroom after I have had a wash if the room is steamy).

16 I have to respect the rules and any sanitary advice I am given by the electricity, water, gas and telephone companies, and any other advice I am given by those providing services for the public.

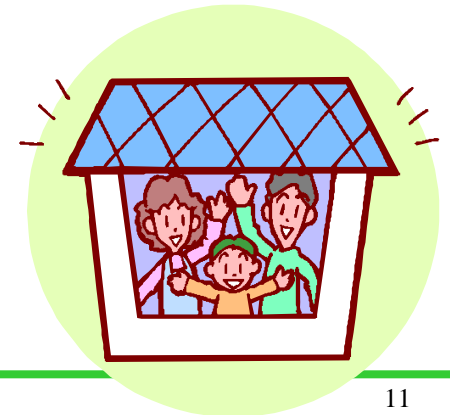
17 I have to respect the condominium rules, even if they are not included in this handbook.

## My responsibilities

Now I have got a flat, I am responsible for the things I have been given and I must take good care of them.

### I will not lose the right to my flat provided I do not do any damage

If I, my family or anybody living with me does not respect these rules or the rules in the rental contract, we will have to pay for any damage or injury we cause. If I continue to refuse to respect the rules and I refuse to pay for any damage I have caused with my behaviour, I will risk losing the right to live in my flat.



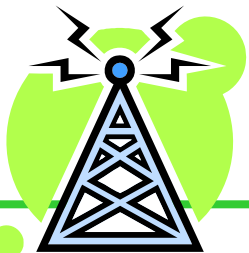
*garden I must use the specially-designed bags to pick up its faeces and dispose of it correctly. I know that owners are legally responsible for any damage or injury caused by their pets.*

*14 I must not infringe the regulations for driving, parking and washing my car, motorbike or bicycle. I must only park vehicles in the parking spaces provided that were described at the meeting of the tenants' association, of the condominium or by ACER*

*15 I must not change the appearance of the building or install anything in the condominium or in communal areas without written authorisation by ACER or other authorities*

*16 I cannot plant, trim, prune or cut down trees or grow fruit, flowers or vegetables in communal areas without written authorisation of ACER or the condominium. I must pay for any damage I cause. If it is not possible to find out who is responsible for damage, the cost will be shared out by the tenants of the condominium*

*17 I must not install radio or television aerials, satellite dishes, air conditioning units or other systems without authorisation. I will be careful not to install receivers or transmitters that could disturb the correct reception of television programmes.*



## **...and what is prohibited**

*There are some simple rules I must follow to live peacefully with my neighbours. Following these rules will help me to create a peaceful and relaxed atmosphere with the people who live close by and help us become good friends and not just neighbours.*

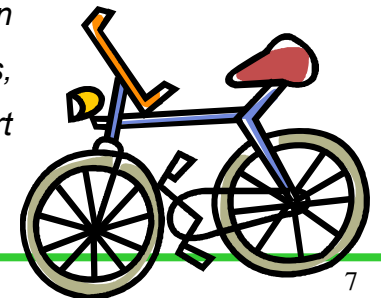
### **I must respect others if I want them to respect me**

*In my condominium:*

*1 I must not shake or beat rugs, mats or blankets out of windows facing onto the road or on the landing of the stairs. I can shake or beat them from my balcony or from windows facing onto the yard or in areas assigned for this purpose (if this is allowed by Local Police regulations).*

*2 I must not hang curtains, clothes lines or other equipment from the windows, on balconies or patios unless I have written authorisation by ACER, the tenants' association or the condominium manager.*

*3 I must not leave bicycles, mopeds, cars, equipment, tools or any other bulky materials in communal areas (lobby, stairs, and gardens) even for a short time. I can only park my car in the*



*proper parking spaces. ACER can have my car towed away or have any other material removed if it is left in communal areas without permission. The owners of the removed items will be charged for their removal; if the owner is nameless, all the tenants in the condominium will be obliged to pay an equal share of these charges.*

- 4 *I must not chop wood or any other material on the stairs, landings, in corridors, on the balcony or in the attic.*
- 5 *I must not flush anything down the toilet or throw it down the sink if it could damage or block the drains.*
- 6 *I must not keep any substances with an unpleasant smell, any inflammable or explosive materials or any other item which could be dangerous or unsafe.*
- 7 *I must not keep more bottles of natural gas, liquid petroleum gas or any other inflammable material than are strictly necessary for domestic use (cooking, heating...). I must follow all the rules and safety instructions provided for storing and using this material.*
- 8 *I must not leave the doors and gates of communal areas*

*open in order to prevent strangers entering the building without permission.*

- 9 *I must not leave rubbish or litter in the yard or in other communal*



*on the road or nearby. Rubbish must be thrown away in the bins provided; the separate bins for recycling rubbish must be used wherever possible.*

- 10 *I must not put very heavy items on floors, balconies, attics, roofs and any other area.*
- 11 *I must not disturb my neighbours by making loud or annoying noise.*
- 12 *I must not leave tools, equipment or other material in communal areas, on balconies, windowsills, the landings or on patios. If I put flowerpots or plants on the patio or the windowsills, I must check they are fastened down properly so they do not risk falling off. When I water plants, I must be careful that water and soil does not hurt any people, damage the other flats or anything down below.*



- 13 *I must not keep any pets that are a disturbance, cause any damage or are a potential hazard for the other people in the flat or in the communal areas. I must always accompany my pet and I must take all safety measures (dogs must be kept on a lead and livelier dogs must wear a muzzle). I must also comply with hygiene standards: I must make sure my dog or cat does not dirty the landing and if I take my dog to the*

