



SECTION 8

Keeping us informed

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Changes to your household

To help us deliver services in the way that is right for you, we use information that we hold about you and your household. The types of information we record are your age, gender, disability, ethnicity, religion, economic status and sexuality.

If you have a new partner who moves into the property and you would like them to become a joint tenant with you, you will need to speak to us to discuss what this means for you. They can live in the property without becoming a joint tenant but we ask that you contact us with their details so that we can update our records.

If you have a child that we don't know about, please contact us with their details so that we can update our records.

Also, if a member of your household moves out, please let us know. If you feel that our records may be out-of-date please contact us to complete a **Resident Profile Survey**.

Remember:

If you receive Housing Benefit, it is important that you tell the Housing Benefit department at the council about anyone moving in with you, as this may affect the amount of Housing Benefit you will receive.



Relationship breakdown

If you have a joint tenancy and your relationship breaks down, you will need to speak to us to discuss what this means for your tenancy. One of you may be able to transfer the tenancy to the person left in the house. You will only be able to do this if the rent account is clear. If you are not on good terms with your ex-partner, this may have to be decided by a judge in court.

Lodgers and subletting

A lodger is someone who lives with you, and shares your facilities and your rooms. We will not withhold permission if you want to take in a lodger, but you should let us know their name, the date the person moves in, their date of birth and gender.

Subletting is when someone uses part of your home and can stop you entering their part of the property. We will not withhold permission for you to sublet as long as it does not involve the whole of your property and you continue to live there. We will need to know their name, the date the person moves in, their date of birth and gender.

You should remember not to overcrowd your home. If you receive Housing Benefit, it is important that you tell the Housing Benefit department at the council about the lodger or person who is subletting, as this may affect the amount of Housing Benefit you will receive.

Succession

Your husband, wife or civil partner will be able to take over the tenancy if you die, as long as you did not succeed to the tenancy and they were living with you at that time.

A partner or close family member may also be able to take over the tenancy if you die if they had been living in the property as their main home for more than 12 months before your death.

In both cases we would need proof that the property was their main home and that they had been living there for more than 12 months.

If the home is too large for the person succeeding to the tenancy, we may ask them to move to a property more suitable for their needs. This only applies to other family members and not to your wife, husband or civil partner, who will be able to stay in the same home.

Further information on when a succession would be granted can be found in the tenancy agreement or contact your Housing Officer.

Help when a relative dies

Please let us know straight away if someone close to you who is our tenant has died. We understand that this is a difficult time and we will deal sensitively with any questions you might have about the tenancy.

You can keep us informed of any changes to your circumstances or any additional support needs you or a member of your household may have by:

- Telephoning us on **01452 529 255** or **08456 044 529** (local rate)
- Emailing us at **info@glosha.co.uk**
- Completing a form online at **www.glosha.co.uk/contact**

If you would like a copy of any of the leaflets mentioned in this section please contact us on **01452 529 255** or **08456 044 529** (local rate), or look on our website at **www.glosha.co.uk**