

JORDANS VILLAGE LIMITED

Waiting List Policy

January 2024

Version

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1 Overview

JVL has 61 residential properties, which it lets to tenants. There are 21 flats and 40 cottages of varying sizes. Properties range in size from bedsit flats to four-bedroom houses. Tenant households range from one person to families with 3 or more children.

The purpose of JVL's waiting list policy is to match the applicant's household with an appropriately-sized property. To achieve this JVL maintains separate waiting lists for each category & size of property, and applicants are entered on the lists of their choice, provided they meet JVL's eligibility criteria for each list. New tenancies are usually offered to the applicant(s) at the top of the relevant waiting list.

JVL recognises that tenants' households may change over time, such that the property they occupy is no longer the right size. Tenants may then request to be considered for a more suitable property. In such cases JVL will note such changes in circumstance, which will be taken into account when a suitable property becomes vacant. See section 7 for further details.

JVL retains complete discretion in the implementation of this policy.

The Policy has been formulated to provide applicants with information regarding the procedures the Society intends to follow in offering tenancies. No statement in this Policy should be construed as granting applicants a right to an offer of a tenancy and the Society's Management Committee will, in considering the grant of any tenancy, have regard to the welfare of its existing tenants. If the Committee believes, in its sole discretion, the welfare of its tenants may be compromised by the offer of a tenancy to an applicant, it reserves the right to withhold an offer and suspend an applicant from the Waiting Lists.

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2 Types of household and categories of property

Types of Household

JVL identifies 6 types of household, for waiting list purposes. They are:

| Household type | Household description |
|----------------|--|
| A | One person |
| B | Couple |
| C | Single parent/couple with one child |
| D | Single parent/couple with two children, same sex |
| E | Single parent/couple with two children, opposite sex |
| F | Single parent/couple with three or more children |

For the purpose of this policy, the definition of a Household does not include children who have reached the age of 18 (or 23 if they are in full-time education); nor does it include elderly or other adult relatives.

Where children's residency is shared between more than one family home, points will be allocated according to the amount of time spent with the applicant parent. Applicant parents must hold parental responsibility (or a court order granting residency) for children on their application. Evidence of the child-care arrangements in place will be required. Where the number of nights a child spends with the applicant parent varies considerably, and impacts upon the points they are eligible for, decisions will be made on a case-by-case basis.

Categories of Property

JVL identifies 4 categories of properties. Each category is suitable for some types of household but not others. The categories and suitable households are shown below.

| Property category | Size | Suitable household types |
|---------------------------|--------|--------------------------|
| Flats: Puers Field | Bedsit | A, B |
| | 1 Bed | A, B |
| | 2 Bed | A, B, C, D |
| Flats: Cherry Tree Corner | 1 Bed | A, B Must be 60+ |
| | 2 Bed | A, B Must be 60+ |
| Chelsey Garden Cottages | 2 Bed | A, B. Must be 65+ |

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| | | |
|----------|-------|-------------------|
| | 3 Bed | A, B. Must be 65+ |
| Cottages | 2 Bed | B, C, D |
| | 3 Bed | C, D, E |
| | 4 Bed | F |

The names of the properties in each category are shown in Appendix A.

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3 Waiting Lists and Eligibility

There are ten waiting lists, one for each property category & size.

Access to waiting lists is always at JVL's discretion, but will normally be granted to those meeting the eligibility criteria set out in the table below:

| Property Category | Eligible Applicant Groups | Member Years Living in Jordans | Applicant Age Criteria |
|-------------------------|--|--------------------------------|------------------------|
| Cottages | Members Staff Others | 7 | None |
| Puers Field Flats | Members Parents Staff Others Outer Jordans | 3 | None |
| Cherry Tree Corner | Members Parents Staff Others | 5 | 60 years old or more |
| Chelsey Garden Cottages | Members | 10 | 65 years old or more |

Eligible Applicant Groups

Members: Shareholders aged 18 years or older provided that they have lived in Jordans continuously for the specific number of years at the point of their application as defined in the table above.

Parents: Parents of Members, provided that the Member has lived in Jordans continuously for the specific number of years at the point of their application as defined in the table above.

Staff: People employed by JVL for a substantial period of time

Others: Those who, in JVL's view, have substantially contributed to the life of Jordans

Outer Jordans: People aged 18 years or older living in Outer Jordans* continuously for the specific number of years at the point of their application as defined in the table above.

In all cases, the applicant's relationship with the Village may be taken into consideration.

Chelsey Garden Cottages: the intention of the policy is that eligible applicants and their partner must both be Members and must both be 65 years old or more to meet the terms of the planning and land covenants over the property. The applicants must also have been living in Jordans for the past 10 years or more and still be living in Jordans at the time of their application. However, once admitted to the list, they do not need to continue to live here between the time of joining the list and receiving an offer.

**See Section 13 Appendix B – Definition of Jordans*

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4 Applications to Join Waiting Lists

Applicants may be individuals or couples. The applications process is as follows:

- 1) Applications should be sent to the Secretary of the Society using the standard application form, which can be found on our website. The form should contain details of
 - a) The applicant(s) relationship to the Village
 - b) The composition of the household that would occupy the property at the time of application
 - c) The date(s) of birth of all applicants within the household
 - d) The property categories in which they are interested
 - e) Details of pets you have and would wish to keep at the property (see Appendix C, Pets Policy)
- 2) A non-refundable fee of £30 is payable upon application, regardless of whether the application is successful.
- 3) The Management Committee will consider each application with reference to this Policy.
- 4) Applicants will be informed of the decision in writing.
- 5) Once approved, applicants will be asked to confirm which of the lists (for which they are eligible) they wish to join.
- 6) It is the applicant's responsibility to ensure that accurate information is supplied at the point of entering the waiting list. Relevant updates must be provided to advise of any changes to their Household as defined in this Policy, since the application was originally submitted.

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5 Ordering principles: The points system

The order of each waiting list is based on a points system, with two kinds of points. Time points reflect the length of time on a list.

Child points reflect the ages of any children in the household, up to a maximum of three.

Time points and child points are added together, and ranking is based on the combined total.

- 1) **Time points:** these are accumulated at the rate of 10 points for every month from first entry onto a waiting list.
- 2) **Child points:** 1,000 points are added for each child under the age of 9, up to a maximum of 3 children. From the age of 9, child points are reduced by 100 points each year until they are extinguished at the age of 19.
- 3) **Special circumstances:** JVL may take certain special circumstances into account and may alter child points accordingly. Evidence in writing would be required in all cases. Examples could be:
 - a) *Where a child is a part-time household member (see section 2): JVL will amend the points so they are pro rata to the number of nights per year that the child would spend in the applicant's home.*
 - b) *Where a child is likely to be permanently dependent due to ill health or disability: JVL will consider retaining some or all of the child points.*
 - c) *Where a child would be a live-in carer for the prospective tenant(s): JVL will consider retaining some or all of the child points.*
 - d) *Where household changes mean that the household becomes eligible for a different size of property within that category, their current time and child points will be transferred to the appropriate new list.*

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6 Annual Renewals

- 1) Subscription renewal forms are sent out in August each year asking those currently on one or more waiting lists whether they wish to remain on the lists and whether they wish to be included on any other list for which they are eligible. The form also requests an update on the household concerned, including details of any pets you have and/or would wish to keep (See Appendix C, Pets Policy).
- 2) It is the applicant's responsibility to ensure that the Estate Office always holds up-to-date contact details for them.
- 3) The annual subscription fee is £30, regardless of the number of lists on which the subscriber is entered.
 - a) Subscriptions must be paid on or before the 30th September following.
 - b) If that year's subscription is not paid on or before 30th September, the subscriber will be suspended from the list and no offers made to them until after the outstanding subscription fees are settled in full.
 - c) If the subscription is paid on or before 31st October following, then the subscriber's place on the list will be reinstated.
 - d) If the subscription is not paid on or before 31st October following, the subscriber will be removed from the list and they will have to apply to join it as if it were a new application.
- 4) Except in circumstances deemed exceptional by JVL, such as those noted in clause 6.5, applicants will only be allowed to change their selected lists at the time of the annual renewal.
- 5) Where there have been household changes that alter eligibility for one or more of the lists, JVL will make adjustments accordingly. Examples include:
 - a) *The birth of a child*: this may change the property categories and/or sizes for which the parent(s) are eligible. Time points will continue unaltered, and child points will be added for the new child.
 - b) *The separation of a couple*: when this happens one partner may remain on all lists for which their new household composition is appropriate. If possible, the couple should agree between themselves which of them this is to be, and that person will retain the time points. If they cannot agree within a reasonable time period, the Management Committee will decide. The other partner may then apply to join any waiting list for which their new household makes them eligible but will begin with zero time points. Child points will be shared between the couple depending on the living arrangements agreed for the child(ren).
 - c) *The death of one partner*: if this happens to a couple already on the waiting list for a 2-bedroom cottage, the surviving partner will be able to remain on that list.
 - d) *Any special circumstances*: examples are given in Section 5.3 above. Evidence will be required in all cases.
- 6) Subscribers who are aged 60+ may ask to join the Cherry Tree Corner list, if they have not already on it. Time points for this particular list will start to accrue from the date they request to join this list; they are not carried over from the date(s) they joined other lists.

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- 7) Subscribers who are aged 65+ may ask to join the Chelsey Garden cottages list, if they are not already on it and meet the 10-year residency criterion (3.1 refers). Time points for this particular list will start to accrue from the date they request to join this list; they are not carried over from the date(s) they joined other lists.

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7 Change of Tenants' Circumstance

Tenants' households may change over time. Sometimes their current household type is no longer matched to the size of property they occupy, as set out in section 1 above. This may mean that they wish to move from a flat to a cottage, or vice versa, or from one flat to another, or one cottage to another. Tenants in this position may make a request in the following circumstances:

- 1) One flat to another: requests will be considered on their merits.
- 2) A cottage to a flat: requests will normally be agreed.
- 3) A cottage of one size to a cottage of a different size: requests will be considered if the household composition has changed so as to make the tenant eligible for the new size of cottage. Age may make them eligible for Chelsey Garden Cottages, for example.
- 4) A cottage of one size to another of the same size: this will only be considered in very exceptional circumstances.
- 5) A flat to a larger flat or a cottage: tenants of flats who wish to be considered for a larger flat or who meet the criteria for cottage waiting lists should apply to go on the appropriate waiting lists in the normal way.

Notifications of a change in circumstance must be made in writing, explaining the reasons for the request in relation to the criteria set out above.

JVL will always aim to facilitate & prioritise appropriate downsizing requests from existing tenants. The rent payable at the smaller property will be the lower of the Target Rent for the smaller property or the rent paid by the tenant in question at their current (larger) property.

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8 Allocation of New Tenancies

- 1) When a property becomes vacant, changes in tenants' circumstances will be reviewed (e.g. downsizing, household composition, or health issues) and taken into consideration along with applicants on the waiting list in the order of their ranking.
- 2) The Management Committee reserves the right to decide on the order in which offers will be made, but will only deviate from offering a property in order of ranking to facilitate changes in tenants' circumstances as detailed in section 7, or in exceptional circumstances.
- 3) Prior to any offer, JVL will require confirmation that the intended household is consistent with the most recent information provided, and whether any pets the applicant has are allowed to be kept at the property concerned (See Appendix C, Pets Policy).
- 4) Applicants will also be required to attend an interview with the Management Committee, or a designated sub-Committee.
- 5) JVL reserves the right to take up references before making an offer.
- 6) Should inaccurate information be provided this could impact upon your eligibility for the Property Categories open to you. JVL reserves the right to withdraw any offer at its sole discretion.

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9 Penalties

Sometimes offers of a tenancy are not taken forward, for example where an applicant declines an offer, or if the applicant fails the due diligence process. In such cases the following rules will apply:

- 1) If the offer of a cottage tenancy is not taken forward (with the exception of Chelsey Garden Cottages) the applicant will normally become ineligible for a further offer of tenancy for the next five years. Applicants will accumulate no time points during that time and will be noted as 'currently deferred' on the appropriate lists. They will be reinstated when the five years are completed.
- 2) If the offer of a tenancy at Chelsey Garden Cottages is not taken forward the applicant will normally become ineligible for a further offer of tenancy for the next two years. Applicants will accumulate no time points during that time and will be noted as 'currently deferred' on the appropriate lists. They will be reinstated when the two years are completed.
- 3) If the offer of a tenancy at Puers Field or Cherry Tree Corner flats is not taken forward the applicant will normally become ineligible for a further offer of tenancy for the next two years. Applicants will accumulate no time points during that time and will be noted as 'currently deferred' on the appropriate lists. They will be reinstated when the two years are completed.
- 4) If the offer of a tenancy is not taken forward on a second occasion (with the exception of Chelsey Garden Cottages) it will result in the loss of all time points accrued to date.
- 5) If the offer of a property of any size is not taken forward it will result in penalties being applied to lists for all sizes of property within that category in which the property and applicant appears.

In any case where the list of eligible applicants is exhausted and a property remains available, the Committee may, at its discretion, rescind any ineligibility imposed on applicants as a result of previous penalties.

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10 Garage Waiting List

JVL has a row of 5 single garages which are located off Green East Road.

- 1) The Estate Manager shall receive applications using the standard application form and will maintain the Garage Waiting List.
- 2) Garages will be offered to tenants of JVL without garages or off-street parking in the first instance. If no such applicant exists, at JVL's discretion offers may then be made in list order.
- 3) Garages are intended for the parking of a vehicle and not for general goods storage.
- 4) If a tenant who has use of a garage moves out of their JVL property, then they must also give up their garage as of the same date as their residential tenancy ends.

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11 Allotment Waiting List

JVL has 8 allotments which are located just off Green East Road, next to the tennis court on the site of the old bowling green.

- 1) The Estate Manager shall receive applications using the standard application form and will maintain the Allotment Waiting List.
- 2) When an allotment becomes vacant, it will be offered first to existing allotment holders who may wish to re-locate.
- 3) Offers will be made to the longest standing existing allotment holder first.
- 4) If no existing allotment holder wishes to relocate, then the vacant allotment will be offered to the Waiting List, with priority being given to those occupying a flat (i.e. those without a garden).

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12 Appendix A: Property Categories and Eligible Households

The following codes for types of household are used throughout.

| HOUSEHOLD TYPE | HOUSEHOLD DESCRIPTION |
|----------------|--|
| A | One person |
| B | Couple |
| C | Single parent/couple with one child |
| D | Single parent/couple with two children, same sex |
| E | Single parent/couple with two children, opposite sex |
| F | Single parent/couple with three or more children |

Flats: Puers Field (17x)

| Flat No. | Type | Eligible Households |
|----------|-----------------------|---------------------|
| 1 | Ground floor/Bedsit | A, B |
| 2 | First floor/Bedsit | A, B |
| 3 | Ground floor/Bedsit | A, B |
| 4 | First floor/Bedsit | A, B |
| 5 | Ground floor/Bedsit | A, B |
| 6 | First floor/Bedsit | A, B |
| 7 | Ground floor/1bedroom | A, B |
| 8 | First floor/1bedroom | A, B |
| 9 | Ground floor/1bedroom | A, B |
| 10 | First floor/1bedroom | A, B |
| 11 | Ground floor/1bedroom | A, B |
| 12 | First floor/1bedroom | A, B |
| 13 | Ground floor/Bedsit | A, B |
| 14 | First floor/Bedsit | A, B |
| 15 | Ground floor/2bedroom | A, B, C, D |
| 16 | First floor/2bedroom | A, B, C, D |
| 17 | Duplex/2bedroom | A, B, C, D |

Flats: Cherry Tree Corner (4x)

All tenants to be 60+ years of age

| Flat No. | Type | Eligible Households |
|----------|------------------------|---------------------|
| 1 | Ground floor/2 bedroom | A, B |
| 2 | Ground floor/2 bedroom | A, B |
| 3 | First floor/1 bedroom | A, B |
| 4 | First floor/1 bedroom | A, B |

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Chelsey Garden Cottages (4x)

All tenants to be 65+ years of age

| House No. | Type | GF Rooms | FF Rooms | Bedrooms | Eligible Households |
|-----------|---------------|----------|----------|----------|---------------------|
| 1 | Semi detached | 2 | 1 | 2 | A, B |
| 2 | Semi detached | 2 | 2 | 3 | A, B |
| 3 | Semi detached | 2 | 2 | 3 | A, B |
| 4 | Semi detached | 2 | 1 | 2 | A, B |

2-Bedroom Cottages (5x)

| Cottage | Type | GF Area ft2 | GF Rms | FF Rms | Garage | Eligible Households |
|-------------|---------------|-------------|--------|--------|--------|---------------------|
| 5 the Green | Mid terrace | 558 | 1 | 2 | | B, C, D |
| 6 The Green | Mid terrace | 510 | 1 | 2 | | B, C, D |
| Cherry Tree | End Terrace | 644 | 2 | 2 | Y | B, C, D |
| Mercote | Mid Terrace | 558 | 1 | 2 | | B, C, D |
| Wayside | Semi detached | 527 | 2 | 2 | | B, C, D |

3-Bedroom Cottages (23x)

| Cottage | Type | GF Area ft2 | GF Rms | FF Rms | Garage | Eligible Households |
|----------------|---------------|-------------|--------|--------|--------|---------------------|
| 12 the Green | End terrace | 626 | 2 | 3 | Y | C, D, E |
| Ballamony | Mid terrace | 623 | 2 | 3 | | C, D, E |
| Bramble | Semi detached | 633 | 2 | 3 | | C, D, E |
| Chalky Field | End terrace | 646 | 2 | 3 | Y | C, D, E |
| Corner | End terrace | 566 | 2 | 3 | Y | C, D, E |
| Farleigh | Detached | 604 | 1 | 3 | Y | C, D, E |
| Fir Tree | Mid terrace | 560 | 2 | 3 | | C, D, E |
| Greenview | Mid terrace | 653 | 2 | 3 | Y | C, D, E |
| Homestead | End terrace | 734 | 2 | 3 | Y | C, D, E |
| Langdale | End terrace | 646 | 2 | 3 | Y | C, D, E |
| Ledburn | Mid terrace | 623 | 2 | 3 | | C, D, E |
| Long Redding | Detached | 597 | 1 | 3 | Y | C, D, E |
| Melgan | Detached | 620 | 1 | 3 | | C, D, E |
| Near Pegs | Mid terrace | 544 | 1 | 3 | | C, D, E |
| Orchard | Semi detached | 527 | 2 | 3 | Y | C, D, E |
| Puers | End terrace | 700 | 2 | 3 | | C, D, E |
| Quigleys Point | Detached | 586 | 2 | 3 | | C, D, E |
| Rowan | Detached | 663 | 1 | 3 | Y | C, D, E |
| Shepherds | Semi detached | 578 | 2 | 3 | | C, D, E |
| Wardens | Semi detached | 800 | 2 | 3 | | C, D, E |
| Westway | Mid terrace | 544 | 1 | 3 | | C, D, E |
| Woodhatch | Detached | 627 | 2 | 3 | | C, D, E |
| Woodside | Mid terrace | 560 | 2 | 3 | | C, D, E |

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4-Bedroom Cottages (8x)

| Cottage | Type | GF Area ft2 | GF Rms | FF Rms | Garage | Eligible Household |
|------------|---------------|----------------|-----------|-----------|--------|-----------------------|
| Briar | Detached | 683 | 2 | 4 | Y | F |
| Cranford | End terrace | 734 | 2 | 4 | Y | F |
| The Croft | Bungalow | 658 | 6 | | Y | F |
| Hawthorn | Mid terrace | 734 | 2 | 4 | Y | F |
| Pilgrim | Semi detached | 772 | 2 | 4 | Y | F |
| St Davids | Mid terrace | 734 | 2 | 4 | | F |
| Sunrise | Semi detached | 772 | 2 | 4 | Y | F |
| Willowbank | Semi detached | 772 | 2 | 4 | Y | F |

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13 Appendix B: Definition of Jordans

“Jordans” is defined as the land currently or formerly forming Jordans Village Limited’s Estate, which presently includes the properties located in the following roads:

- Beech Lane
- Copse Lane
- Crutches Lane
- Green East Road
- Green North Road
- Green West Road
- Long Bottom Lane (North side, in between Jordans Lane and the junction with Wilton Lane)
- Jordans Lane (West side, between Long Bottom Lane to the south and Wilton Lane to the north)
- Puers Lane
- Puers Field
- Seer Green Lane
- Wilton Lane (East side)

“Outer Jordans” is defined as residential properties located in the following roads:

- Dean Wood Road
- Farm Lane
- Jordans Lane (other parts not listed above)
- Jordans Way
- Long Bottom Lane (South side in between Potkiln Lane and Farm Lane)
- Long Wood Drive
- Meadowside
- Potkiln Lane (north of the railway line)
- Twitchells Lane
- Welders Lane (as far as and including Welders House)
- Wilton Lane (West Side)

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14 Appendix C: Pets Policy

The prior written consent of JVL is required to keep a pet at any of its properties.

Waiting List applicants must disclose whether they keep or wish to keep a pet at one of JVL's properties when they apply to join the lists, and again if they are offered a property. It is the responsibility of the applicant to establish whether pets may be kept at certain types of property before joining the waiting list.

JVL encourages residents to keep pets, as it recognises the positive effect they have on mental health and wellbeing. However, our tenants are obliged to keep domestic pets in accordance with the highest possible welfare standards; to ensure that the duty of care is complied with under the Animal Welfare Act 2006 and any superseding legislation; and to take all reasonable steps to minimise any inconvenience or disturbance that their pets might cause to our staff, maintenance contractors, or other residents.

At its discretion, JVL may withhold its consent for tenants to keep certain types of domestic pet due to the impact on the animals and the potential for them to cause a nuisance to neighbouring residents.

Domestic Pets

JVL defines the following as domestic pets:

- Dog (excluding a dog to which Section 1 of the Dangerous Dogs Act 1991 applies (such as a Pit Bull Terrier type) unless the dog has been exempted from the prohibition)
- Cat
- Small bird (such as a budgie and cockatoo, but not parrots or parakeets)
- Tropical/Marine fish
- Small, caged rodents
- Small non-poisonous caged reptile
- Non-poisonous contained insect or amphibian
- Chicken/Bantam (but not cockerels)
- Guinea pig
- Rabbit

JVL does not classify Guide Dogs as a domestic pet and does allow them to be kept at any of its properties should the tenant's circumstances require one.

Cottages (private gardens)

Domestic pets may be kept at all JVL cottages, with the prior written consent of JVL.

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Chicken runs, where permitted by JVL, should be positioned so as to minimise any disruption to neighbouring properties as far as is reasonably possible. Care should be taken to minimise the likelihood of pests being attracted to chicken runs and their feed.

Chelsey Garden Cottages (communal gardens)

Chickens/Bantams may not be kept in communal gardens or inside these properties.

Domestic Pets may be kept at all JVL cottages, with the prior written consent of JVL.

Due to the openness of the communal gardens around these properties, Dogs may not be kept except in specific circumstances at JVL's sole discretion. This may involve the requirement to erect fencing; the agreement of neighbours; and the requirement to remove any fencing or other measures at the termination of a tenancy. Other condition may be imposed.

Cherry Tree Corner Flats (communal gardens)

Dogs (except Guide Dogs), and Chickens or Bantams may not be kept in communal gardens or inside these properties.

Ground floor residents may keep a cat or indoor domestic pets with the prior consent of JVL. This is on condition that they install a cat flap through the wall of the flat and make good the hole upon termination of their tenancy.

First floor residents may keep an indoor domestic pet. First floor residents may keep a cat on condition that a fire-resistant cat flap is installed in the front door to their flat, and through the exterior doors to the common parts of the property and replace these doors upon termination of their tenancy.

Due to their territorial nature, JVL reserves the right to withhold its consent for potential residents to keep a cat at these flats if too many existing residents are already keeping one.

Puers Field Flats (communal gardens)

Dogs (except Guide Dogs), and Chickens or Bantams may not be kept in communal gardens or inside these properties.

Ground floor residents may keep a cat or indoor domestic pets with the prior consent of JVL. This is on condition that they install a cat flap through the wall of the flat and make good the hole upon termination of their tenancy.

First floor residents may keep an indoor domestic pet. First floor residents may keep a cat on condition that a fire-resistant cat flap is installed in the front door to their flat, and through the doors to the common parts of the property and replace these doors upon termination of their tenancy.

Due to their territorial nature, JVL reserves the right to withhold its consent for potential residents to keep a cat at these flats if too many existing residents are already keeping one.

Additional Deposits

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JVL reserves the right to charge an additional deposit to be held against the requirement to make good holes in walls or to replace doors which have had cat flaps cut into them.

Nuisance caused by pets

JVL will not tolerate a nuisance being caused to other tenants or other residents by domestic pets. If a tenant experiences a problem with another tenant's pet, then JVL expects them to attempt to resolve the problem between themselves in an amicable and neighbourly manner.

Enforcement action will be taken against tenants who fail to control their pets. Tenants who do not comply with the terms of this policy or cause a nuisance to other residents will be:

- Be written to reminding them of the responsibilities they signed up to when acquiring a pet
- Be served with a notice to warn them about their future conduct
- Have the permission to keep a pet withdrawn
- Have their tenancy terminated

The action taken by JVL to tackle any nuisance will be proportionate and will depend on the severity and persistence of the behaviour.