

SECTION L

INDEX

Adaptations	37
Anti-Social Behaviour	30
Assignment	10
Bank Standing Order	15
Benefits Agency	18
Buying Council House (Right-to-Buy)	11
Cash offices	14
Central Heating - Servicing	21
Communal Areas	21
Complaints - How to Complain	33
Condensation	26
Conditions of Tenancy	7
Council Tax	18
Councillors	35
Court Orders	17
Decoration Grants	23
Direct Debit - Rent Payments	14
Dog Fouling	32
Dog Warden	32
Electrical Repairs	24
Emergency Repairs	23
Ending Tenancy	42
Energy Efficiency	38
Files - Right-to-Inspect Personal Files	12
Fire - Emergency Procedure	23
Garden - Maintenance	27
Gas Leak	23
Grants – Decorations	22
Harassment	31
Heating - Breakdown	24
Heating - Central	24
Home Energy Efficiency Scheme	39
Housing Benefit	18
Improvements - Right-to-Carry Out	12
Improvement Schemes	20
Introductory Tenants	5
Joint Tenancies	9
Keys - Lost Keys	24
Lifeline	36
Local Government Ombudsman	33
Lodgers	10
Maintenance and Repairs	19
Mobile Wardens	36
Mutual Exchange	41
Nuisance - Neighbours	31
Notice of Seeking Possession	7
Painting – External	22
Pest Control	28
Planned Improvement Works	19
Possession Proceedings	7
Shared areas – see communal areas	27
Qualifying Repairs - Right-to-Repair	24

Rent	13
Rent Assessment	13
Rent - Cash Offices	14
Rent Card	13
Repairs	19
Resident Associations	34
Right-to-Buy	11
Right-to-Manage	9
Right-to-Repair	24
Secure Tenant	7
Service Charges	13
Servicing - Central Heating	21
Sheltered Accommodation	36
Smoke Alarms	22
Sub-Letting	10
Swap Homes (Mutual Exchange)	41
Tenancy - Conditions	7
Tenancy - How to Terminate	42
Tenant Involvement	33
Tenant Representatives	34
Tenants Advisory Forum	34
Tenants (Residents) Association	34
Transfers	41
Warden Services	36
Water Leak	23