



Being a good tenant is not only about paying rent on time; it's also about being respectful, responsible, and considerate of your landlord and fellow residents. Here's a guide of what we expect from our tenants.

1. **Read and Understand the Tenancy Agreement:** Carefully read and understand the terms of your tenancy agreement before signing. Pay attention to important details such as rent amount, due dates, rules on pets, and maintenance responsibilities.
2. **Pay Rent on Time:** Make paying rent a priority and ensure it is paid on time every month. If you foresee any issues with making payments, communicate with ROCL in advance to discuss possible solutions.
3. **Respect the Property:** Treat the property with care and respect. Keep it clean and tidy, and promptly report any maintenance issues to ROCL Housing Ltd. Avoid causing damage to the property and follow any rules regarding alterations or modifications. Remember, this is your home.
4. **Communicate Effectively:** Maintain open and respectful communication with ROCL Housing Ltd. Inform us promptly of any concerns, maintenance issues, or emergencies that arise.
5. **Respect Your Neighbours:** Be considerate of your neighbours and avoid behaviours that may disturb or inconvenience them. Keep noise levels down, especially during quiet hours, and be mindful of shared spaces such as hallways and common areas.
6. **Follow Property Rules:** Adhere to the rules and policies outlined in your tenancy agreement and any additional rules established by ROCL Housing Ltd. This includes rules regarding parking, waste disposal, and use of amenities.
7. **Respect Privacy:** Respect ROCL Housing Ltd's right to enter the property for inspections or repairs by providing advance notice, except in cases of emergency. Keep your landlord informed of any changes in occupancy or extended absences from the property.
8. **Report Maintenance Issues Promptly:** Promptly report any maintenance issues or safety concerns to ROCL Housing Ltd. This helps prevent minor problems from escalating into larger issues and demonstrates your commitment to maintaining the property.
9. **Be Financially Responsible:** Budget wisely to ensure you can afford rent, utilities, and other living expenses.
10. **Leave the Property in Good Condition:** When it's time to move out, leave the property in the same (or better) condition than when you moved in. Clean thoroughly, repair any damage beyond normal wear and tear, and return keys and access devices as instructed.
11. **Be a Good Community Member:** Engage positively with your community and contribute to a positive living environment. Participate in community events or activities, and treat your neighbours with kindness and respect.