



Gloucestershire
Housing Association

Starter Tenancy

This leaflet gives information on your Starter Tenancy Agreement




APPROVED
BY GHA RESIDENTS



RESPECT Give respect Get respect

If you would like this information in any of the following formats or a different language please contact us. **T. 01452 529 255**

- Large print
- In Braille
- On tape
- Face to face

Bengali

আপনি কি অন্য কোন ভাষায় কিছু জানতে চান? যদি তাই হয়, দয়া করে সহায়তার জন্য
01452 529255 এ নাম্বারে কোন কক্ষ এবং একজন কাস্টমার সার্ভিস এজেন্টের সাথে কথা বলুন।

Cantonese

您是否要將一些資料翻譯成另一種文字? 如果您有此需要, 請致電 01452
529255 尋求幫助與一位「客戶服務發展員」聯絡。

Czech

Potřebujete něco přeložit do jiné řeči? V případě, že ano, zavolejte na
číslo 01452 629255 a požádejte poradce z oddělení služeb zákazníkům
[Customer Services] o pomoc.

French

Avez-vous besoin de faire traduire quelque chose dans une autre langue?
Dans ce cas, veuillez téléphoner au 01452 529255 pour assister et
parler à un conseiller du service clientèle.

Gujarati

શું તમને કોઈ વાચાણનું ભાષાંતર જુદી ભાષામાં કરાવેવું જોઈએ છે? જો હા, તો કૃપા કરીને પદદ પાટે
01452 529255 પર કોલ કરો અને કસ્ટમર સર્વિસીસ એજન્ટના સાથે વાત કરો.

Mandarin

您是否要將一些資料翻譯成另一種文字? 如果您有此需要, 請致電
01452 529255 尋求幫助與一位「客戶服務發展員」联系。

Polish

Potrzebujesz tłumaczenia? Jeśli tak, zadzwoń pod numer
01452 529255 i porozmawiaj z doradcą ds. obsługi klienta

Portuguese

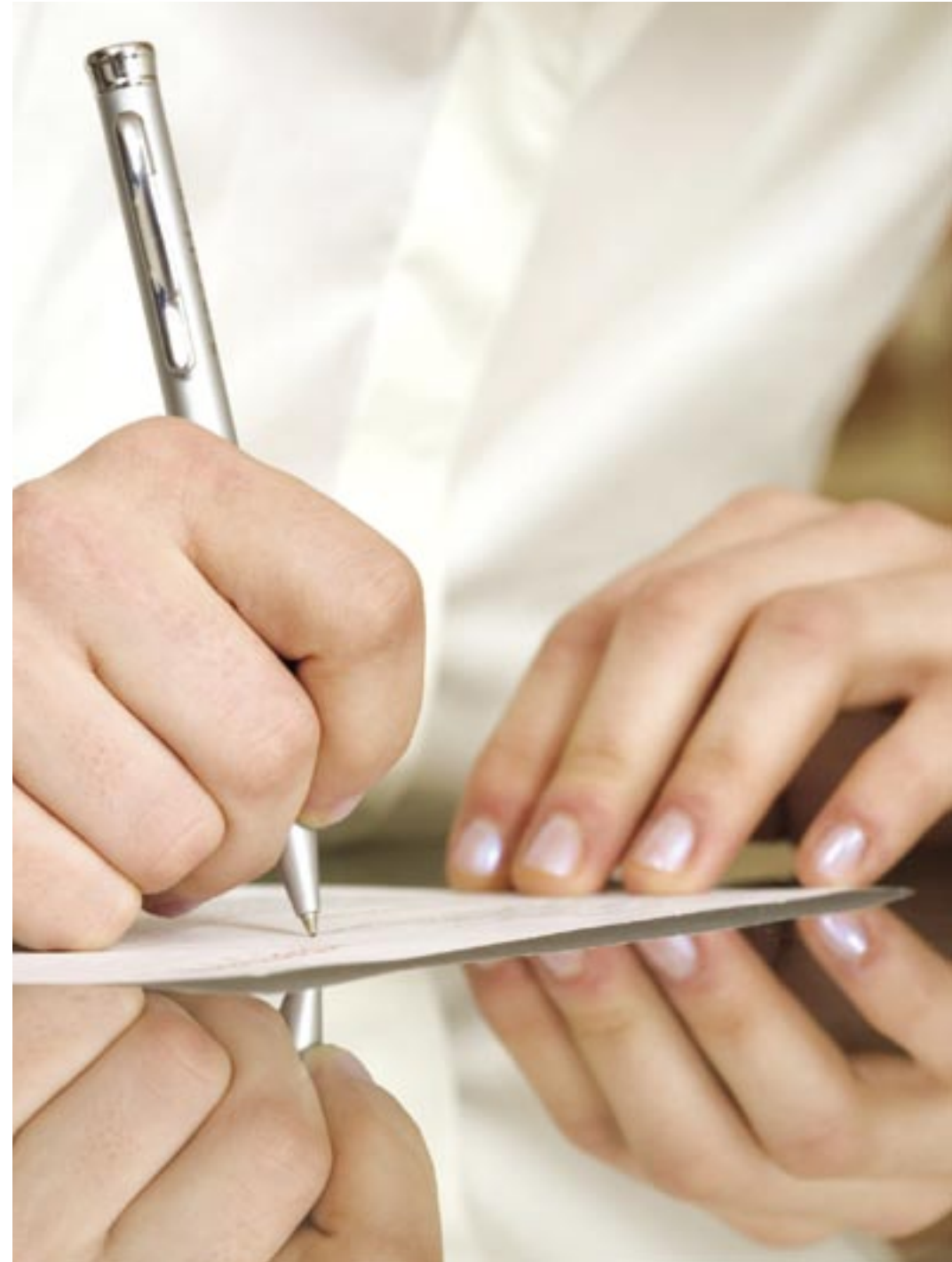
Necessita de alguma informação traduzida para um idioma
diferente? Se necessitar, ligue 01452 529255 para pedir ajuda e
falar com um Consultor do Serviço ao Cliente

Spanish

Necesita alguien que le haga traducciones a otros idiomas? Si es así, por
favor llame al 01452 529255 y pida hablar al servicio de atención al cliente.

Urdu

آپ کو کسی چیز کی ترجمان دینی ہے؟ اگر ہاں ہے، تو براہ کرم 01452 529255 پر کال کریں اور ایک
کسٹمر سروس ایجنٹ سے بات کریں۔



At Gloucestershire Housing Association we believe that all residents have the right to live peacefully in their home and we are committed to providing a positive response to any complaint of anti-social behaviour.

We know the distress that anti-social behaviour can have on individuals and communities, and we will take a robust approach to tackling problems caused by tenants, other household members or their visitors.

WHAT IS A STARTER TENANCY?

A Starter Tenancy is an Assured Shorthold Tenancy that lasts for 12 months.

If the tenancy is conducted satisfactorily you will then be eligible for the same rights as an Assured Tenancy Agreement which gives you more security of tenure.

WHAT RIGHTS DO I HAVE?

Your rights are similar to those of an Assured Tenancy with the exception that during the first 12 months you will not have the right to:

- Carry out improvements/alterations or additions to the property
- Take in lodgers or sublet a part of your home
- Exchange your home
- Succeed
- Acquire.

WHAT HAPPENS ONCE I HAVE BEEN GIVEN A STARTER TENANCY?

Once you have been given a Starter Tenancy it will be monitored very closely. You will receive 3 visits, at the following intervals:

- 6 weeks
- 6 months
- 10 months

You will also receive a visit from our Financial Inclusion Officer to ensure that you are claiming all the benefits you are entitled to, so as to ensure you maximise your income.

If your tenancy has been conducted satisfactorily then it will automatically become an Assured Tenancy.

Should we receive information about anti-social behaviour then this will be investigated in line with our current procedures. If the anti-social behaviour is of a nature that would mean we would start possession proceedings then we would do so by serving you with a Notice of Seeking Possession under section 21 of the Housing Act 1988, and then seeking a court order to remove you from the property.

DO I HAVE THE RIGHT TO APPEAL AGAINST THE DECISION TO START POSSESSION PROCEEDINGS?

Yes. Details of our appeals procedure will be included in a leaflet accompanying the Notice of Seeking Possession.

FURTHER ADVICE

Your tenancy agreement is a legal contract. It explains your rights and responsibilities as the tenant, and our rights and responsibilities as your landlord.

By signing the tenancy agreement, you agree that you understand and accept all of the rights and responsibilities for your new property.

Your tenancy agreement includes the following information.

- Who the agreement is between
- The address of the property
- The rent charged for the property
- What you can expect from us
- What we expect from you

To make sure you understand all of these rights and responsibilities, your Housing Officer will discuss them with you when you receive the keys to your property.

If you are not sure what any part of your tenancy agreement means, even after you have moved in, please contact your Housing Officer.

We can arrange for your tenancy agreement to be translated into another language if this will make it easier for you to understand.

We can also provide tenancy agreements in different formats, such as braille, large print and audio tape.

If you would like your tenancy agreement in any of these formats or a different language, or if you have a different requirement, please talk to your Housing Officer about this.

It is important that you keep your copy of the tenancy agreement somewhere safe because you may need it in the future.

This is especially important if you receive any state benefits.

If you wish to obtain independent advice about your tenancy agreement please contact your nearest citizens advice bureau, or log onto www.citizensadvice.org.uk

USEFUL INFORMATION

Leaflets on our anti-social behaviour policy are available from our offices or can be downloaded from our website

www.glosa.co.uk/antisocialbehaviour

Equality and Diversity

GHA is committed to eliminating discrimination and to promoting good relations and equality of opportunity in all aspects of our business.

GHA will treat all service users, fairly and equally, regardless of their sex, trans-gender status, sexual orientation, religion or belief, marital status, civil partnership status, age, race, colour, nationality, national origins, ethnic origin or disability.



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GHA: *providing
sustaining
enhancing*