

**Bengali**

আপনি কি অন্য কোন ভাষা বিত্তর অনুবাদ চান? যদি তাই হয়, দয়া করে সহায়তার জন্য 01452 529255 এ নম্বরে কোন কক্ষ অবলম্বন করে আপনার সঠিক অভিযোগের সঙ্গে কথা বলুন।

**Cantonese**

你是否需要將一些資料翻譯成另一種文字? 如果你有此需要, 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 529255 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 avec et parler à un conseiller du service clientèle.

**Gujarati**

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

**Mandarin**

您是否需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。

**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 llamo al 01452 529255 y pida hablar al servicio de atención al cliente.

**Urdu**

اگر آپ کو کسی زبان کی معلومات کی ضرورت ہے تو براہ کرم 01452 529255 پر کال کریں اور کسٹمر سروس ڈیولپمنٹ کے ساتھ بات کریں۔



 **Gloucestershire Housing Association**

Leaflet updated April 2008

2 St Michael's Court  
Brunswick Road  
Gloucester  
GL1 1JB

T. 01452 529 255  
F. 01452 310 520  
E. info@glosa.co.uk  
W. www.glosa.co.uk

**GHA:** *providing  
sustaining  
enhancing*

**Starter Tenancy Appeals**

This leaflet gives information on how to appeal against the decision to end 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

You hold a Starter Tenancy, and have breached your tenancy by engaging in anti-social behaviour. Gloucestershire Housing Association has started possession proceedings against you.

## WHAT THIS MEANS

Gloucestershire Housing Association has served a Notice of Seeking Possession on you and when this expires will start possession proceedings.

The court will send you a letter, called a summons, telling you the date and time of your hearing, which you must attend. The court will also send you a form, called the defence form, that you can fill in.

Because you hold a Starter Tenancy Gloucestershire Housing Association will use a process called accelerated proceedings, which means that the judge must make an order for possession.

## GOING TO COURT

You can go to the court and hear what the judge has to say. Remember it is a formal hearing and you will be able to speak only when the judge asks you to. If you do not go, returning the defence form before your hearing will ensure that the judge takes into account anything that you have to say.

## AFTER THE COURT HEARING

If the court decides to evict you (called a possession order), they will tell you the date when you need to leave your property.

If you have not left by that date, we will apply for a warrant to enter your property. We will set a date for this warrant and we will come to your property with a bailiff to evict you and change the locks on your property.

You will need to visit the Homeless Section of your local authority for advice and help.

## EVICTIION

If we apply for your eviction, the court will tell you the date when you need to leave the property. If you have not left the property by this date, a bailiff will turn up on this date to evict you, and the locks will be changed on the property.

Before the eviction you can ask the court to consider suspending the eviction, and a court hearing will be heard before the eviction takes place. However if the judge refuses to do so, then the eviction will proceed.

You should seek legal advice from a solicitor or Citizens Advice Bureau about how to do this.

## COURT COSTS

We will charge you the costs of applying to court and any of our solicitor's costs. We will set up a separate account and you will need to make an arrangement with your Housing Officer to pay this off.

## APPEALS PROCEDURE

You have a right to appeal against the decision to start accelerated possession proceedings, and this can be done by you using our formal complaints procedure. You have two months from when the notice was served to lodge an appeal.

Our accompanying leaflet Comments, Compliments & Complaints explains how you can do this. This can be obtained by contacting us on **01452 529 255** or by downloading it from our website **[www.glosha.co.uk](http://www.glosha.co.uk)**

## OTHER INFORMATION

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](http://www.citizensadvice.org.uk)**

### 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.