

### Visits to our offices

If you do not have an appointment we will aim to see you within 10 minutes, and if you have an appointment we will see you on time. We will provide private interviewing facilities. We will provide up to date information in reception areas, and clearly publish opening hours and out of hours numbers.

### Visits to your home

We will give our name and show our identity badge. We will offer you an appointment time and if, for an unavoidable reason, this has to be cancelled, we will let you know by no later than the day before. If you are not in when we call, we will leave our name and contact number.

### Equality and diversity

We will treat all customers in a courteous manner, fairly and with respect. We will provide assistance to those who need it, including interpretation and translation services such as Braille, audio tape / CD, and sign language.

### Complaints

We will respond to 95% of complaints within the agreed complaints procedure targets. We monitor all complaints so that we can measure our performance and look at ways of improving the service we provide.

### Relet homes standard

You will have been given a copy of our **Relet homes standard** leaflet with your offer letter. Please make sure that the standard of your property meets the standards outlined in the leaflet. If you feel that we have failed to meet the standard required in any way, please contact your Housing Officer on **01452 529 255** or **08456 044 529** (local rate).

If you would like a copy of any of the leaflets mentioned in this section please contact us on **01452 529 255** or **08456 044 529** (local rate), or look on our website at **[www.gloscha.co.uk](http://www.gloscha.co.uk)**



**Gloucestershire  
Housing Association**

A MEMBER OF THE GUINNESS PARTNERSHIP

## SECTION 2

Your tenancy agreement



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#### Your tenancy agreement explained

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. You risk losing your home if you, or anyone else who you are responsible for, break the terms of your tenancy.

#### All tenancy agreements include 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 on **01452 529 255** or **08456 044 529** (local rate).

We can translate your tenancy agreement into another language or provide it in a different format, such as Braille, large print and audio tape/CD. If you require your tenancy agreement in any of these formats or a different language please talk to your Housing Officer.

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

#### Your tenancy with us

There are different types of tenancy agreement. As a tenant of a housing association you are likely to have a type of tenancy called an '**assured tenancy**', and are protected by the Housing Act 1988. This means that as long as the home you rent from us is your only and main home and you keep to your tenancy agreement then we cannot make you leave your home without a court order.

If this is your first tenancy with us then you may have a slightly different type of tenancy called a '**starter tenancy**' for the first 12 months. This does not carry the same rights as an assured tenancy. If you have kept to the terms of your tenancy agreement, a starter tenancy will normally become an assured tenancy at the end of the 12 months.

Alternatively, you may find that you have an '**assured shorthold tenancy**'. There are differences between the rights of an assured tenancy and a starter tenancy or assured shorthold tenancy.

To find out what your rights and responsibilities are please refer to your tenancy agreement. If you are on a starter tenancy you will be able to get more information about starter tenancies from the leaflets:

- **Starter Tenancy**
- **Starter Tenancy Appeals**

You will have been given your tenancy agreement when you moved in.

If you would like a copy of any of the leaflets mentioned in this section please contact us on **01452 529 255** or **08456 044 529** (local rate), or look on our website at **[www.gloscha.co.uk](http://www.gloscha.co.uk)**