

# Your new Introductory Tenancy



আপনার প্রথম টেন্যান্সী (চুক্তি অনুযায়ী ভাড়া নেওয়া)  
租約簡介

তমারী ঈন্ট্রোডুক্টরী (প্রারম্ভিক) টেন্যান্সী

Dzierżawa wstępna

آپ کی شروعاتی کرایہ داری



The Government Standard

# Your new Introductory Tenancy

**This leaflet tells you all about your introductory tenancy and what happens if there are problems.**

## **What is an introductory tenancy?**

We give all new tenants a trial period to show they can keep to the tenancy agreement, look after their home and not be a nuisance to neighbours. This trial period is your introductory tenancy.

This is to show you that we are serious about collecting rent and protecting people from anti-social behaviour (ASB). But nearly every introductory tenant is very responsible and goes on to

get a secure tenancy with no problem.

As an introductory tenant, you get as much protection as a secure tenant. If you are a victim of someone else's bad behaviour during your trial period we'll give you the same help as a secure tenant.

As a new tenant you must sign an introductory tenancy before you move into your home.

## **What are my rights as an introductory tenant?**

As an introductory tenant, you won't have the right

to: buy your home; take in lodgers; sublet part of your home; improve your home or exchange it with another tenant.

You can however ask for permission to take in lodgers, improve your home or exchange. We will decide if you can go ahead.

## **Becoming a secure tenant**

If there are no problems during your introductory tenancy you will automatically become a secure tenant on the date written on the front of your tenancy agreement. We'll tell you in writing when this happens.



## **If there are problems**

We hope your introductory tenancy period is problem-free. We'll always try to help if you have any problems. But we will act quickly if you break your tenancy agreement. We will always investigate first to see if we can sort things out. If the problem is serious, or if you won't cooperate with our efforts to find a solution, we'll take legal action to evict you straight away.

## **Rent**

Your tenancy agreement says that you must pay your rent on time. If you don't pay we will contact you. We'll check you're getting the right benefits and agree a payment plan with you. But we'll take action to evict you if you don't sort the arrears out. We'll also take action if you are persistently late paying or if you won't keep to a repayment plan.

## **Anti-social behaviour**

We must protect your community and our property. So if someone tells us you've been acting anti-socially we will investigate the matter. If the complaint is justified we will take action. If the problem is quite minor we'll tell you to change your behaviour – we may bring in a mediation expert



to help you see things from the other person's point of view.

But if you won't cooperate, or if your actions are very anti-social (such as violence, racial harassment, or drug-related), you won't get a second chance. We'll take immediate action to evict you.

It's important to remember that you are not only responsible for your own behaviour.

We will take action against you if someone living with you, or a visitor to your home is anti-social and it doesn't matter where the nuisance happens – in your home, outside it or anywhere in the area.



## Other circumstances

We can also evict you in other circumstances, for example if you don't use the property as your main home. See your tenancy agreement for full details.

We may need to move you out of your home because it needs major building work or repair or it has to be demolished. If that happens we will offer you another suitable home.

## Taking action

If we want to evict a secure tenant (for example due to rent arrears or anti-social behaviour) we have to give them the chance to put their side of the story at a court hearing. A judge will decide if the eviction can go ahead. However, we can evict an introductory tenant more easily and quickly.



## Notice to end your introductory tenancy

If you have broken your introductory tenancy agreement we will send you a Notice to Terminate. If it goes ahead you will lose your home.

## Asking for a review

If we intend to evict you as an introductory tenant we will:

- tell you in writing that we're going to go to court to evict you
- allow you to ask for a review of the case, but you must do this within 14 days.

You can ask for a review of the case by filling in the Request for a Review form sent with the letter telling you of the action against you. Send it back to the address on the form.

We must get your request within 14 days of the date written on the bottom of the Notice to Terminate.

## The review

If you ask for a review of our decision to evict you, we will:

- tell you the date, time and place of the review at least 5 days in advance
- send you the final decision within 2 weeks of the review.

You can come to the review and bring someone with you if you want. A senior officer who was not involved in the original decision will review the case.

The review will look at any information you give us, and check that we have correctly followed the legal

procedure for ending your tenancy.

If they agree that the eviction can go ahead, you won't be able to appeal to anyone else. Although we still have to ask a court to give the final permission, the eviction happens automatically as long as we've followed the procedure properly.

## **Taking possession of your home**

If the review agrees with the original decision, we will ask the court for permission to evict you. The court will tell you the date by which you must leave your home. If you have not left by then, we will ask the court bailiffs to remove you from the property.



We will take action to recover any rent you still owe and charge you for any damage or cleaning of your home if you don't leave it in good condition.

### **After the eviction**

Your name may go onto our re-housing review list, which means that the City Council may not offer you another home in the future. This may mean that you would become homeless. This doesn't make any difference to the decision to evict you from your home – that will still go ahead.

### **Advice**

If we do have to take action like this, you can get advice from the Council's Housing Options Team on 01452 396503 or you can get independent advice from:

01452 527202

[www.gloucestercab.org.uk](http://www.gloucestercab.org.uk)

- The Citizens' Advice Bureau Shelter  
Tel: 0808 800 4444  
[www.shelter.org.uk](http://www.shelter.org.uk)
- The Gloucester Law Centre  
Tel: 01452 423492  
[www.gloucesterlawcentre.co.uk](http://www.gloucesterlawcentre.co.uk)
- A solicitor.

**For more information please contact us or visit [www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk) or GCHTV on the Looking Local Service.**

## Contacting us

Customer Services Team, Gloucester City Homes, Atlantic Suite,  
Southgate House, Southgate Street, Gloucester GL1 1UB

**Customer Services Line:** 0800 408 2000 (freephone)  
or 01452 530626 (normal call charges apply)

**Text:** 0778 148 2656 **Fax:** 01452 396599 **Minicom:** 01452 396161

**Email:** [customer.services@gloscityhomes.co.uk](mailto:customer.services@gloscityhomes.co.uk)

**Web site:** [www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk) **Digital TV:** GCHTV on Looking Local

You can also contact us using our online reporting forms. Our website is speech enabled and you can adjust the size of the text and translate it to other languages.

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact us.

আপনি যদি এই ডকুমেন্টের কোন অংশের ব্যাখ্যা, অনুবাদ অথবা বড় অক্ষর, অডিও অথবা ব্রেইলের মত অন্য কোন ফরম্যাটে চান তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন। Bengali

如果您希望我們解釋、翻譯本文檔，或提供大字體、音頻或盲文等其他版本，敬請聯繫我們。 Chinese

જો આપને આ પુસ્તકમાંના કોઈપણ ભાગની સ્પષ્ટીકરણ જોઈતી હોય અથવા આ પુસ્તક અન્ય ભાષામાં અથવા રૂપમાં જોઈતી હોય, દાખલા તરીકે, મોટા અક્ષરોમાં, ઓડીયો પર અથવા બ્રેઇલમાં, તો કૃપા કરી અમારા સાથે સંપર્ક કરો. Gujarati

Proszę zgłosić się do nas po uzyskanie wyjaśnień, przetłumaczenia względnie uzyskania niniejszego dokumentu w większym druku, w postaci dźwiękowej lub języku dla niewidomych. Polish

اگر آپ اس دستاویز کے کسی حصے کی وضاحت، ترجمہ یا کسی اور شکل میں جیسے کہ بڑے حروف، آڈیو یا ابھرے حروف میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔ Urdu