



Starter Tenancy

Your first year with us

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What is a Starter Tenancy?

Aragon gives all new tenants a Starter Tenancy. This usually lasts for 12 months and will convert to an Assured Tenancy at the end of the period if you have conducted your tenancy satisfactorily.

Your tenancy agreement explains what rights and responsibilities you have. You should read it carefully before signing it.

What happens during the first 12 months?

Your housing officer will visit you within a month of your tenancy starting and again six and nine months later. These visits are to check that everything is going smoothly and there are no problems in managing your tenancy.

What if there are problems?

If there are problems in managing your tenancy, we will investigate to see if things can be sorted out and work with you to resolve the situation. If the problem is serious, or if you do not co-operate with us to find a solution, we may take steps to end your tenancy and you may lose your home.

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What happens after 12 months?

At the end of the 12 months your Starter Tenancy will automatically convert to an Assured Tenancy, providing we have not started proceedings to end your tenancy or decided to extend your Starter Tenancy. We will write to you to confirm this.

If the Association decides to extend the Starter Tenancy for a further six months, we will write to you to inform you of this decision and the reasons why before the end of the first 12 months.

What rights do Starter Tenants have?

Tenants on a Starter Tenancy have broadly the same rights as Assured Tenants, but do not have the following:

- right to exchange (swap your home with another tenant)
- right to take in lodgers or sub-let part of the property
- right to make improvements to their home and claim compensation for them
- right to acquire.

The Association will also not usually allow a tenant on a Starter Tenancy to transfer to another Aragon property.

When your tenancy converts to an Assured Tenancy you will have the above rights.

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What about support services?

There is a support service which aims to assist new and existing tenants in the successful management of their homes and tenancy e.g. advice about your tenancy agreement and accessing other services.

The Association's Money Advisor provides advice and assistance about money issues:

- debt advice
- benefits/welfare rights

There is usually a wait for these services. Anyone offered these services does not have to agree to receive support or advice if they do not wish to.

If you feel you may benefit from these services or would like further information about them or about Starter Tenancies, please contact your housing officer or call Aragon on 01525 840505 or 01767 685800.

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Examples of problems that may lead us to start proceedings to end a Starter Tenancy are:

- behaving in an anti-social manner (e.g. causing excessive or persistent noise, shouting, swearing)
- drug dealing or illegal use of drugs
- actual or threatened violence or abuse towards any person
- domestic violence
- harassment
- damaging the property
- dumping rubbish
- unkempt gardens
- carrying out car repairs, which cause a nuisance
- causing parking problems
- allowing pets to cause a nuisance
- clear non-payment of rent.

Please note the above list of examples is not exhaustive.

Starter Tenants have less security than Assured Tenants and it is likely that the Court will agree to end the tenancy in such circumstances.

Equality and Diversity

Aragon Housing Association has a responsibility to ensure that equal opportunity and effective management of diversity are at the core of its business. The Association sets targets to deliver services that are responsive to the needs of communities and individuals, and promote social inclusion. Further details of this policy and our action plan are available on request.

Do you need this in a different format?



Do you need the information in this document in a different format? Please contact us on **01525 840505** to discuss your specific requirements.



Give respect Get respect

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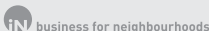
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