

To contact us please call:

0300 555 6666

Always charged at local rate
– including from mobiles



Starting a Tenancy

What does it mean for you?

A tenancy agreement is the formal, legal agreement between whg as your landlord and you as our tenant.

It sets out the rights and responsibilities you have as well as what we must do to look after your property. It explains some common-sense rules about being respectful of your neighbours and your environment and we would advise you read it carefully before signing it.

There are two different types of tenancy you can hold with whg:

- starter tenancy
- assured tenancy

Starter tenancy

A starter tenancy lasts for a 12 month period and this is likely to be the type of tenancy you will have to begin with.

If you are transferring from another social landlord (such as another housing association or local council) where you currently hold an assured or secure tenancy, you will automatically receive an assured tenancy with whg. As a starter tenant you do not have all of the same rights as an assured tenant.

Assured tenancy

New tenants who have signed a starter tenancy agreement will have a number of visits from us throughout the first year.

If the trial period has been completed without any problems then your tenancy can become assured. That will happen on the first anniversary of your starter tenancy start date

Most people will pass smoothly from their starter tenancy to an assured tenancy.

However, whg will act quickly against anyone who causes problems and who breaks their tenancy agreement. We will investigate to see if things can be sorted out and to provide support for people where it is needed. But if the problem is serious or if you do not co-operate with us to find a solution, you may lose your home.

Rights

All whg tenants have rights and responsibilities. However, as a starter tenant you have fewer rights than an assured tenant. For example, you cannot:

- take in lodgers or sublet your home
- make improvements to your home
- register for a transfer or exchange homes with another tenant
- purchase your home.

Rent

Your tenancy agreement says that you must pay your rent on time. Sometimes people have problems with money and we are here to listen and help if we can. Contact us as soon as you can when you are having financial difficulties, or seek independent help and advice from organizations like the Citizens Advice Bureau. You can pick up our leaflet, 'How to pay your rent and other charges' from your local housing office or from our website at www.whg.uk.com

If you fall behind with your rent (known as arrears) we will contact you to let you know. We will check that you are receiving all the benefits you may be entitled to, and make an agreement with you to pay off any arrears.

However, if you fall four weeks behind or more we may take legal action against you to get the money back. We will also take action if you are persistently late paying your rent, or fail to keep an agreement to pay.

Anti-social behaviour

Having good neighbours helps make you feel safe and secure in your home, which is why it is important to be considerate of those around you. If you are having problems, we are here to help and it is important to let us know as soon as possible. As a starter tenant you will get the same protection as an assured tenant if you are a victim of anti-social behaviour.

If we receive complaints that you or other people in your household have been causing any problems, we will also investigate. If we find evidence of a problem we will ask you to change your behaviour. If you do not co-operate, or your actions are proved to be antisocial, we will take action which may lead to you losing your home (eviction).

It is important to remember that you are also responsible for the behaviour of anyone living with you or visiting your home. We will also take action if the nuisance takes place outside your home, or in your neighbourhood.

There may be other circumstances when we would evict a starter tenant, for example, if the property is not being used as the main home.

Taking action

To evict an assured tenant we have to present evidence in court. It is then up to the judge to decide if the eviction can go ahead.

Brownhills Housing Office

13 Silver Court, High Street
Brownhills WS8 6HA

Bloxwich Housing Office

Bloxwich Hall, Elmore Court
Elmore Green Road, Walsall WS3 2QW

Blakenall Housing Office

Blakenall Village Centre, Thames Road,
Blakenall, Walsall WS3 1LZ

However, in the case of a starter tenant we only need to serve a notice and then go to court for a possession order which the judge cannot refuse. So it is easier to evict a starter tenant than an assured one.

Serving a legal notice

If we ever do serve you with a notice for breaching any of your tenancy conditions you can appeal, but must do this within 14 days of receiving the notice. The appeals process will be carried out by people who have not been involved with the case before. They will check everything has been done correctly and inform you of their decision.

Advice

We recommend that you seek independent advice if you find you are having problems or we have had to take action against you. You can get advice from a Citizen's Advice Bureau (the Walsall CAB can be contacted on [01922 700600](tel:01922700600)), or a solicitor.

Next steps

If you have any questions about your tenancy or services provided by whg, please contact your local housing office. The next step for you will be to return your application form if you have not done so already. We hope you find a home you are happy with and that you have a lengthy and successful tenancy with whg.

Central Walsall Housing Office

2nd Floor, Tameway Tower
Bridge Street, Walsall WS1 1JZ

Darlaston Housing Office

45 King Street
Darlaston WS10 8DE

Willenhall Housing Office

Beechwood House, New Road
Willenhall WV13 2BG

Walsall Housing Group, 8th floor Tameway Tower, Bridge Street, Walsall, WS1 1JZ.

Tel: [0300 555 6666](tel:03005556666)

www.whg.uk.com

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