



THAMES VALLEY HOUSING

Probationary tenancies Information for new tenants of TVHA

This information leaflet is for people who are offered a home to rent from TVHA, explaining our practice of offering a probationary tenancy for the first year.

Acceptance as a full tenant is based on complying with certain conditions laid out in the tenancy agreement; for example, good neighbourliness, paying your rent on time and looking after your home.

A tenancy agreement is an important document. The tenancy agreement tells you what we expect of you, your family, friends and relatives who visit you, plus what you can expect of us in return. It is important you understand that if you break the conditions of your tenancy, legal action may be taken against you and you could lose your home through eviction. Although we want to avoid this happening, we have, and will continue to take action against people who break these conditions. Therefore it is important that you read this leaflet carefully and understand what a probationary tenancy means. You will be asked to sign the leaflet to confirm that you agree to the conditions. This leaflet confirms that we are offering you a tenancy for one of our homes. If you accept our offer, your tenancy will begin on the date shown in the tenancy agreement. This type of tenancy is called an "assured shorthold tenancy".

What is the tenancy agreement?

This leaflet and the tenancy agreement you sign are written contracts between you and us. It sets out your rights and responsibilities as a tenant of TVHA. As well as signing this leaflet, we will ask you to sign the tenancy agreement to indicate that you understand it and agree to its conditions; it is important that you read it carefully. If there is anything that you are unsure of, we will be happy to explain it further.

What is a probationary tenancy?

This is a tenancy that we offer you for a trial period of one year. During this period we will check that you are keeping to the tenancy conditions. These conditions are very important to us, and to you. We want to ensure you meet these conditions and remain living in your home. If you do not, then we will take legal action and ask the court for permission to evict you.

What you must do to pass the one year trial period

To pass the one year trial period of this probationary tenancy, you must keep to the conditions set out in the tenancy agreement. As part of your probationary tenancy and subsequent tenancies if offered, TVHA expects you to:

- Pay the rent every Saturday weekly in advance
- Keep your home and gardens in good

Condition

- Report any repairs to our staff as soon as possible
- Let us in to your property to carry out necessary repairs, safety checks and any improvements

- Accept any support you need to live

Independently

- Accept an offer of more suitable accommodation where you can receive appropriate support to enable you to live independently
- If appropriate, give the council all the information it needs to process your claim for housing benefit
- Allow access to officers to visit you in your home on at least 3 occasions during the twelve month probationary period

As part of your probationary tenancy and subsequent tenancies if offered TVHA expects you not to:

- Harass or disturb your neighbours, or allow anyone who lives with or visits you to do this. Harassment includes

: racial harassment

: being violent or threatening violence towards any person

: using abusive or insulting words or behaviour

: damaging or threatening to damage property

: writing or electronically transmit threatening, abusive or insulting words

: taking action aimed at interfering with the peace or comfort of any other person

- Commit any criminal offence in or around the area of your home. We may also end your tenancy if any member of your household breaks this condition

- Allow any noise that would disturb your neighbours to be heard outside your property
 - Carry out alterations or improvements to your home without our written permission
 - Keep any animals in your home without our written permission
 - Assault, threaten, obstruct or harass our staff, contractors or agents at any time
- The full list of your responsibilities is set out within your tenancy agreement, please keep this document handy so that you can refer to it.

What happens at the end of the trial period?

At the end of one year we make a decision on whether the tenancy will automatically convert into an "assured non-shorthold periodic tenancy", or we will inform you that we are going to take steps to terminate the tenancy.

Accepting a probationary tenancy

Please sign on the attached form to confirm that you (and all joint tenants) have read and understood the tenancy agreement and this leaflet explaining probationary tenancies. If you do not accept the probationary tenancy, we will withdraw our offer of accommodation. If you have any questions or require additional explanations, please ask and we will be happy to go through the information in more detail with you.

Names of all tenants

Address of property under the tenancy agreement

Date tenancy begins

Your housing officer's full name

By signing this leaflet you are declaring that you fully understand what a probationary tenancy means to you and your home.

This is a legal contract between you and TVHA. Should you break any of the conditions contained within the contract you risk losing your home.

Your signatures (all tenants must sign)

The information you have provided on this form will be used by TVHA to create or update records held by us and/or our

member associations. Your information will be processed in accordance with the Data Protection Act 1998.

We may share your information with our member associations in order to improve our services and to help us to meet our legal obligations and provide a fair and equitable service for all our Residents.