



## Your tenancy

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A guide to Soha's tenancies  
(including Starter Tenancy)



## Your tenancy agreement

Your tenancy agreement is a legal contract between you and Soha Housing. It sets out the terms and conditions that both of us must keep. It is an important document, so you should read it carefully and keep it safe. We want you to be happy in your home and we want to make sure that, through the tenancy conditions, we can prevent or resolve possible disputes and problems.

It's really important that you understand your tenancy agreement and what your responsibilities are. If you are a new tenant, we will go through the tenancy agreement and explain it to you when you sign up for your new home.

If you are new to Soha Housing, you will first of all be put on a Starter Tenancy.

### **Starter Tenancy**

We make a special type of contract with you for the first year of your tenancy while you get used to being a Soha Housing tenant. The Starter Tenancy is a twelve-month probationary period and you

can become an assured tenant (with more rights) if you have met the conditions of your Starter Tenancy agreement.

We will tell you if there are other conditions attached to your Starter Tenancy. If, as a starter tenant, you break any of these conditions, we may take action, using a formal procedure that can ultimately lead to eviction. We will always talk or write to you to sort out any problems before we take such a step.

### **Special conditions relating to Starter Tenancies**

The following conditions apply to your Starter Tenancy until your tenancy is converted to an Assured Tenancy (usually after 12 months):

- You may not take in lodgers or sub-let your property
- You may not make improvements or alterations to your home
- You do not have the right to compensation for improvements made to your home



**Winnie Pooh**

It's time to read to your child. Reading to your child will help them learn to read and enjoy books. Start with simple books and read them every day. Your child will love the sound of your voice and the pictures in the books. Reading to your child is a wonderful way to spend time together and help them grow.

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- You are not allowed to mutually exchange your home with another tenant
- There are no rights to succession on your home. Succession is when a home is transferred to someone such as your spouse or civil partner in the event of your death.

## **Assured or Shorthold Tenancies**

After you have completed your 12 month Starter Tenancy satisfactorily, we will contact you about turning the

agreement into an Assured Tenancy, which is the usual form of agreement with a landlord such as Soha and gives you further rights.

## **Changing the agreement**

We may vary the terms of your tenancy, for example, by increasing the rent. However, we will only do this when we have followed proper legal notices. If we change any of the terms, we must serve a 'notice of variation' and allow you time to tell us what you think about the changes.



## Your responsibilities as our tenant

You are responsible for your own behaviour and also for the behaviour of your family, other people living at home or anyone visiting your home.

For example, you are breaking your tenancy conditions if you are creating a nuisance to other residents. If you are a joint tenant, you are jointly responsible for the actions of the other joint tenants.

### Please do:

- Pay your rent on time.
- Allow Soha staff and contractors access to your home, for example to inspect and carry out repairs, undertake gas servicing and carry out improvements. We will normally give you at least 24 hours' notice, but we may need immediate access in an emergency.

### Please don't:

- Overcrowd your home by allowing more people than in your tenancy agreement to live in your home.

- Threaten or abuse our staff or contractors physically or verbally.
- Cause a nuisance to neighbours.
- Keep or use, or allow anyone living with you or visitors to keep or use, illegal drugs in your home or locality. This may lead to legal action being taken against you.

## Breaking the agreement

If you break any conditions of the tenancy, we can take action which could mean that you could be evicted from your home. We will always try hard to reach an agreed solution before taking that kind of action but if the problem continues, we will go to Court.

## Transferring your tenancy by succession

If you are married or in a civil partnership, if you die, your tenancy will automatically pass to your surviving partner.

Your tenancy could also be passed to:

- a close member of your family aged 18 or over.

- your surviving partner (if you are not married or in a civil partnership) as long as your home has also been their main home for at least 12 months. This can happen only once: you cannot succeed yourself if the tenant who died was a successor. Any application to succeed to a tenancy must be made within 31 days of the

original tenant's death. The applicant should contact us quickly if they want to succeed to a tenancy.

If the property to which you succeed is too large for your needs or suitable for a disabled person, we may ask you to move to another property. You cannot succeed to sheltered housing if you are under the state retirement age.

We will do our best to offer a translation service in a different language if this would be helpful. This may include using a translator to speak to you about the content of a publication rather than giving you a hard copy of your own. We also do our best to offer large print or audio versions of publications. Please ring us on 01235 515 900 or 0800 014 15 45 (Freephone).

### Polish

Dołożymy wszelkich starań, aby zaofiarować tłumaczenie na inny język, jeżeli byłoby to pomocne. Oferta ta może obejmować usługi tłumacza ustnego, który przedstawiłby treść publikacji, zamiast przekazania tłumaczenia w formie papierowej. Dołożymy również wszelkich starań, aby przygotować druk wielkoformatowy lub wersję audio publikacji. Prosimy o kontakt pod numerem 01235 515 900 lub 0800 014 15 45 (Freephone).

### Portuguese

Poderemos também providenciar um serviço de tradução para um outro idioma, se tal lhe for útil. Poderemos recorrer a um tradutor que lhe falará acerca do conteúdo da publicação, em vez de lhe entregar uma cópia impressa da mesma. Envidamos igualmente todos os esforços para fornecer versões em letra grande e versões áudio das publicações. Contacte-nos através do 01235 515 900 ou do 0800 014 15 45 (Freephone).

### Italian

Faremo del nostro meglio per offrire un servizio di traduzione in altre lingue, se ciò dovesse servire. Pertanto, al posto di una copia cartacea della pubblicazione da portare con voi, possiamo mettere a disposizione un traduttore che ve ne illustrerà il contenuto. Faremo anche del nostro meglio per offrire stampe a caratteri grandi oppure versioni audio delle pubblicazioni. Chiamateci al numero 01235 515 900 o 0800 014 15 45 (Freephone).

### Turkish

Yararlı olabilecek farklı bir dilde tercüme hizmeti sunmak için elimizden geleni yapacağız. Bu, kendinize ait basılı bir kopyayı size vermek yerine, bir yayın içeriği hakkında sizinle konuşmak üzere bir tercüman kullanmayı da içerebilir. Aynı zamanda, büyük baskı ya da sesli sürümleri sunmak için elimizden geleni yapıyoruz. Lütfen bizi buradan arayın 01235 515 900 veya 0800 014 15 45 (Freephone - Ücretsiz Telefon).

### Bengali

যদি সহায়ক হয় তাহলে আমরা একটি ভিন্ন ভাষায় অনুবাদ পরিষেবা দেওয়ার জন্য যথাসাধ্য চেষ্টা করব। এর অন্তর্ভুক্ত হতে পারে আপনাকে কোনো প্রকাশনার মুদ্রিত অনুলিপি দেওয়ার পরিবর্তে সেই প্রকাশনার বিষয়বস্তু সম্পর্কে আপনার সঙ্গে কথা বলার জন্য একজন অনুবাদককে ব্যবহার করা। এছাড়াও প্রকাশনার বড় অক্ষরে ছাপা অথবা অডিও সংস্করণ দেওয়ার জন্য আমরা যথাসাধ্য চেষ্টা করি। অনুগ্রহ করে আমাদের সঙ্গে 01235 515 900 অথবা 0800 014 15 45 (Freephone) টেলিফোন নম্বরে যোগাযোগ করুন।



## Soha Housing

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