

If you require further information please contact your
Neighbourhood and Community Liaison Officer at
Mosscares Housing:

Moss Side: 0161 226 4211

Openshaw: 0161 231 2755

Carrbrook: 01457 832 195



Contact us if you
would like a copy
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another language.

Arabic

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Mosscares Housing Limited, 101 Great Western Street, Moss Side,
Manchester, M14 4AA

French

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Manchester, M14 4AA

Gujarati

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Group, 101 Great Western Street, Moss Side, Manchester, M14 4AA"

Polish

Jeżeli chciałbyś otrzymać kopię niniejszej publikacji w języku polskim,
prosimy skontaktuj się z nami pod numerem telefonu 0161 226 4211 lub
napisz do nas na adres:
Mosscares Housing Limited, 101 Great Western Street, Moss Side,
Manchester, M14 4AA

Somali

Haddii aad af Soomaali ku rabtid nuqulka
daabacaddaan fadlan soo wac
telefoonka 0161 226 4211 ama u soo qor:
Mosscares Housing Limited, 101 Great Western Street, Moss Side,
Manchester, M14 4AA

Urdu

اگر آپ کو اس اشاعت کی ایک نقل اردو میں چاہیے تو فون نمبر 0161 226 4211 پر رابطہ کریں
یا ہمیں لکھیں:
Mosscares Housing Limited, 101 Great Western Street, Moss Side,
Manchester, M14 4AA

Mosscares Housing Head Office
101 Great Western Street
Moss Side
Manchester M14 4AA
Tel: 0161 226 4211
Fax: 0161 226 8752

information@mosscares.org.uk
www.mosscares.org.uk

Mosscares Housing
Neighbourhood and Community
Liaison Team East
New Roundhouse
1328-1330 Ashton Old Road
Openshaw
Manchester M11 1JG
Tel: 0161 371 6570
Fax: 0161 370 9170

Carrbrook Housing Co-operative
1 Broadbent Close
Carrbrook
Stalybridge SK15 3LJ
Tel: 01457 832195
Fax: 01457 838943

Textphone for all offices: 0161 226 2222

Registered Charitable Housing Association No. 18877R.
Registered with the Tenant Services Authority.



A guide to what you can expect as a new tenant – Starter Tenancies



A guide to what you can expect as a new tenant

Starter Tenancies

As a new tenant you will be given a Starter Tenancy Agreement which is subject to a 12 month probationary period. The tenancy is only guaranteed for 6 months.

Why we use Starter Tenancies

One objective of MossCare is to 'improve the quality of life for all residents'. The Starter Tenancy is used as a measure to protect residents from thoughtlessness and antisocial behaviour. The 12 month probationary period will show that tenants are able to keep to the terms of the tenancy agreement, look after their homes and are not a nuisance to their neighbours.

What rights do I have as a Starter Tenant?

As a Starter Tenant, you have limited rights. For this reason, if your tenancy is not conducted in a satisfactory manner we, as your landlord, can gain possession of the property through the courts. See the section on how to appeal.



What is expected of a Starter Tenant?

As a Starter Tenant, you are expected **not** to be associated with the following behaviours:

- Violence
- Criminal behaviour
- Verbal/physical abuse
- Harassment / intimidation – including racial harassment
- Improper dumping of litter or rubbish
- Damage
- Noise
- Inconsiderate behaviour

For full details, consult your tenancy agreement.

What happens at the end of the 12 month probationary period?

If you do not break the conditions of the Starter Tenancy and are happy with the service provided by MossCare, your tenancy will become an assured periodic tenancy.

Do I get any extra rights as an Assured Tenant?

Yes. You have more protection from eviction.

You may also benefit from the:

- Right to improve your home (*subject to approval*)
- Right to exchange your home (*subject to approval*)
- Right to acquire your home (*subject to approval*)

What happens if I haven't kept the terms of the agreement and I am served with a 'Notice To Quit?'

This would only occur if all efforts to resolve any issues concerning the terms and conditions of the Starter Tenancy Agreement have failed and we have decided to evict you.

Can I appeal?

Yes, you have the right to appeal. This should be done in writing directly to the Assistant Housing Services Director.

Finally...

If you are having any difficulties with meeting your tenancy obligations or are concerned about the conduct of your neighbour, please do not hesitate to consult your Neighbourhood Community Liaison Officer. They will act quickly against anyone who breaks their tenancy agreements.

You may also seek independent advice on matters concerning your tenancy agreement. MossCare is committed to making your residency a happy experience.

