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ENGLISH

‘የተወሰኑ መረጃዎችን ወደሌሎች ቋንቋዎች እንድትተርጎሙ ማድረግ እንችላለን። ይህንን አስመልክቶ ተጨማሪ ማብራሪያ ከፈለጉ እባክዎን ይጠይቁን።’

AMHARIC

‘نحن قادرون على الحصول على بعض المعلومات التي ترجمت إلى لغات أخرى. الرجاء طلب مزيد من المعلومات حول هذا.’

ARABIC

‘আমরা কিছু তথ্য অন্য ভাষায় অনুবাদ করতে সক্ষম। এই বিষয়ে অনুগ্রহ করে আরোও তথ্যের জন্য জিজ্ঞাস করুন।’

BENGALI

Nous tenons à votre disposition les renseignements traduits dans différentes langues. Merci de nous contacter pour plus d'information

FRENCH

‘ਅਸੀਂ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਵੀ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਬਾਰੇ ਹੋਰ ਜਾਣਕਾਰੀ ਲਈ ਪੁੱਛੋ।’

PUNJABI

Możemy przetłumaczyć informacje na inne języki. Prosimy pytać o więcej szczegółów na ten temat

POLISH

Podemos traduzir algumas informações noutras linguas. Solicite mais informação sobre este tema

PORTUGUESE

‘ہم کچھ ایسے معلومات حاصل کرنے کے اہلیت رکھتے ہیں جو دیگر زبانوں میں ترجمہ شدہ ہے۔ اس کے بارے میں مزید معلومات کے لئے براہ کرم پوچھیں۔’

URDU

‘مما می توانیم بعضی اطلاعات را که به زبان های دیگر ترجمه شده اند، فراهم کنیم. لطفاً برای اطلاعات بیشتر در این مورد تقاضا کنید.’

FARSI

Waxa aanu awoodnaa in aanu hayno warbixino ku turjuman luuqadaha kale. Fadlan waydii wixii warbixin dheeraad ah ee ku saabsan arrinta

SOMALI

نیمه‌ده‌توانین هاندئ زانیاری تر وهرگیزیسه‌وسه‌سز زمانه‌کاتی تریش. تکایه‌یو ده‌سته‌به‌مکرندی زانیاری زورت، په‌یوه‌ندیمان پیوه‌بکهن.

KURDISH

Tokoki kobongola kamwa makambo na minoko mosusu. Sala osenga mayebisi mosusu na maye matali likambo oyo

LINGALA

ብኻልኦ ቋንቋታት ዝተተርጎሙ ገለ ኣባሪታ ክህልዎና ክኢልና ኣሎና። ብዛዕባኹ ዚምልከት ተወሳኺ ኣባሪታ ንምርካብ ድማ ብኻብሪትኩም ኤተቱና።

TIGRINYA

Tinogona kuti zvimwe zvinyorwa zviiswe mune mimwe mitauro. Ndapota kumbira ruzivo rwakawedzerwa pamusoro peizvi.

SHONA

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staffordshire  
HOUSING ASSOCIATION

# Understanding your starter tenancy



A starter tenancy is a type of assured tenancy which lasts for one year. We use starter tenancies for all new tenants except those in over 55s schemes and people moving into 'living over the shop' accommodation.

### What does having a starter tenancy mean?

Having a starter tenancy means that you are a resident for a trial period of one year. If you keep to the terms of your tenancy conditions during that year, your tenancy will be converted to a full assured tenancy.

During the year, your housing officer will check how you are getting on with things like paying your rent, looking after your home, and ensuring that you or your visitors do not cause nuisance to neighbours or other residents.

We want all of our starter tenants to become full tenants, so please contact us for help if

you are having problems with your tenancy.

If you do break the terms of your tenancy conditions we can bring your starter tenancy to an end by serving you with a notice to end the tenancy.

In serious cases of neighbour nuisance or anti-social behaviour, we will take immediate action to end your starter tenancy early.

You can appeal if you do not agree with our decision to end your tenancy, and we will send you details of how to do this if the situation arises.

We are happy to say that the vast majority of our starter tenants go on to become full assured tenants and experience no problems.

## How to contact us

### Phone.

- To report a repair call 0800 00 99 00
- To report an emergency repair out of office hours call 0800 00 99 00
- To report anti-social behaviour out of office hours call 0845 680 5105
- For all other enquiries, call our main switchboard on 01782 744533

### Email.

[mailbox@staffshousing.org.uk](mailto:mailbox@staffshousing.org.uk)

### Address.

Staffordshire Housing Association  
308 London Road  
Stoke on Trent  
ST4 5AB

### Website.

[www.staffshousing.org.uk](http://www.staffshousing.org.uk)

### Office opening hours.

Our office is open from 8.30 am to 5.30 pm from Monday to Friday.