

Your Starter Tenancy: Information Sheet

A starter tenancy is the name used by MHA to describe an assured shorthold tenancy, and gives new tenants reduced rights. It is for a probationary period that usually runs for 12 months, but may be extended for a further 6 months if you break the terms of your tenancy agreement.

Your Rights

- You have the right to live in your home, with the members of your household listed on your application.
- You have the right to complain to us about our services, and if you are not satisfied with our response, to take your complaint to the Public Services Ombudsman for Wales.

Your Responsibilities

Payments

You must:

- Pay your rent one week in advance.
- Keep to any agreement to re-pay any former rent accounts or re-charges for repairs.
- Pay any garage rent, water and service charges (e.g. for communal cleaning) as requested.
- Take responsibility for complying with all Department for Work & Pension requirements of any claim you make for housing benefit or universal credit housing costs.

Property

You must:

- Occupy the property as your principle home and not damage, neglect or misuse it.
- Report repairs to MHA and allow us access to make them good, and complete maintenance.
- Adhere to health and safety, e.g. not tamper with smoke detectors.
- Look after your home and garden by keeping it clean, clear and well maintained.
- Give us four weeks written notice if you want to end your tenancy.

Pets

You must:

- Ask MHA for permission to keep pets in certain properties, such as flats or sheltered housing.
- Pick up pet waste right away and dispose of it properly.
- Ensure your pets do not pose a risk to others or create a nuisance, e.g. excessive barking.

Conduct

You must not:

- Harass, threaten or cause nuisance to your neighbours, our staff or our contractors.
- Undertake illegal or anti-social activity in your home or community.
- Prevent others from feeling safe; MHA has zero tolerance of hate-based nuisance, such as racism and domestic abuse in our communities.

MHA Rights

- We have the right to access your home, with reasonable notice, to carry out repairs and maintenance.
- If you do not pay your rent, or comply with your tenancy we may serve a Section 21 notice to end your tenancy.
- We can share personal information about you and your tenancy to third parties if it is reasonable for us to do so, and/or we have the necessary permissions.

MHA Responsibilities

- We will make sure the fixtures and fittings that we own, and the structure and exterior of your home, is kept repaired and in good working order.
- Visit you, as a minimum, in the first and ninth month of your tenancy to inspect the property and discuss any issues.
- We will convert your starter tenancy to an assured tenancy after 12 months, or extend your starter tenancy for six months and tell you the reason for doing this.