



CROSS KEYS Homes

You'll be at home with us

Demotion of
tenancy
How will it
affect you?



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If you have any difficulty understanding this document we can arrange for it to be explained to you by an interpreter. Please call us on: **01733 385116**.

You will need to tell us your address and the language you speak.

إذا كان لديكم أية صعوبات في فهم هذا الدليل نستطيع اتخاذ الترتيبات اللازمة لئتم شرحه لكم بواسطة مترجم الرجاء الاتصال بنا علي الرقم ٠١٧٣٣ ٣٨٥١١٦ .

و عليكم بإطلاعنا علي عنوانكم و اللغة التي تتكلمون بها .

اگر در فهمیدن این متن مشکلی دارید می توانیم ترتیبی بدهیم که یک نفر مترجم شفاهی آنرا برای شما توضیح دهد . لطفاً با ما در شماره تلفن **01733 385116** تماس بگیرید .

شما می بایست آدرس محل و زندگی و زبانی را که صحبت می کنید به ما بگویند .

نه گهر بۆ تیگه یشتنی ئەم نامیلکەیه هەر جۆره ناسته نگیکت ههیه ئەوا دەتوانن کارێکی وا بکەین مۆتەر جێنک ناوهرۆکی ئەم نامیلکەیه ت بۆ شی بکاتەوه . تکایه بهم ژماره تلهفۆنه **01733 385116** پێهه ندمان بێ بکه .

پێویسته ناو نیشانی خۆتمان بێ بدهیت و پێشمان بلێیت به چ زمانیک قسه ده کهیت .

اس دستاويز کۆتێخه ئێمدا گرآپ کۆکسی دشواری کاسمانا هۆتو، ئەم ئێک تر، جمان کە ذریعە ئپ کە لئە اس کی وضاحت کا انتظام کر سکتە ئین . برائە مهربانی هئیس **01733 385116** پڕئیلیفون کریں .

آپ کوئیمیں آپ کا پتہ اور جو زبان آپ بولتے ہیں بتانا ہوگا۔

Se tem alguma dificuldade em compreender este folheto poderemos arranjar um interprete para lhe explicar este folheto. Por favor telefone para **01733 385116**.

Tera que nos informar a sua morada e o idioma que fala.



If you require an audio version of this leaflet or assistance with a language or Braille translation, call: **01733 385116** or

email: translation@crosskeyshomes.co.uk

This is a free service.

What is a demotion of tenancy?

Demotion of tenancy is a power introduced under the Anti-Social Behaviour Act 2003. It allows registered social landlords to apply to the court to demote an existing secure tenancy to a less secure one for up to one year.

A demotion of tenancy can be used by Cross Keys Homes when the behaviour of a tenant, family members or visitors are causing or threatening to cause nuisance or annoyance to a person that is not a member of their household.

If your tenancy is demoted you will lose important rights that you currently enjoy as a secure tenant of Cross Keys Homes.

Right to buy

If you transferred to Cross Keys Homes in October 2004 with a secure tenancy you still have the preserved right to buy your home (excluding those in sheltered accommodation or specifically adapted homes).

Demotion of tenancy would mean that you would permanently lose the preserved right to buy your home, and only obtain the right to acquire two years after the end of the demotion period.

Right to acquire

If you have an assured (non-shorthold) tenancy you have the right to acquire your home after two years as a tenant with Cross Keys Homes (excluding those in sheltered accommodation or specifically adapted homes).

Demotion of tenancy would mean that you would lose your right to acquire during the demotion period. Following this, it would be a further two years from the end of demotion before you would regain this right.

The right to exchange

During the demotion period you will lose the right to exchange your home with another tenant of Cross Keys Homes, or another registered social landlord or local authority.

Other rights of a secure tenancy

A demoted tenancy also means you will lose the right to sublet any part of your home, take in any lodgers and make any alterations or improvements to your property.

Your place on the improvement programme

Demotion of tenancy means you would lose your scheduled place on the improvement programme. Instead your improvements would take place at the end of the programme.

What we expect during the demotion period

During the demotion period you, the family member or visitor causing, or threatening to cause nuisance or annoyance will be expected to improve, and accept interventions to improve their behaviour.

End of the demotion period

If, at the end of the demotion period, Cross Keys Homes is satisfied with the improvement of the person(s)' behaviour who previously caused or threatened to cause nuisance or annoyance, your tenancy will then become an assured (non shorthold) tenancy. You will then regain the right to exchange your home, and two years after the end of demotion, you will be given the right to acquire your home.

If the person(s) who has caused or threatened to cause nuisance or annoyance causes further problems during the demotion period, then we will seek possession of your home, which the court must grant, unless it is found that Cross Keys Homes has failed to use correct procedures.

This would result in you losing your home.

Finally

If you believe that Cross Keys Homes is unfairly obtaining a demotion of tenancy against you, your area office can advise you on how to make a complaint through our complaints procedure.

Contacts

For further information please contact your area office:

Northern office	01733 574408
Eastern office	01733 558512
Western office	01733 385069
Southern office	01733 385061
Anti-social behaviour team	01733 385097 01733 385098