

About Clúid



Clúid Housing Association provides rented housing for people on low incomes and people with special needs. The association was established in 1994 as a registered charity, and non-profit making company.

Clúid's objectives are:

- To provide a range of good quality, accessible and secure housing
- To maintain high standards of services in its sheltered housing schemes
- To enable older persons to live independently with privacy, dignity and fulfilment, for as long as they wish and are able to
- To tailor its services to the actual needs of its tenants, and to avoid stereotypes of old age
- To foster links with the wider community



clúid housing
association

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Welcome to your
Introductory Tenancy

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Dear Tenant,

Congratulations on becoming a Clúid tenant. We are delighted to offer you a warm welcome to your new home, and we hope that you will be very happy in it.

As a new tenant you are just starting your six month "introductory tenancy". This is a probationary period intended to help ensure that tenants will keep to their commitments. It is designed to protect all our tenants. If this goes well then you will become a full tenant.

We will do our best to help you in any way that we can.

Why is there an Introductory Tenancy?

As a Clúid tenant you have certain rights and responsibilities. These are laid out in our customer charter and in our tenancy handbook.

Clúid also has responsibilities. These include ensuring that

- rents are paid
 - our properties are looked after
- and
- striving to ensure that tenants and the community are protected from anti-social behaviour
 - Clúid will not tolerate domestic violence

Obviously we take these responsibilities very seriously. The Introductory tenancy allows us to ensure that we, and our tenants, can fulfil our responsibilities.

What exactly is an Introductory Tenancy?

An introductory tenancy is a 'trial period' before people become full tenants. It is to make sure that tenants will keep to their tenancy agreement.

The introductory/probationary period lasts for six months (but can be extended).

During the introductory period, your Housing Officer will work closely with you to make sure that you are settling in

- that you will keep to the conditions of your tenancy agreement

It is particularly important for you to note that to protect all our tenants, anti-social behaviour cannot be tolerated and we will investigate all complaints and take immediate action to evict anybody involved in serious incidents.

Happily, evictions are quite rare and most people will pass smoothly from their introductory tenancy to a permanent tenancy.

Please remember that if you have any problems during your introductory period, our housing

officers are there to help you.

How can I be sure that I will pass my introductory period?

- Be a responsible tenant and a good neighbour
- Keep to the rules and guidelines laid out in your tenancy agreement
- Remember that you are not only responsible for your own behaviour, but also for the behaviour of those living with you, and your visitors
- Pay your rent
- Look after your property

Your Housing Officer will visit you at the end of your first six months. We will also tell you in writing when you have passed your introductory period.

If you have any concerns about your tenancy, or about the housing service, please contact your housing officer. They are there to help you.

And once again, may we welcome you to your new home !