

# Frequently Asked Questions

## Who do I speak to if I need assistance with this letter?

If you receive the Tenancy Support Service or Care Co-ordinator service, please contact your Tenancy Support Officer/ Care Co-ordinator for help. Otherwise, please contact us on Tel - 01623 608999 and request to speak to our Policy and Strategy Manager, Angela Doherty.

## Will this variation affect my tenancy?

Please note that we are not proposing to end your tenancy. We are proposing to change the terms and conditions of your existing Tenancy Agreement. You will therefore not be asked to sign a new tenancy agreement, but the changes will still apply to you and you will be sent a copy of the final new version once it has been approved.

## Do I need to sign anything?

At this preliminary consultation stage you can simply feed back to us any comments you may have about the proposed new document. You will not be required to sign anything.

## What do I need to do with the Preliminary Notice?

Read the summary document attached to this notice which explains the proposed changes and their effects. If you have any comments then fill out the slip provided and return it to us.

## How can I feed back my comments?

We ask that, if possible, you insert your comments in the space at the end of the main letter, and then return it to: Angela Doherty, Policy and Strategy Manager, AHL Head Office, Broadway, Brook Street, Sutton in Ashfield, Nottinghamshire NG17 1AL, or, you can email your comments to: [ahlmail@ashfieldhomes.co.uk](mailto:ahlmail@ashfieldhomes.co.uk)

You are invited to make any comments you may have on the proposed changes no later than **17th September 2010**.

## What if I don't agree with all the changes?

We will consider all comments we receive. The process is set out by law and will result in a change to the new terms and conditions making up your Tenancy Agreement. We value your views and many of the proposed changes have been implemented after feedback from customers.

## What happens now?

Once the Tenancy Agreement has been approved we will serve you with a formal Notice of Variation later this year under Section 103 of the Housing Act 1985. This will include a copy of the new Tenancy Agreement and will tell you the date on which the changes will become effective.