

# Starter Tenancy

## Frequently Asked Questions



<b>What is a Starter Tenancy?</b>	<p>A starter tenancy is an assured shorthold tenancy that is in place for a probationary period of 12 months. If you stick to the terms of your tenancy agreement during this time, it will be converted to an Assured Lifetime Tenancy or a Fixed Term Tenancy agreement. If not you may lose your home.</p>
<b>Why do Fortis Living use Starter Tenancies?</b>	<p>We use them to make our new tenants understand the importance of keeping to the terms of their tenancy agreement. Under the terms of a starter tenancy we can also take enforcement action to protect communities from anti-social behaviour and tackle serious tenancy breaches. We will only do this where it is justified and reasonable to do so.</p> <p>We are committed to working with others to help make our neighbourhoods safe, clean and peaceful places to live and work. Our starter tenancy is part of this work.</p>
<b>Are all new tenants given a starter tenancy?</b>	<p>All new tenants are given a starter tenancy, apart from:</p> <ul style="list-style-type: none"><li>• Existing tenants who are transferring to another Fortis Living property</li><li>• Existing secure or assured tenants from a local authority or another housing association</li><li>• Successors to existing assured or secure tenancies</li><li>• Tenants who are carrying out a mutual exchange (a swap)</li></ul>
<b>What does a Starter Tenancy mean to me?</b>	<p>It means you are in a probationary period for one year from the start of your tenancy. As long as you don't breach the conditions listed in your agreement, after 12 months we will review it and convert it to an Assured Lifetime Tenancy or a Fixed Term Tenancy. This means you can stay in your home.</p> <p>To help everything progress smoothly we will review your tenancy at 6 weeks, four months and nine months. This will include some home visits and inspections of your home, to make sure that you are keeping to the terms of your agreement and are not causing nuisance to others. This is also your chance to talk to us about any aspect of the services we provide. If there are problems, we may need to visit you more often and bring along our Enforcement Team or Arrears Recovery Team if needed. Failure to allow access for these visits could lead to us ending your Starter Tenancy.</p> <p>During the first year of your tenancy you will have:</p> <ul style="list-style-type: none"><li>• No right to transfer or mutually exchange your home.</li></ul>

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### What happens at the end of my Starter Tenancy?

- No right to take in lodgers or sublet part of your home.
- No right to assign the tenancy, except by way of a court order. This means you cannot do a mutual exchange (Swap)
- No right to make alterations or improvements.
- No right to buy or acquire your home.

Your tenancy will be reviewed at 9 months when we will decide whether your tenancy can be converted. If conversion goes ahead you will be offered a five year fixed term tenancy. If you are in older person's accommodation and successfully complete your first year, you will be offered an assured lifetime tenancy.

If there are problems we will discuss them with you and tell you what you need to do next. We may decide not to convert your tenancy and will write to tell you this. We may serve you with a Section 21 Notice which will end your tenancy after two months and you will no longer have the right to live in the property. In exceptional cases we may extend your Starter Tenancy for another six months.

### Why might my Starter Tenancy be extended?

It may be extended to give you the opportunity to comply with the tenancy agreement terms. We will support you through this. If your behaviour continues to be unacceptable or the breaches remain unresolved, it could lead to you losing your home. During this time, we may visit you more often.

### Can I appeal any decisions made about my starter tenancy?

You do have the right of appeal against the following decisions:

- to grant you a starter tenancy
- to extend a starter tenancy
- to end a starter tenancy

If you wish to appeal please write to the Executive Director of Housing Care and Communities within 14 days of the date of the decision letter.

**Please take time to read your tenancy agreement and discuss any concerns with us. We aim to work with you to provide you with a settled home and a safe and secure community to live in, however we will take action against anyone who does not pay their rent or causes problems for other people in the community. Extra support is available for vulnerable tenants. We may be able to offer the support/advice ourselves or signpost to someone who can help.**

**IF IN DOUBT PLEASE DO TALK TO US.**