

Your guide

to starter tenancies

This leaflet gives you information about L&Q Starter Tenancies.

What is a Starter Tenancy?

It's a type of Assured Tenancy which housing associations can offer to new tenants. At the end of the Starter Tenancy, after an initial period of one year, it is converted to a full Assured Tenancy provided it has been conducted satisfactorily. If not then the Starter Tenancy will be ended.

Why is L&Q using Starter Tenancies?

We are using Starter Tenancies as part of our strategy for dealing with the problems caused by nuisance and anti-social behaviour. We want all our residents to be able to live peacefully in their homes, and the thoughtless actions of some individuals can cause untold misery for many residents. We believe Starter Tenancies can help to establish clear expectations about behaviour for new tenants and their families from the start. However, if problems do arise, we can end a Starter Tenancy more easily as long as we are satisfied there has been a serious breach of the tenancy.

Of course the same expectations of good behaviour apply just as much to existing residents as well, although we would have to prove satisfactory grounds for ending their tenancy in a court.

We are using Starter Tenancies after consulting locally with residents, the local council, and other agencies where appropriate.

What will a Starter Tenancy mean to me?

When we offer you a home we will tell you if we are offering you a Starter Tenancy. If we do, it effectively means that you are 'on probation' for an initial period of a year. It is like a trial period for a new job. If you meet the required standards by not breaking any of the terms of the tenancy agreement, we will give you a full Assured Tenancy after a final review has taken place. This tenancy will have the usual benefits and security to remain in the home provided the terms of tenancy are not broken.

Your Tenancy Services officer will make three review visits to your home during the first year to make sure that you are keeping to the terms of your tenancy by, for example, paying the rent, looking after your home and not causing any nuisance to others. This is also your chance to talk to us about any aspect of the services we provide.

Can I appeal against the decision made?

Yes. When we write to tell you our decision we will also send details of how you can appeal, tell you about the appeals process and send an application form. You will have 14 days to appeal from the service of the Notice Requiring Possession.

Will Starter tenants receive equal treatment?

We are committed to making sure our Starter tenants receive the same equal opportunities as all other residents. We will be monitoring the progress of our Starter Tenancy scheme closely to ensure that it does not disadvantage any black or minority ethnic groups or vulnerable tenants.

What if I need more information?

You should contact L&Q Direct on Tel: 0800 015 6536 Email: L&Qdirect@lqgroup.org.uk www.lqgroup.org.uk

Are there any other differences?

Yes, as a starter tenant you will not have the following rights:

- No right to transfer, use a mobility scheme or mutually exchange your home
- No right to take in lodgers or sublet part of your home
- No right to assign the tenancy unless by a court order
- No right to make improvements
- No right to buy or acquire your home

What happens if there are problems with my tenancy?

We expect most starter tenants to go on to become full assured tenants in due course. However, if there are any problems with your tenancy, you should contact L&Q Direct to discuss these.

If we receive complaints from others about you, we will act quickly to investigate and see if the situation can be resolved. Starter Tenancies are not intended to deal with minor neighbour

disputes, as we expect all our residents to act in a neighbourly way to resolve minor matters themselves. If the problem is serious, we will discuss with you what steps you can take to improve things. We will confirm a warning in writing. If you do not take the action we ask of you in the warning, we will take legal action to end your Starter Tenancy. In very serious cases we may not issue any warning and take immediate legal action to evict you.

Remember that you are responsible for your own behaviour and that of your family and anyone living with you and visitors to your home.

Contact us

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L&Q is an exempt charity