

If you need help reading this letter or require it in a different format please contact Housing on (0116) 252 6868.

إذا تحتاج للمساعدة حول هذا الإعلان أو تطلبها بأشكال مختلفة، رجاءً الاتصال بقسم المساكن (هاوزنك ديبارتمنت) على الرقم التالي (0116) 252 6868

এই প্রকাশনাটি পড়তে যদি আপনার কোন সাহায্যের প্রয়োজন হয় অথবা যদি এটি ভিন্ন কোন ফরমেটে দরকার হয়, তবে দয়া করে হাউজিং ডিপার্টমেন্টের সাথে (0116) 252 6868 নম্বরে যোগাযোগ করুন।

اگر شما احتیاج به همکاری دارید در مورد این اطلاعیه یا به شکل مختلف درخواست می کنید ، لطفاً به قسمت خانه های مسکن (هاوزنگ دپارتمنت) تماس بگیرید به شماره تلفن (0116) 252 6868

આ પ્રકાશન વાંચવામાં જે તમને મદદ જોઈતી હોય અથવા એને તમારે જુદા રૂપમાં જોઈતું હોય તો, મહેરબાની કરી હાઉજિંગ ડિપાર્ટમેન્ટનો (0116) 252 6868 ઉપર સંપર્ક કરો.

ئەگەر پێویستیت بە یارمەتیدان هەمبە دەربارەی ئەم ئاگادەرییە ، یان بە شێوی جۆر و جۆر داوای دەمکەیت ، تکایە پەیوەندی بکە بە بەشی خانوو و بێره (هاوزینگ ديبارتمنت) بە ژماره تەلەفۆنی (0116) 252 6868 .

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਪੜ੍ਹਣ ਲਈ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਜਾਂ ਇਹ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹਾਉਜਿੰਗ ਡਿਪਾਰਟਮੈਂਟ ਨਾਲ (0116) 252 6868 ਤੇ ਸੰਪਰਕ ਕਰੋ ।

Haddii aad u baahan tahay daabacaadan ama aad rabto iyadoo iskale loo diyaariyay, fadlan la soo xiriir Qaybta Guryaha taleefon (0116) 252 6868 .

اگر آپ کو اس پبلیکیشن (اشاعتی مواد) کے پڑھنے کے لئے مدد کی ضرورت ہو یا یہ کسی اور شکل میں چاہئے تو ہاؤسنگ ڈیپارٹمنٹ سے رابطہ کرنے کے لئے براہ کرم (0116) 252 6868 پر ٹیلی فون کریں۔

# Introductory Tenancies Leaflet

a council tenant's guide



## Introductory Tenancies Leaflet

This leaflet has been produced to give you more information and answer any questions you may have about your Introductory Tenancy.

### **What is an Introductory Tenancy?**

An Introductory Tenancy is a trial tenancy. This usually lasts for 12 months but can be extended by a further six months. This trial tenancy applies to all new tenants unless:

- You were already a Council tenant immediately before taking on this new tenancy;
- You were a Housing Association tenant with an assured tenancy immediately before taking on this new tenancy;
- Your joint tenant meets one of the two criteria above;
- You are succeeding an introductory tenancy.

When you are offered a property you will be advised of the type of tenancy you will have.

### **Why does Leicester City Council have Introductory Tenancies?**

Leicester City Council is committed to tackling tenants who cause serious nuisance, are responsible for Anti-Social Behaviour or do not pay their rent. In fact Leicester City Council will take action against any tenant who breaches their tenancy conditions. The Introductory Tenancy scheme allows Leicester City Council to deal with new tenants who cause problems quickly and easily. If you do not pay your rent or cause Anti-Social Behaviour the Council can extend your Introductory Tenancy and/or apply to the Court for possession of your home.

### **Why is it different to a normal tenancy?**

An Introductory Tenancy is different to a normal 'Secure' tenancy, as it is weaker form of tenancy. Many of your tenancy rights as an Introductory Tenant are the same as for Secure tenancies. For example you have the right to:

- Repairs;
- Succeed (pass on your tenancy following death);
- Be consulted.

However as an Introductory Tenant you do not have the right to:

- Buy your home;
- Take in lodgers;
- Sublet;
- Make major improvements to your home;
- Exchange your home with another tenant.

As an Introductory Tenant, you have the same responsibilities as a Secure Tenant. These responsibilities include:

- Paying your rent weekly, in advance;
- Not causing nuisance or annoyance to anyone in and around your home and community;
- Living in your property as your only or main home.

A full list of tenancy conditions can be found in the booklet "Your Tenancy Conditions".

## **Extension of your Introductory Tenancy**

Where Leicester City Council is concerned about the conduct of your tenancy, we can extend your Introductory Tenancy period from 12 to 18 months. This means your trial period will be longer.

### **Why would the Council want to extend my Introductory Tenancy?**

Listed below are some of the reasons why Leicester City Council would look to extend your Introductory Tenancy from 12 to 18 months:

- Leicester City Council may seek to extend your Tenancy in situations where you are receiving support, e.g. from STAR and there are still issues causing the Council concern. E.g.: not paying your rent;
- Where a change in circumstance has led to you or your joint tenant losing the capacity to pay, sorting out benefits etc;
- In relation to Anti Social Behaviour, where a support plan is in place and the Council is looking to give you a 'last chance';
- The Council may also be considering an extension when there are Housing Benefit issues, or build up of arrears in latter stages of the Introductory Tenancy.

### **How will I know the Council wants to extend my Introductory Tenancy?**

The Council will serve a Notice of Extension on you.

You have a right to appeal this decision to extend your tenancy.

To arrange a review you must fill in the form attached to the Notice of Extension or call us on 0116 2526868. We must receive your request by the 14<sup>th</sup> day, beginning on the day the notice was served.

The Council will then arrange a review and inform you at least five days before the time and place for the review.

The panel will be made up of people who were not involved with the original decision to serve you with a Notice of Extension.

We will expect you to attend your Review Hearing, and tell the panel why you feel your tenancy shouldn't be extended. You are allowed to bring people with you to support you on the day. You can also write to us giving us reasons why we should not extend your tenancy, this letter should reach us two days before the hearing.

If you decide you do not want to attend then you must let the Council know either by calling or writing to us, and you should give us reasons why you feel your tenancy should not be extended. If you do not want to attend you must contact us at least two days before the hearing.

Whether you attend or not, the Panel will look at your case and make a decision about whether or not your tenancy should be extended. The panel will write to you after the hearing to inform you of their decision. You will get this letter before the first anniversary of your tenancy.

If the decision of the panel is in your favour then your Introductory Tenancy will not be extended. If the decision of the panel is in the Council's favour, the Council will automatically extend your tenancy by a further six months.

## **Eviction of an Introductory Tenancy**

### **Why would the Council want to seek possession of my home?**

Most people will automatically become secure tenants after the Introductory period (12 months). However, the Council will seek possession of your tenancy if you break any of your tenancy conditions. For example:

- By having rent arrears;
- You or your visitors behaving in an anti-social way;
- If you got your tenancy by giving false information;
- Breaking any other tenancy condition.

The Council will always investigate the situation to see if the problem can be resolved. If the problem persists or becomes very serious, Leicester City Council will act very quickly to seek possession of your home.

### **How will I know the Council wants possession of my home?**

Your Tenancy Services Officer will be in touch from a very early stage, looking at ways that you can resolve matters and avoid losing your home. If the problems continue and the Council feels that matters have not been resolved then a Notice of Termination will be served on you. This will have a life of 28 days (or more), after these 28 days (or more) have passed the Council will apply to the Court for possession and you will be evicted. As long as the Council has followed its procedure, the Court must grant a possession order.

### **Do I get another chance?**

As an Introductory Tenant you have the right to request a review of the Council's decision to serve you with a Notice of Termination. The Council will arrange a review on your behalf and inform you at least five days before hand of the time and place for the review. You do not have to apply for this review.

The panel will be made up of people who were not involved with the original decision to serve you with a Notice.

We will expect you to attend your Review Hearing, and tell the panel why you feel you should not be evicted. You are allowed to bring people with you to support you on the day. You can also write to us giving us reasons why we should not evict you, this letter should reach us two days before the hearing.

If you decide you do not want to attend then you must let the Council know either by calling or writing to us, and you should give us reasons why you feel you should not be evicted. If you do not want to attend you must contact us at least two days before the hearing.

Whether you attend or not the Panel will look at your case and make a decision about whether or not you should be evicted. The panel will write to you after the hearing to inform you of their decision. You will get this letter before the Notice of Termination expires.

If the decision of the Panel is in your favour then your Introductory Tenancy will continue. If the decision of the panel is in the Council's favour, the Council will then apply to the Court for a Possession Order, and you will be informed of the eviction date.



## Where can I get advice?

### Community Legal Service Direct

**0845 345 4 345**

#### OPENING TIMES

**Monday** 9.30am to 5.30pm

**Tuesday** 9.30am to 5.30pm

**Wednesday** 9.30am to 5.30pm

**Thursday** 9.30am to 5.30pm

**Friday** 9.30am to 5.30pm

**Saturday** 9.30am to 5.30pm

**Sunday** 9.30am to 5.30pm

### Shelter Advice Helpline

**0808 800 4444**

**Textphone 0114 252 7934**

#### OPENING TIMES

**Monday** 8am to 12 Midnight

**Tuesday** 8am to 12 Midnight

**Wednesday** 8am to 12 Midnight

**Thursday** 8am to 12 Midnight

**Friday** 8am to 12 Midnight

**Saturday** 8am to 12 Midnight

**Sunday** 8am to 12 Midnight

## **Leicester Law Centre**

**1st Floor, International House**

**125-133 Granby Street**

**0116 242 1160**

**Email [info@leicesterlawcentre.co.uk](mailto:info@leicesterlawcentre.co.uk)**

### **OPENING TIMES**

Office Hours 10am to 4pm

**Monday** 10am to 12 Noon drop in

**Tuesday** 10am to 12.30pm phone

**Wednesday** 10am to 12.30pm phone

**Thursday** Closed

**Friday** Closed

**Saturday** Closed

**Sunday** Closed

## **Support agencies**

### **STAR**

**(Supporting Tenants And Residents)**

Telephone to find your nearest office

Tel: 299 5615

### **Substance Use Team**

Especially for single people whose drug and alcohol problems are affecting their housing situation.

Tel: 225 4933

### **Carr Gomm**

For people with mental health problems who require tenancy support, including couples with children.

383 Aylestone Road

Tel: 283 5588

## **Ex Offenders Support Service**

Low to medium risk offenders in need of tenancy support, including couples and people with children.

8 Faraday Court

Tel: 221 4420

## **Leicester New Start**

For families who are at risk of becoming homeless due to anti-social behaviour.

Unit 2 Forest Business Park,

Oswin Road.

Tel: 255 1916

