



# Your Starter Tenancy explained

Victory Housing Trust offers Starter Tenancies for a trial period of 12 months to all new social housing tenants who accept a property from us.

# What is a Starter Tenancy?

**A Starter Tenancy is a type of Assured Shorthold Tenancy, which we offer to all new tenants accepting a property from Victory.**

It is a trial period of 12 months, during which we will monitor that our property is looked after, that tenancy conditions are being met (for example, maintaining rent payments) and that Starter Tenants are not causing any Anti-Social Behaviour.

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

If there have not been any problems, the Starter Tenancy will automatically convert to a Five Year Fixed Term Assured Shorthold Tenancy at the end of the 12 months. However, if Starter Tenants have not met their obligations outlined in their Tenancy Agreement, Victory can take further action such as extending the trial period for a further six months providing additional tenancy support or take steps to end the tenancy.

## How is a Starter Tenancy different to other types of tenancy?

Starter Tenancy Agreements give tenants similar rights to that of a Five Year Fixed Term Tenancy and residents can expect the same level of service from Victory.

However, during a Starter Tenancy tenants cannot:

- apply for a mutual exchange (house swap)
- take in lodgers or sub-let any part of their property
- make any property improvements
- apply to buy the property

## How does Victory assess the Starter Tenancy trial period?

We visit all new tenants at around the first, fourth and eighth month after they have moved in. During these visits we assess the condition of the property and garden (if there is one). We will discuss any concerns we have and answer any questions from residents, check the tenancy is progressing smoothly and that rent payments are made.

## What happens if there are problems with the tenancy?

If tenancy conditions have been broken, we will investigate the problem and discuss any issues with the residents involved. We will then agree steps to stop any potential problems happening again. In most cases this will resolve the matter. If the situation does not improve, we can take steps to extend the Starter Tenancy by up to six months. In very serious breaches of tenancy we can also take immediate steps to end the tenancy.

**Victory is committed to tackling problems of Anti-Social Behaviour in our neighbourhoods and to making our communities a pleasant place to live and work. Starter Tenancies help us to achieve this.**

# Contact Victory

Call us any time on

**0330 123 1860\***

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

**Visit:** [www.victoryhousing.co.uk](http://www.victoryhousing.co.uk)

 **Twitter:** @VictoryHousing

**Write to:** Victory Housing Trust, Tom Moore House,  
Cromer Road, North Walsham NR28 0NB

**Visit us at:** Tom Moore House, Monday to Friday  
between 8:30am and 5pm



\*We record all phone calls that we make and receive, for quality and training purposes.

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