



Your Five Year Fixed Term Tenancy explained

Victory Housing Trust offers Five Year
Fixed Term Tenancies to many new tenants.

What is a Fixed Term Tenancy?

A Fixed Term Tenancy is a tenancy that lasts for a fixed period of time. It is legally known as an 'Assured Shorthold Fixed Term Tenancy'.

Victory Housing Trust offers Fixed Term Tenancies that last for five years. At least six months before the end of this period, we carry out a tenancy review and a further Five Year Fixed Term Tenancy will normally be offered.

Who will be offered a Fixed Term Tenancy?

Victory will offer you a Five Year Fixed Term Tenancy if:

- **You are new to social housing and you successfully complete a 12 month (or 18 month extended) Starter Tenancy**
- **You became a social housing tenant after 1st April 2012 and you move into a Victory property**
- **You move into any Victory property with an 'affordable rent', regardless of whether you held a social housing tenancy previously.**

An affordable rent is up to 80% of what a similar property would cost to rent from a private landlord. It is often higher than a 'social rent' but cheaper than renting in the private sector.

Fixed Term Tenancies will not be offered to those moving to sheltered housing schemes with communal facilities.

What rights do you have with a Fixed Term Tenancy?

Fixed Term tenants have similar rights and responsibilities to those with assured tenancies, which are often called lifetime tenancies. Residents can expect the same level of service from Victory.

Can a Fixed Term Tenant become an assured or lifetime tenant?

In almost all cases, no. A Fixed Term Tenant can only be offered another Fixed Term Tenancy. Speak to us if you are planning to move into sheltered accommodation, or plan a mutual exchange.

What if there are problems during the Fixed Term 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, in very serious breaches of tenancy we can take immediate steps to end the tenancy.

What happens at the end of the Fixed Term Tenancy?

We expect that most Fixed Term Tenancies will be renewed at the end of the five year period. We will carry out a review of your tenancy with you six months before your tenancy is due to end.

What will happen at my tenancy review?

We will consider your current circumstances and housing need with you. This will include:

- Your tenancy record, including any breaches of your tenancy or rent arrears
- The amount of people living in your home to see if it is under-occupied or overcrowded
- If the property has been adapted for medical needs and no one living there needs those adaptations
- If your financial circumstances have changed so that you have other options available such as home ownership or renting at full market value

We will provide reasonable support and assistance for you to take part in the tenancy review process.

What will happen after the review?

We will consider all the information and either:

- Offer you another Five Year Fixed Term Tenancy of the property
- Offer you a Five Year Fixed Term Tenancy of a different property that better suits your needs, for example, a smaller property
- Discuss alternative housing options that may be available
- Decide not to renew the tenancy and issue a six month notice for the tenancy to end.

What if extra support is needed?

Sometimes, we will offer a new Five Year Fixed Term Tenancy but also work with you to address any additional housing needs, such as:

- If the property is overcrowded and a larger home is needed
- If the property is under-occupied
- If you require disabled adaptations
- If you are struggling to sustain the tenancy
- If you are in financial hardship

See page 6 for more information on the support available.

What happens if my tenancy ends?

We end tenancies by giving the notice required by law. You will be informed of the decision up to six months before the stated end of the tenancy. If a tenant does not leave the property on or before the end of the notice period, Victory will apply for a Court Order for possession.

If we decide to end the tenancy, a named officer will provide advice on your housing options and support you to find suitable alternative accommodation. We will work with local authority partners to help you find alternative accommodation.

What support and advice does Victory offer?

For tenants with Fixed Term Tenancies, we provide advice and assistance to make sure you are aware of the different housing options open to you in your particular circumstances and have appropriate support to access those different options.

The amount of advice and assistance will be tailored to your needs and circumstances and will include close working with local authority strategic housing teams.

- During fixed-term tenancy reviews we will provide you with advice about different housing options and how these may help in achieving your personal aspirations
- When your current housing circumstances no longer meet your needs, we can give advice and assistance to help access different accommodation
- When you are occupying a property with an affordable rent and this is leading to financial difficulties or presents a barrier to achieving employment or other aspirations, we can offer advice

Our Tenancy Support Team offers a range of support to all tenants. They can assist with:

- Budgeting advice
- Benefit checks to help you maximise your income
- Housing Benefit and Council Tax Support claims
- Backdating claims
- Discretionary Housing Payments (DHPs)
- Downsizing or moving to more suitable accommodation
- Setting up rent payments and utility bills
- Referring to debt advice services
- Getting the best gas or electricity tariff

How do I appeal a decision to end my Fixed Term Tenancy?

If you wish to appeal a decision to end your tenancy, we will provide access to an appeals process. Tenants have 14 days in which to appeal following service of the notice to end the Fixed Term Tenancy.

Appeals against the decision not to renew a Fixed Term Tenancy will be dealt with via Victory's formal complaints process. We carry out regular analysis of appeals decision to ensure the process is consistent, fair and transparent.

Contact Victory

Call us any time on

0330 123 1860*

Email: info@victoryhousing.co.uk

Visit: 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.