

Introductory tenancies

This leaflet explains how you can appeal against a 'Notice to End an Introductory Tenancy'.

It also explains the conditions of your introductory tenancy.

It is very important that you read this carefully. If you seriously breach your tenancy conditions whilst on an introductory tenancy you could be at risk of losing your home.

Time period

All new Wiltshire Council tenants are placed on introductory tenancies. An introductory tenancy normally lasts for 12 months. After this, if there have been no problems with your tenancy conditions, including your behaviour and rent payments, your tenancy will become a secure tenancy.

Your rights and responsibilities

As an introductory tenant, you do **not** have the following rights:

- The right to buy your home.
- The right to exchange your home with another tenant.
- The right to sub-let part of your home.
- The right to make improvements to your home.

Full details about your rights and responsibilities and what might happen if you break your tenancy agreement are explained in the tenants' handbook.

Dealing with problems

Most people will pass smoothly from their introductory tenancy to a secure tenancy, but we will act swiftly against anyone who breaks their tenancy agreement.

The main problems that occur in the move from an introductory to a secure tenancy concern rent arrears and tenant behaviour.

It is vital that you pay your rent promptly. The council will always try to find a solution to enable you to keep your home. However, you will have to co-operate with us to resolve any problems.

If other problems, such as anti-social behaviour, are reported we will always investigate these first to see if the complaints are justified. If they are, then we will usually first issue a warning.

If you do not co-operate with our efforts to find a solution, or if the problems are very serious, then we will take action to evict you. This will mean that we will serve you with a 'Notice to End your Tenancy*1'.

*This procedure for evicting an introductory tenant is much easier and quicker than evicting a secure tenant.

Notice to End a Tenancy

If we serve you with a Notice to End a Tenancy then you have a right to a review of our decision to seek possession of your home. The review will be carried out by an independent party. You must request a review within 14 days of the notice being served. If you wish to have a hearing when you can put your case in person you must specifically request this. Should you receive a Notice to End a Tenancy you have a very limited time to take action to try to prevent being evicted.

Should you decide not to make an appeal, the council will obtain an order for possession and you will lose your home.

How do I make an appeal?

You will need to complete the form 'Application for Review', which will be enclosed with your notice, together with information on where you can get advice to help you appeal.

This must be done quickly – **you have 14 days to submit your appeal.**

In most cases the appeal will be dealt with by written representations, unless you inform the council that you want an oral hearing.

Should you be in this situation of having a notice served on your tenancy, you should seek housing advice as soon as possible from the housing options department of the council, to discuss your housing situation and options. You are also advised to seek independent advice from, for example, the Citizens Advice Bureau.

What Happens Next?

Within five days of receiving your form, the council will notify you of the date and time of the review.

You must provide, in writing, any information that you wish the review panel to take into consideration.

Before the review date the council will advise you of the information it will be providing.

Who makes the final decision?

This will depend on the individual circumstances of each case.

The appeal is looked at by a number of council officers and in some cases by councillors, who will look at each case on its own merits.

You will be notified in writing of the decision reached as soon as possible after the review date.

What happens if the appeal is successful?

The Notice to End your Tenancy no longer applies.

What happens if I lose the appeal?

Once you have been notified of this outcome, the council will apply to the court to end the tenancy and will notify you of the court date for the hearing.

The court will grant possession of the property to the council and a date for the tenancy to end will be set. On that date you will be evicted from your home.

Useful contacts

Housing Management

Postal address: Housing Management, Department of Neighbourhood and Planning
P.O. Box 2281, Wiltshire Council, Salisbury SP2 2HX

Telephone: 01722 434294 or 0300 456 0100 (low cost call)

In person: Housing Management, Department of Neighbourhood and Planning
25-27 Milford Street, Salisbury, SP1 2AP.

Housing Options (for advice and support if you receive a Notice to End an Introductory Tenancy)

Email: housingadvice@wiltshire.gov.uk

Telephone: 01722 434368

In person: Housing Options (South), Department of Neighbourhood and Planning
25-27 Milford Street,, Salisbury, SP1 2AP

Citizens Advice Bureau

Salisbury & District Citizens Advice Bureau, 18 College Street, Salisbury, Wiltshire SP1 3AL

Telephone: 0844 375 2775 / 0300 456 8375 (from mobiles)

Fax: 01722 410262

Email: advice@cabsalisbury.org.uk

Website: www.cabsalisbury.org.uk (Salisbury) / <http://www.citizensadvice.org.uk> (general)



Information about Wiltshire Council's services can be made available on request in other languages and formats such as large print and audio. Please contact the council on 0300 456 0100, by textphone on 01225 712500 or by email on customerservices@wiltshire.gov.uk