

Guidance on Fixed Term Tenancies

Q. What is a Fixed Term Tenancy?

A Fixed Term Tenancy is a type of Assured Shorthold Tenancy. The tenancy can be fixed for an initial period of three or five years. The term will be stated in your tenancy agreement.

At the end of the Fixed Term, a review will be carried out by a member of our Lettings team to decide whether a new tenancy will be issued. This will take into consideration your circumstances and income as well as whether you have adhered to the terms of your tenancy.

Q. Why do we use Fixed Term Tenancies?

The reason for granting fixed term tenancies is that we want to ensure that the best use is made of our housing stock and larger social housing is used for those in genuine need of it.

Q. What does a Fixed Term Tenancy mean to you?

A fixed term tenancy of three or five years is granted based on the needs of your household, for example that you qualify for a home with four bedrooms or more or your income/employment status qualifies you for a three year Fixed Term Tenancy.

A five year Fixed Term Tenancy will initially be a Starter Tenancy for the first year and will be subject to a review process (see our Starter Tenancy leaflet, which you can find at www.newlon.org.uk/publications/leaflets-brochures for further guidance).

Q. What happens if there are problems with your tenancy?

If you are experiencing any problems you should discuss them with us as soon as possible. We will try to help you resolve them and will work with you to help you comply with the terms of your tenancy.

If any breaches of your tenancy occur, we will discuss these with you, and if necessary, we will issue you with a warning. If the breach is serious we may decide to serve you with a Section 21 notice. This is a mandatory notice and will end your tenancy after two months and you will no longer have the right to live in the property.

Q. What happens at the end of my Fixed Term Tenancy?

Seven months before the end of the Fixed Term Tenancy, the tenancy will be reviewed to look at your household's circumstances, income and accommodation needs.

If you meet our criteria Newlon will renew your tenancy. Where the criteria are not met we may make one offer of suitable alternative accommodation or provide housing advice.

Q. Can I appeal against a decision?

Yes - when we write to inform you about a decision we will tell you how you can appeal. You will have ten working days from receipt of the letter to do so. You must do this in writing, stating your reasons for appealing against the decision.

If you remain unhappy with the outcome of the appeal, this can be treated as a Stage 1 Complaint - please refer to our Complaints leaflet for guidelines on the handling of complaints. You can find this at www.newlon.org.uk/publications/leaflets-brochures.

Q. How can I get more information?

Call our Service Centre on **020 7613 8080** or seek advice from your local Citizens Advice Bureau. You can find your local bureau by visiting the Citizen's Advice website: www.citizensadvice.org.uk.

How you can contact us

Phone our Service Centre to speak to an advisor on **020 7613 8080**.

Email us at customerservice@newlon.org.uk.

Newlon Housing Trust
Newlon House,
4 Daneland Walk,
Hale Village,
London,
N17 9FE.

Tel: 020 7613 8080 (Phone calls may be recorded for training and quality purposes.)

Newlon Housing Trust is a charitable housing association.

NHT-FTTGUIDE-11/18