

# Tenancy Policy

Date approved: 14/11/2022

Our tenancy policy sets out the type of tenancies we offer



We will offer you a single or joint tenancy based on your specific needs.

## Starter Tenancy

We will offer you a starter tenancy if you have not been with another provider. There will be at least a 12 month probation period for this type of tenancy.

## Fixed-term Tenancy

We will only offer a fixed-term tenancy if you have “no right of stay” in the UK. This includes refugees from Syria, Afghanistan and Ukraine.

## Assured Tenancy

New tenants who have held a starter tenancy with us for a minimum of 12-18 months and tenants who have held an assured or secure tenancy with another provider.

## Rent to Buy

This allows you to save for a deposit while paying cheaper rent. If you have been a part of the Rent to buy scheme for five years, you can buy the property through either shared or outright ownership by the end of this period.

If we refuse your request for a tenancy, we will refer you to your local authority and advise that you get advice from organisations such as Citizens Advice or Shelter.

Tenancy fraud is against the law and we will investigate all reports. If the property is not being used as your main home, we may end your tenancy.

Apart from special circumstances, we require **4** weeks' notice to end your tenancy.

If you are transferring through the Durham Key Options choice based lettings partnership, you will only need to give **2** weeks' notice.

If a tenant passes away and no family members meet the legal requirement to succeed, the tenancy will end.

We will contact you throughout your tenancy and offer support to help you live in your home happily. Social housing is a home for life, only a judge can end it if tenancy conditions are not met.

Please let us know if you or someone else in your household has any vulnerabilities.

You can get in touch with us to manage your tenancy by phone, email, Live Chat or My Livin app.

### What next?

[Read the full policy at livin.co.uk/policies](http://livin.co.uk/policies)

[Not satisfied with this service? Let us know at livin.co.uk/complaints](http://livin.co.uk/complaints)

Contact us by phone if you need a copy of this policy or more information about feedback and complaints, we will be happy to post this out to you.

Please let us know if you need additional support to read this document.

We can provide this document in over 250 languages. Our most common are:

عربي (Arabic) Български (Bulgarian) Hrvatski (Croatian) čeština (Czech) ښاراف (Farsi)  
Magyar (Hungarian) polski (Polish) Português (Portuguese) Română (Romanian)  
Español (Spanish) Український (Ukrainian)

Request this document in an alternative format:



Call us on 0800 587 4538

email us on [contactus@livin.co.uk](mailto:contactus@livin.co.uk) or  
Live Chat with us at [www.livin.co.uk](http://www.livin.co.uk)



Farrell House, Arlington Way DurhamGate,  
Spennymoor, Co. Durham, DL16 6NL

- [livin.co.uk](http://livin.co.uk)
- [contactus@livin.co.uk](mailto:contactus@livin.co.uk)
- 0800 587 4538
- [wearelivin](https://www.facebook.com/wearelivin)
- [@weare\\_livin](https://twitter.com/@weare_livin)

Download the My Livin app today. Just search Livin in your app store or scan the QR code...

