

## How does the Review Process Work?

The Starter tenant has the right to request an internal review of the decision to serve the Notice.

The tenant has the right to submit the review request either in writing or to attend an oral hearing. There are rules about how the review should be conducted, for example:

- The person carrying out the review should not have been involved in the original decision and should be senior to the person who made the decision.
- The request for review **must** be received within 14 days of the Notice being served and should normally be in writing.
- The tenant has the right to a personal hearing where they may speak.
- The tenant has the right to be accompanied or represented by someone.
- V2C must give 5 days notice of the hearing.
- If the tenant does not attend, the person conducting the review can decide to go ahead with the review.
- The tenant can ask V2C to postpone the hearing and V2C can decide whether or not to grant the request.

V2C must carry out the review and inform the tenant of the decision before the date given on the Notice. If the original decision is confirmed, V2C will give reasons why. If the tenant does not leave the property by the time the Notice has expired, then V2C will apply to court for an order and an eviction date will be set.

Any costs associated with this process will be recharged to the tenant and in some cases a money judgement will be obtained which may make it difficult for the tenant.

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**This information is also available in large print and audio format upon request.**  
**Os dymunwch y daflen wybodaeth yn yr iaith Gymraeg,**  
**peidiwch ag oedi i gysylltu â ni.**



## Starter Tenancies Explained

Leaflet No. 5



VALLEYS TO COAST  
CYMOEDD I'R ARFORDIR

## Background

Prior to the transfer of stock from Bridgend County Borough Council, and in consultation with tenants, a decision was taken to adopt Starter Tenancies for all new tenants (sometimes referred to as Assured Shorthold tenancies). As a result all new tenancies granted by Valleys to Coast (V2C) will be Starter Tenancies and will normally be for a period of 12 months unless the tenant was previously an Introductory or Starter tenant of another social landlord immediately prior to becoming a V2C tenant.

Starter tenancies were introduced to protect communities from anti-social behaviour and other breaches of tenancy. V2C will use these responsibly, but will take firm action if breaches of tenancy occur.

However, provided you do not breach the terms of your Starter Tenancy there should be no reason why the tenancy will not convert to an Assured Tenancy after 12 months.

## What Rights Does a Starter Tenant Have?

Starter tenants share Assured tenants right to:

- Repair
- Succeed
- Be consulted

However, Starter tenants do not have the security of tenure afforded to Assured tenants, nor do they have the right to:

- Buy
- Exchange
- Improve
- Vote for a new landlord
- Take in lodgers
- Sublet

## How long does a Starter Tenancy last?

A Starter Tenancy will normally last for 12 months, or until:

- The court grants possession and ends the tenancy
- The tenant ceases to occupy the property as their only or principal home
- V2C decides not to continue to operate a Starter Tenancy regime

Most Starter tenants will automatically become Assured tenants after the 12 month period unless they breach the conditions of the tenancy. The main reasons for this are non-payment of rent or behaving in a way that is regarded as anti-social. If the tenant does not work with V2C to sort out the problem and the tenancy is still within the first 12 months, we can take action to bring the tenancy to an end.

## What is the Process for Terminating a Starter Tenancy?

V2C must obtain a court order to end a Starter Tenancy, but unlike an Assured Tenancy we do not have to show any reasons for the action or that it is reasonable for the courts to grant an order. The court has no discretion and provided we have followed the correct legal process it must make an order. To do this we must serve a Section 21 Notice (the Notice) as defined in Section 21 of the Housing Act 1988. The Notice must inform the tenant of the following:

- That V2C will ask the court to make an order for possession
- The date after which the possession proceedings will begin
- That a tenant has the right to request a review of the decision to take possession and the timescales within which they must make a request
- That if they need help or advice about the notice they should go to a Citizens Advice Bureau, housing advice centre, law centre or a solicitor