



woven

Understanding  
the terms of an  
introductory  
tenancy - the  
first 12 months.

INTRODUCTORY TENANCIES

# Introductory Tenancies

There are two kinds of tenancy - **SECURE** and **INTRODUCTORY**.

As a new tenant, you will have an Introductory Tenancy for a period of 12 months.

## What is an Introductory Tenancy?

An introductory tenancy is a trial period for new tenants with their housing association. It usually lasts 12 months, giving you time to show that you can manage your tenancy responsibly. After this period, your tenancy may convert to a secure tenancy, offering more rights and protections. Introductory tenancies are used by social housing providers, including Woven, the Housing Executive and other housing associations.

## What is the Purpose of an Introductory Tenancy?

- To allow new tenants time to adjust to their tenancy responsibilities.
- To provide a trial period in which the landlord can assess if the tenant is maintaining their home and adhering to the tenancy agreement.
- To help identify and address any issues with the tenancy early on.

## How Long Does an Introductory Tenancy Last?

- The introductory period generally lasts for 12 months.
- In certain situations, the tenancy may be extended by up to six months if there have been breaches of the tenancy agreement or if concerns arise about the tenancy.

## Introductory Tenant Rights:

- **Right to Live in the Property:** You have the right to live in the property provided you adhere to the tenancy conditions.
- **Access to Repairs and Maintenance:** You can request necessary repairs and maintenance.

- **Support Services:** Woven can help with housing, welfare advice, and signpost to community support services to help you manage your tenancy successfully.

## **Responsibilities of Introductory Tenants**

- **Pay your Rent on Time:** Ensure that rent is paid regularly and on time. If you are paying your rent via Universal Credit Housing Costs or Housing Benefit it is your responsibility to ensure that your housing costs are paid to Woven.
- **Maintain Your Home:** Keep the property in good condition and avoid damage.
- **Follow the Tenancy Agreement:** Respect your neighbours, avoid engaging in anti-social behaviour and illegal activities, and adhere to the conditions set out in the tenancy agreement.

## **Limitations During the Introductory Period**

As an introductory tenant, you do not yet have all the rights granted to secure tenants. For example:

- **Limited Security:** Your landlord can apply to the court for possession of your home more easily than with a secure tenant.
- **No Right to Transfer or Mutual Exchange:** Transfers or exchanges with other tenants are restricted.
- **No right to sublet your property.**
- **No right to make significant changes to your home without permission.**

## **What If There Are Issues During the Introductory Tenancy?**

- Woven may take action if you breach the tenancy agreement, which could include warnings, support referrals, or even possession action if breaches are serious.
- If you wish to contest a decision to end your introductory tenancy, you must make a request in writing or via email to Woven within 14 days of receiving your Notice to Terminate. There will be no further opportunity after the 14 days to put your case to Woven for consideration.

## What Happens After 12 Months?

If your tenancy is successful, you will be granted a secure tenancy, providing greater long-term security and additional rights. However, if there are serious breaches of the tenancy agreement as a secure tenant, Woven may take steps to end your tenancy.

## Support Available

We are here to help! If you have any issues or concerns during your introductory tenancy, please contact our **Homes & Communities Team**:

 **028 9042 7211** (Belfast) or **028 7136 0015** (North West)

 **housing@woven.org.uk**

We can assist with rent payments, repairs, or advice on managing your tenancy.

## Need More Information?

For more details about your introductory tenancy, refer to your Tenancy Agreement or visit our website.

Thank you for choosing Woven. We look forward to supporting you in your home.

*This leaflet is for informational purposes only and does not replace your Tenancy Agreement.*

**woven**

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Business Network  
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CUSTOMER  
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woven's office hours are:  
08:45 to 16:45 Mon to Thurs  
08:45 to 16:30 on Fridays

