



Information for Residents (STAIRs)

Your Tenancy

Your agreement sets out your rights and responsibilities and explains the arrangements for living in your home. The type of agreement you have may be a tenancy or a license, so please check your own agreement for the terms that apply to you.

Here you can find guidance on paying your rent and service charges, reporting changes in your circumstances, visitors, looking after your home and what happens if you want to move or leave. If you are finding it difficult to pay, please contact us early so we can discuss how to help.

Easy Read Guide to Your Occupancy Agreement

This guide explains the different types of agreement providing you information on your rights and responsibilities.

1. Excluded License Agreement

This is provided for short-term 24 hour supported accommodation.

What this means for you

- ✓ You have a room to stay in
- ✓ You can use shared areas such as kitchens, lounges and bathrooms.
- ✓ Staff can enter rooms and move you to a different room if needed for safety, support or managing the building.
- ✓ You will receive support alongside your accommodation.

Important things to know

- ❖ This is not a Tenancy
- ❖ You do not have the same housing rights as a tenant.
- ❖ Pivotal can end the license by giving you reasonable notice, usually 28 days although legally able to give 7 days or less.
- ❖ If there is a serious violence, illegal activity or risk to others, the license may end immediately.
- ❖ Pivotal does not need a court order to ask you to leave once the license has legally ended.

Your responsibilities

- Pay your license charge.
- Treat others with respect.
- Keep your room and shared areas clean.
- Do not cause nuisance or anti-social behaviour.
- Work positively with support offered.
- Follow shared living guidelines.



2. Protected License Agreement

This is usually for accommodation where extra legal protection applies especially for next step temporary accommodation with visiting support or Intensive Housing Management services in place.

What this means for you

- ✓ You have accommodation provided by Pivotal.
- ✓ You may live in a room or an entire property.
- ✓ You can access support if it is part of your placement.
- ✓ You have more legal protection than someone on an Excluded License.

Important things to know

- ❖ This is still not a tenancy.
- ❖ The Protection from Eviction Act applies.
- ❖ Pivotal normally has to give 28 days' (4 weeks) notice if they want to end the licence.
- ❖ If you do not leave, Pivotal must apply to the court before eviction.

Your responsibilities

- Pay your license charge.
- Respect neighbours and staff.
- Keep the property safe and reasonably clean.
- Allow access for repairs and safety checks.
- Follow support arrangements and guidelines for shared living where applicable.

How secure is it?

- ❖ More secure than an Excluded License but less secure than a tenancy.

3. Assured Shorthold Tenancy (AST)

Usually used for our more independent living accommodation within a self-contained flat. Or for some of our long term supported accommodation for residents with a lifelong disability.

What this means for you

- ✓ This is a tenancy agreement
- ✓ The home is your main residence.
- ✓ You have stronger legal rights.
- ✓ Pivotal cannot usually remove you without going through the proper legal process.
- ✓ You have the right to quiet enjoyment of your home.

Important things to know

- ❖ You may have your own home and greater independence or long term supported accommodation.
- ❖ Support may be a condition of your tenancy.



- ❖ Pivotal is responsible for major repairs and safety requirements.
- ❖ You can live there for as long as the tenancy continues and you keep to the tenancy agreements.
- ❖ If there are serious breaches such as rent debt, anti-social behaviour or illegal activity, Pivotal can ask the court for possession requiring you to leave.

Your responsibilities

- Pay your rent and service charges on time.
- Look after your home.
- Report repairs.
- Respect neighbours.
- Do not sublet or allow overcrowding.
- Allow access for inspections and repairs when required.

How secure is it?

- ❖ Most secure of the three agreements above.

4. Periodic Assured Tenancy

For adults aged 18 and over living in either lower level supported accommodation for greater independence or our long term supported accommodation for residents with a disability.

What this means for you

- ✓ This is a full tenancy agreement.
- ✓ The property is your home.
- ✓ You have strong legal rights.
- ✓ You can live in the property as long as you follow the tenancy agreement.
- ✓ Pivotal cannot simply ask you to leave. They must follow the correct legal process and obtain a court order if they want possession of the property.

What Pivotal will do

- ✓ Carry out major repairs.
- ✓ Keep the structure of the building safe.
- ✓ Maintain gas, water, heating and electrical systems.
- ✓ Respect your right to peaceful enjoyment of your home.

What you need to do

- ❖ Pay your rent on time.
- ❖ Tell Pivotal about repairs.
- ❖ Keep your home clean and reasonably decorated.
- ❖ Treat neighbours with respect.
- ❖ Allow access for safety checks and repairs.
- ❖ Follow any shared living guidelines if you live in shared accommodation.

If things go wrong



Pivotal may ask a court to end your tenancy if there are serious issues such as:

- Rent and/or service charge arrears.
- Anti-Social behaviour.
- Violence.
- Damage to property.
- Illegal activity.

How secure is it?

High level of security.

5. Equitable Assured Tenancy

For young people under 18 in supported accommodation.

What this means for you

- ✓ This agreement is designed for people who are under 18 years old.
- ✓ Because someone under 18 cannot legally hold a tenancy in their own name, a Trustee holds the legal tenancy on their behalf until they turn 18.
- ✓ You still have responsibility for:
 - Paying rent and service charges.
 - Looking after your home.
 - Following the tenancy agreement.

What is a Trustee?

A Trustee is an adult person or organisation who has legally holds the tenancy until you reach 18 years of age.

What happens when you turn 18?

If there is no possession proceedings or serious tenancy breaches, Pivotal will normally offer you a new legal tenancy or license agreement in your own name.

What Pivotal will do

- ✓ Maintain the property.
- ✓ Respect your right to live peacefully in your home.
- ✓ Support you towards independent living.

What you need to do

- ❖ Respect neighbours
- ❖ Look after your home, keeping it clean and tidy.
- ❖ Keep your home safe and secure by locking doors and window when you go out.
- ❖ Follow support plans where applicable.

If things go wrong



Just like an adult tenancy, Pivotal can apply to court to end the tenancy if there are serious breaches such as:

- Nuisance to neighbours also known as Anti-Social Behaviour.
- Property damage.
- Illegal activity..
- Failure to comply with important tenancy conditions.

How Secure is it?

- ❖ It offers similar protection to an adult assured tenancy but has additional arrangements because the tenant is under 18.

Type	Who is it for?	Is it a tenancy?	Court order needed to evict?	Security
Excluded Licence	Short-term supported accommodation	No	No	 Low
Protected Licence	Temporary accommodation with additional rights	No	Usually Yes	 Medium
Assured Shorthold Tenancy	Either temporary or long-term accommodation	Yes	Yes	 Higher
Equitable Assured Tenancy	Young people under 18	Yes	Yes	 High
Periodic Assured Tenancy	Adults 18+	Yes	Yes	 High