

Tenancy Management Policy

VERSION 1.1

Sections Amended	Date of update	Approved by
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Review and updates applied to language and referred policies and procedure	Jan 2024	Head of Customer Partnerships/ Head of Supported Housing 22/01/2024

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1. Introduction

1.1 This policy aims to support our core beliefs that:

- Everyone has the right to a safe, warm and sustainable home
- Homes and communities are places to belong, grow and thrive
- Equal opportunity must exist for communities so everyone can have improved life-chances.

1.2 The policy outlines our approach to tenancy management and the relationship we want with our customers, ensuring we provide an effective and efficient service. We recognise good tenancy management also helps us effectively maintain our physical assets, reduces costs from empty homes, as well improving the communities we serve. Through this policy we want to support communities and individuals to have improved life chances, empowering lives through the decisions we make.

2. This policy applies to...

2.1 This policy applies to General Needs, Independent Living and Partnership Living customers.

3. Policy

3.1 We take a 'whole team' approach to deliver services to our customers. By using our collective resources, we will be better placed to meet our strategic objectives. Working together with our strategic and community partners and our agents, we will bring together our skills, experience and knowledge to tackle issues with professional curiosity, keeping our customers safe in their home and community.

3.2 We will remain flexible and customer centric to do the 'right thing' responding as conditions change both for our customers on an individual basis and the emerging needs of our communities.

3.3 We want to be more than a landlord and have a relationship with customers which forms a partnership and is fair and consistent in the services we deliver.

3.4 When managing tenancies, we will:

- Support and focus our efforts to ensure 'tenancy success' providing more than a landlord ethos and approach in building a strong and meaningful relationship with our customers, from the moment they become a tenant until the tenancy ends.
- Ensure the 'relevant' team responsible for managing the tenancy communicates clearly and consistently with customers, making allowance for any additional customer needs. Where appropriate we will also work closely with our customer's advocates.

- Listen to our customers to ensure their voice is heard and their feedback supports our continuous improvement culture to adapt and improve future services.
- Ensure our colleagues have the confidence, professional aptitude, knowledge and up to date training to manage all aspects of the tenancy, including breaches and support of complex situations.
- Work together with customers, communities and partners forming true partnership with purpose.
- Offer support where it is appropriate beyond the tenancy, creating pathways into volunteering, training, apprenticeships and employment providing new opportunities that support customers' ability to sustain a tenancy.
- Where we are not able to provide the appropriate support, we will signpost customers to agencies and partners to help them respond to their changing life events.
- Take proportionate tenancy enforcement action where we feel it is appropriate.

3.5 The list below outlines some specific aspects of tenancy management covered by this policy. This list is not exhaustive and there are procedures, which provide the detail of how we deal with these types of situations, and they are referred to in section six. For areas of tenancy management that have their own stand-alone policy, they are not listed below. These policies are referred to in section five:

- Successions
- Tenancy changes and assignments such as joint to sole
- Hoarding and squalor
- Home loss and temporary transfers/decants
- Management moves
- Mobility vehicles
- Over and under occupation
- Parking - including disputes and complaints about disabled parking
- Pests - where customer behaviour is impacting the situation
- Right to Rent
- Tenancy Reviews
- Boundaries and right of way
- New and end of tenancy visits
- Lack of engagement with care and support providers - where it is provided as part of the accommodation.

4. Legal & Regulatory Framework

- Housing Act 1985
- Localism Act 2011
- Tenancy Standard
- Neighbourhood and Community Standard

5. Related Policies

- Allocations & Lettings policy
- Anti-social behaviour policy
- Breach of tenancy policy
- Chargeable Works policy
- Complaints policy
- Customer Behaviour and Visiting Conditions Policy / Visit in Pairs Policy
- Domestic Abuse policy
- Equality policy
- Fire safety policy
- Income Management and prevention of arrears policy
- Neighbourhood policy
- Pet policy
- Safeguarding of vulnerable adults and children policy
- Supported Housing policy
- Tenancy permissions policy
- Tenure policy
- Unacceptable Behaviour policy
- Damp and Mould policy
- Decant Policy
- Hate Crime Policy
- Mutual Exchange Policy
- Tenancy Fraud Policy

6. Related Procedures

- Property Permission
- Pest Procedure
- Neighbourhood Procedure
- No Access Procedure
- Pets Permissions Procedure
- Nuisance Vehicle Procedure
- Customer Behaviour and Conditions Procedure
- Tenancy Termination Procedure
- Tenant and Household change procedure
- Silent Customer Procedure
- Hoarding Procedure
- Abandonment Procedure
- Right to Rent Procedure
- Pet Nuisance Procedure
- Safeguarding Procedure
- Rechargeable Works Procedure
- Fixed Term Tenancy Procedure
- ASB Procedure
- Allocations and Lettings Procedure

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- **Extra Care Lettings Procedure**
- **Independent Living Additional Service Arrears**
- **Tenancy Fraud Procedure**
- **Home Loss Procedure**
- **Domestic Abuse Procedure**
- **Mobility Vehicle Procedures**
- **Mental Capacity Procedure**

7. Appendices

None