



Tenures Policy

Introduction

1. Our vision is to create thriving communities. Our mission is to improve the quality of life for our residents. This starts with the right form of tenure.

Providing the most secure form of tenancy provides us with a framework to fulfil our vision to create thriving communities. This will set up foundations to build our relationship with customers to ensure they can sustain their tenancy.

We fit in a wider context of tenures and partnership working set by Tower Hamlets Borough Council.

The revised regulatory tenancy standard states that Registered Providers must publish 'clear and accessible' policies, which outline their approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions and tackling tenancy fraud.

Purpose

2. To set out our approach to tenures and to fulfil our legal and regulatory obligations.

Scope

3. The policy applies to all rented, owned and managed properties, encompassing each form of tenure. Our general form of tenure will be Assured Tenancies (lifetime tenancies) and encompass both social and affordable rents. All our social housing tenancies other than those let through leases as shared ownership or similar products will normally be let as lifetime tenancies. Tenancies can be ended by the tenant or the landlord. The landlord can only do this by obtaining a court order.

Policy

4. We will:
 - Issue Starter Tenancies to all new general needs tenants, to engage effectively with our customers.

- Explain and confirm that 12 month Starter Tenancies will revert to lifetime tenancies after a successful trial period. Tenancies will be extended by six months if there is any breach of the tenancy.
- Where a property will be let at an affordable rent, they will be advertised as such.
- For managed properties, we will issue Starter Tenancies, unless the owning landlord has different priorities. In which case we will negotiate a way forward.
- Ensure we support new tenant to sustain their tenancies.
- Grant Assured Shorthold Tenancies to our Homeless Project Tenancies for a minimum of six months.
- Where a tenancy is refused on grounds of affordability, we will provide assistance and advice on finding alternative accommodation. We will do this in conjunction with the local authority and other specialist agencies.
- We will grant succession rights as set out in statute and consider special cases. Granting succession in special cases will be determined by the Senior Management Team (SMT).
- Where incidents of anti-social behaviour result in a breach of contract, we will seek a demotion of tenancy. This will be subject to approval by the SMT.
- Mutual exchanges will be subject to references and assignments will be approved by the Head of Housing Services.
- Following an eviction we will refer families to Family Intervention Projects.

Responsibility

5. The Head of Housing Operations will oversee the implementation and success of this policy.
6. All staff involved in signing new residents are responsible for implementing this policy to best practice standards.

Monitoring, Review & Evaluation

7. The Head of Housing Operations will report to the SMT and monitor performance on tenures.

This policy will be reviewed in three years.