

Tenancy Policy

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Related documents:

1 Purpose

- 1.1 This policy describes how the Cromwood Housing Group (CHG) the basis on which its tenancies are defined, and what will be done to ensure that those in need of social housing are suitably supported. Some matters relate to the Registered Provider Cromwood Housing Limited (CHL) only and will be stated as such

2 Policy Statement

- 2.1 CHG shall offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of housing stock. All applicable statutory and legal requirements shall be met in relation to the form and use of tenancy agreements or terms of occupation.
- 2.2 This policy shall publish shall clearly outline the approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud, and the types of tenancy that may be offered.

3 Types of Tenure

- 3.1 All CHL tenures are Affordable rent lifetime assured tenancies. The maximum rent inclusive of service charge for a new tenant under a new tenancy is 80% of the market rent for the tenant's accommodation.
- 3.2 The rent of an existing affordable rent tenant (including where they have a new tenancy) may not be increased by more than CPI + 1% in any year. 'Existing tenant' in this context means an existing tenant of the specific property concerned. For the avoidance of doubt, the revised rent on re-letting to an existing tenant may only be re-based to 80% of current market value where the resulting rent would be no more than the rent arrived at by a CPI+1% increase subject to a maximum increase of 7%.
- 3.3 It is CHL policy not to offer probationary or fixed term tenancies. If this were to change, this policy would be revised to take account of the additional regulatory obligations this tenure affords.

4 Sustainment and Eviction

- 4.1 Once let, CHG shall provide services that support tenants to maintain their tenancy and prevent unnecessary eviction. A range of measures shall be employed to sustain a tenancy, which will principally be signposting tenants to various statutory and non-statutory agencies to ensure they have accessed all the financial and social support they are entitled to. Tenancy records shall be

maintained to avoid possession proceedings during periods when the tenant is actively seeking support, and actively engaging to improve their circumstances.

5 Tenancy Fraud

5.1 Tenancy fraud generally mean (but is not limited to) illegal subletting of the tenancy, by the tenant, to another person not recognised on the tenancy records. Tenancy fraud shall be identified through a variety of means including:

5.1.1 Home visits, such as a stock condition survey;

5.1.2 Suspicions raised during engagement with tenant (such as phone calls); and

5.1.3 Other suspicious activity such as a refusal to allow access to the property.

5.2 All incidence of tenancy fraud shall be pursued to a conclusion. Evidence of fraudulent activity (such as illegal occupation) shall be gathered, and if there is no immediate resolution, the matter shall be handed to independent legal advisors to help resolve. However, CHG may need to deal with the matter sensitively, as sometimes the tenant may have acted fraudulently under duress.

6 Decant Rights

6.1 In the event that tenants have been moved into alternative accommodation during any redevelopment or other works, they shall be offered a tenancy with no less security of tenure on their return to settled accommodation.

7 Responsibilities

7.1 The Chief Operating Officer shall oversee management of this policy and monitor its effectiveness.

8 Performance, Monitoring and Evaluation

8.1 The Board shall receive a copy of the Regulator's Statistical Data Return (a CHL only document filed each May). The return demonstrates the number of properties of each tenure, the location, and the average rent.

8.2 This policy will be subject to review no later than three years from the date of approval, or sooner if a substantial change in circumstances requires.