

**Inspiring Housing
Community Land Trust**

**Tenancy Management
Policy**



28 August 2024

V2

**Inspiring Housing Community Land Trust
Tenancy Management Policy
Date first adopted: March 2023**

Review dates:

Date of review	Amendments/Updates made	Reviewed & accepted	Proposed next review
Aug 24	To meet update of Consumer Standards	Sept 24	Aug 27

Introduction

Inspiring Housing Community Land Trust (IHCLT) is committed to providing affordable housing for rent. We will offer the type of tenancies which best meet the housing needs of our tenants. In developing our policy, we have had regard to the Tenancy Standard which Registered Providers must adhere to.

The objectives of this policy are to:

- provide appropriate housing for those in housing need
- address under and over occupation
- protect vulnerable residents.

Allocations

Inspiring Housing CLT has developed an allocations policy which will be used to allocate housing including mutual exchanges in line with its allocations policy. We will cooperate with local authority strategic housing functions and assist the local authority to fulfil their duty to meet local housing need.

Mutual exchange

Inspiring Housing CLT will put in place a service to allow relevant tenants to mutually exchange their homes.

Tenancy

Inspiring Housing CLT will offer a 12 month starter tenancy followed by a 5 year fixed term tenancy.

Reissuing tenancies

Inspiring Housing CLT will review starter tenancies 3 months before they come to an end. As long as the tenant is able to demonstrate a good tenancy history during the initial 9 months then Inspiring Housing CLT would be minded to grant a 5 year fixed tenancy

Five year fixed tenancies will be reviewed 6 months before they come to an end. Dependent upon any changes in circumstances and a good tenancy history in the preceding 5 years Inspiring Housing CLT will be minded to offer/or not another 5 year tenancy to the tenant. Changes in circumstances might include (but this list is not exhaustive):

- Residency status within the UK so that the applicant no longer has a legal right to social housing (as described in Salford's Allocations Policy)
- Ability to afford the property
- Development of support needs which could not be met within the tenancy
- Change in household composition leading to under or over occupation
- All three tenancy review contacts have been made and had a satisfactory outcome
- Good compliance with rent payments, or if there are arrears an agreement is in place and is being maintained and the income team are satisfied that a reduction in the arrears will continue.
- Reports of ASB
- Unspent criminal convictions including being subject to a non-molestation order, an injunction order, an occupation order or a restraining order.
- Reports of the accommodation being used for immoral or illegal purposes such as drug dealing.
- Neglect, damage or abandonment of the property including allowing furniture, fittings and other installations to deteriorate due to ill treatment.
- Behaviour which could be considered to be a serious fire risk
- Abusive or threatening behaviour towards members of staff

Where a five year fixed tenancy comes to an end Inspiring Housing CLT will in exceptional circumstances grant a further fixed tenancy of a minimum of 2 years. For example:

- where there are family and children legal proceedings yet to be determined by a court
- where Inspiring Housing CLT is in the process of establishing a suitable offer of alternative smaller accommodation
- where there is an intention to modernise or redevelop the property or surrounding estate

In addition we will have regard to the implications of a child's full-time education and/or any medical or vulnerability factors within the household when deciding whether to renew a tenancy.

Succession Rights

Individual succession rights are detailed in each tenancy agreement. In general, if a tenant dies, their partner, (married, civil partner, co-habiting or same sex partner) occupying the tenancy as their only or principal home, will automatically succeed to the tenancy. Succession can only occur once on the death of a sole tenant.

If a joint tenant dies the tenancy automatically passes to the remaining joint tenant, through survivorship (which fulfils the statutory right to succeed i.e. it counts as a succession).

Where possible, Inspiring Housing CLT will provide an additional discretionary ground of succession for family members and carers. In applying this discretion we will ensure that the circumstances of vulnerable under-occupying households are protected, if necessary through a reasonable offer of appropriate and alternative accommodation, which may be from another landlord.

Addressing under and over occupation

Inspiring Housing CLT will work with the local authority and other housing providers to facilitate moves where households are affected by welfare reform and a smaller property would better meet their housing need

Over-occupation is also an area for concern where the lack of suitable housing forces families to stay in properties which are too small to meet their needs. In cases where the local authority has deemed the accommodation to be a Category One Hazard under the Housing Health and Safety Ratings System (HHSRS) then the fixed tenancy will not be renewed and the household will be offered assistance to find appropriate accommodation which better meets their needs. This may be with another Registered Provider or in the private sector.

By reviewing fixed-term tenancies every five years Inspiring Housing CLT will be able to free-up properties which are under-occupied, making them available to those who need them. In these cases we will provide assistance to households to move to more suitable accommodation.

To ensure best use of our housing stock we will endeavour to let at maximum occupancy to avoid under-occupation.

Protection for vulnerable residents

Inspiring Housing CLT will build links with a range of local services to support vulnerable tenants to enable them to sustain their tenancy.

Appeals

An applicant or resident has the right to appeal against the decision to allocate a particular type of tenancy or licence, the length of the tenancy or licence offered, or the decision to end or not renew a tenancy or licence. This request will be considered by a Review Panel made up of the Chair and another member of the board.

The officer who made the decision will present the case to the Panel. The customer will be given the right to attend in person to make their case and can be assisted by a friend, relative or advocate but not by a legal representative. Following the panel hearing the customer will be advised of the outcome of the appeal within ten working days.

Equality and diversity

We will apply this policy consistently and fairly and will not discriminate against anyone based on any protected characteristics, including those set out in the Equality Act 2010.

Complaints

Any resident or other stakeholder who is dissatisfied with how we have managed their properties is able to submit a complaint using our Complaints process.

Once our Complaints policy is complete and if they remain dissatisfied, then they can contact the Housing Ombudsman.