



CARE HOUSING ASSOCIATION

TENANCY POLICY

Implementation Date	January 2019
Created/Reviewed by	Rachael Kaminski (Operations Manager)
Last Committee Review Date	November 2024
Next Review Date	November 2027

1. Purpose

1.1 This Tenancy Policy aims to provide clarity to customers and stakeholders on tenure types and in what circumstances different occupancy agreements are offered to potential customers.

2. Context

2.1 This policy ensures Care is compliant with relevant legislation and regulations, including the Regulator of Social Housing's Tenancy Standard.

2.2 It should be read in conjunction with Care's Tenancy Nomination Policy & Procedure and Application for Housing Policy & Procedure.

3. Policy Statement

3.1 Care provides specialised supported housing for people with a variety of support needs. We are committed to offering tenancies, whilst still offering sufficient security of tenure and the necessary housing-related support for customers to meet the terms of their occupancy agreement.

3.2 As standard, Care will offer Assured Shorthold Tenancies to persons seeking a solution to their housing need. These agreements will differ slightly between schemes e.g. to reflect whether the property is shared or self-contained and what services apply.

3.3 In certain circumstances, Care will consider offering an Assured Tenancy where there is sufficient need to ensure the person's tenure is more secure than that provided by an Assured Shorthold agreement. This may include the development of purpose-built/specifically adapted properties to cater for the needs of the customers or where there is external capital funding for a specific customer.

3.4 Care do not offer starter tenancies but may consider offering a Licence to Occupy or a fixed short-term tenancy to those individuals where it is deemed the accommodation is a short-medium term solution to their housing need, for example transitional accommodation of a fixed duration where the intention is for the customer to move to more long-term independent accommodation in the future.

3.5 Care is committed to making the best use of our homes: ensuring properties are let to individuals with relevant support needs; are only occupied by those holding a tenancy agreement and ensuring tenancies are only offered to those with a right to live in the United Kingdom. We treat tenancy fraud very seriously.

3.6 Where a joint tenant dies, the tenancy passes to the surviving tenant and becomes a sole tenancy. Other rights of succession, e.g. for family members, do not apply to Care's tenancies due to the specialist nature of the accommodation and the requirement for customers to be in receipt of support, which is commissioned and provided by other parties.

4. Support

- 4.1 Care aims to create and maintain sustainable tenancies.
- 4.2 We will support our customers to achieve their longer-term or permanent housing aspirations and will work with other agencies to help identify suitable alternative accommodation if and when necessary.
- 4.3 Where an applicant or customer has been identified as lacking capacity or needing additional support we will endeavour to ensure they have access to appropriate support to help understand their tenancy. This support may be provided by Care or coordinated with partner agencies.
- 4.4 We understand that some of our customers may liaise with us via a representative such as a social worker, family member or advocate. Customers or applicants can be supported or represented by a nominated person or professional in any interactions about tenancy related matters.

5. Appeals

- 5.1 If a customer or applicant believes that they have not been offered or granted the correct tenancy type, they can make an appeal for this decision to be reviewed. Where a tenancy has started, this should be made within 3 months of the tenancy start date. If appropriate, we may offer an extended period for any appeal due to vulnerability. Appeals will be responded to within 10 working days.
- 5.2 Appeals can be made by customers or their representative in the following ways: by speaking to a member of Care's staff, by emailing enquiries@careha.org.uk, by writing to Care Housing Association, Suite 29 Hardman's Business Centre, New Hall Hey Road, Rawtenstall, BB4 6HH or by phoning 0345 4377367.

6. Equality and Diversity

- 6.1 Care is committed to respecting diversity in all aspects of our work and we will not tolerate any form of discrimination.
- 6.2 We recognise that there is the potential for impact across the characteristics of Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation.
- 6.3 Where we are made aware of or identify customers with specific needs, we will be proactive in targeting our communication and support appropriately and consider any specific needs individually.

7. Responsibility, Commitment and Review

- 7.1 The designated officer responsible for implementation and monitoring of this policy will be the Chief Executive. Care will formally review this policy every three years or as necessary in line with changes in legislation and guidance.