

Tenure Policy

Linked strategies	Transforming Our Future
Version	3.0
Date Approved By	Board (27 February 2020)
Policy Level	1
Agreed by Union	n/a
Date Effective	27 February 2020
Date of Next Review	February 2023
Policy Owner	Head of Housing and Support Services

1 Policy Statement

- 1.1 As a registered provider of housing, Greatwell Homes is committed to letting our properties in a fair and transparent way.
- 1.2 Through this policy we will demonstrate compliance with the Tenancy Standard as set out in the Regulatory Framework issued by the Regulator of Social Housing as well our funding conditions for new homes built as outlined in the Capital Funding Guide.
- 1.3 Specifically, we will offer a range of tenures which are compatible with the purpose of the accommodation offered, the needs of individual households, the sustainability of the community, and the efficient use of our housing stock.
- 1.4 We will meet all applicable statutory and legal requirements in relation to the form and use of tenancy or lease agreements or terms of occupation.

2 Scope

- 2.1 Greatwell Homes offer several housing products which consist of;
 - Social or Affordable housing for rent (this includes general needs accommodation and independent living for over 55s)
 - Market Rent
 - Shared Ownership
 - Rent Plus
 - Rent to Buy

This policy applies to our social and affordable housing for rent and market rent tenancies.

- 2.2 Shared Ownership leases and Rent to Buy tenancies are covered by our Home Ownership Policy. Rent Plus tenancies are governed by the conditions set out by Rent Plus as the property owner.

3 Definitions

- 3.1 A **tenancy agreement** is the written legal contract we have with our customers which sets out the respective rights and obligations concerning the occupation of

the property.

3.2 **Social rents** are rents aligned to local incomes to ensure affordability. They are usually applied at no more than 60% of the current market rent

3.3 **Affordable rents** are rents set at no more than 80% of the current market rent. They are

3.4 **General needs** accommodation applies to homes provided to individuals or families.

3.5 **Independent Living** accommodation refers to homes let to customers usually over the age of 55. The tenancy comes with support provided by the landlord.

4 Policy Principles

4.1 To make the best use of the available housing stock, including reducing overcrowding, tackling under-occupation and making best use of adapted homes for customers with additional needs

4.2 To support the development of balanced and sustainable communities across the areas in which we work.

4.3 To enable customers to make informed choices through the provision of a wide variety of housing options and products.

5 Tenure Options

5.1 The table below illustrates what type of tenancy we will give, and in what circumstances.

5.2

Tenancy Type	Offered to
Starter Tenancy	All new customers who take on a general needs' property
Assured Periodic Tenancy (AT)	<ul style="list-style-type: none">All new customers who take on an independent living propertyAll customers who transfer internally from one Greatwell Homes property to another

	<p>(having successfully completed their starter tenancy)</p> <ul style="list-style-type: none"> All customers who have successfully completed their starter tenancy after a period of 12 months
Protected Assured Tenancy	All customers who were previously tenants of the Borough Council of Wellingborough before 10 December 2007
Licence Agreement	All customers who are provided with temporary accommodation by Greatwell Homes in agreement with BCW to relieve homelessness.
Assured Shorthold Tenancy (AST) (6 months)	All customers who take on a market rent tenancy
Shared Ownership Lease (this will be based on the most recent version of the Regulator of Social Housing's model shared ownership lease)	All customers who take on a shared ownership property.
Right to Buy Lease	An appropriate lease, prepared by a solicitor, will be used where an existing customer with the Right to Buy (Preserved or Voluntary) purchases a property where it is appropriate for us to retain the freehold, (typically flats)
Rent to Buy Tenancy Agreement	All customers who take on a Rent to Buy tenancy (covered in our home ownership policy)
Rent Plus (Assured Periodic Tenancy)	All customers who take on a rent Plus tenancy (covered in our home ownership policy)

6 Transfers and Mutual Exchanges

- 6.1 All existing customers, including those of other social landlords, who were social housing tenants on the day on which section 154 of the Localism Act (2011) came into force, and remained social housing tenants since that date will be offered no less security of tenure than their previous tenancy. For example, an incoming tenant from another Housing Association who held an Assured Periodic Tenancy will be granted an Assured Periodic Tenancy (unless moving into a property with

an Affordable Rent) as set out in the regulator of Social Housing's 'Tenancy Standard'

- 6.2 Customers who are required to move permanently as part of a redevelopment or regeneration scheme will be offered no less security of tenure than their previous tenancy. This is covered in our decant policy

7 Implications for Customers

- 7.1 A Privacy Impact Assessment has been completed for this policy and there are no issues relating to privacy arising.
- 7.2 The application of this policy supports the delivery of our customer charter, in particular our commitment to deliver a variety of homes and tenures to meet local housing needs and the development of quality affordable homes.

8 Information Sharing & Confidentiality

- 8.1 We will work in compliance with the Data Protection Act (1998) and the Guide to General Data Protection Regulation (2018)
- 8.2 We will do this by;
- Ensuring information is stored effectively (restricting access where appropriate)
 - Only sharing information where there is a legal obligation to do so

9 Service Development

- 9.1 We are committed to providing a high-quality service relating to allocations and will evidence this by;
- Staff training for all frontline staff tasked to deliver the service
 - Keeping abreast of changes and best practice in the sector
 - Learning from customer feedback
 - Consulting customers prior to making changes to services
 - Internal audits of the service
 - Customer Scrutiny Panel (CSP) reviews

10 Performance Management

10.1 We will make use of the following performance indicators to monitor and report on the effectiveness of the service. Key Performance Indicators (KPI's) will be reported each quarter to the Board whilst Operational Performance Indicators (OPI's) will be reported to the Executive Management Team quarterly by exception

- % handover units sold within 3-month period (KPI)
- % of shared ownership sales and completions against Homes England target (OPI)
- % New tenancies reconciled with CORE records (OPI)

11 Responsibility and Decision Making

11.1 The table below illustrates the structure for responsibility and decision making in relation to this policy

Person Responsible	Scope
Head of Housing and Support Services	<ul style="list-style-type: none"> • Overall responsibility for ensuring that all activities are undertaken, and all performance measurements are met
Housing Services Manager	<ul style="list-style-type: none"> • Responsible for the day-to-day application and adherence to this policy • Responsible for ensuring that staff offer the correct tenancy type at the commencement of tenancy
Neighbourhood Housing Officer	<ul style="list-style-type: none"> • Responsible to ensure the correct tenancy agreement is offered to the general needs and independent living customers and completed correctly (including ensuring all information on the agreement is correct)

Intermediate and Market Rent Officer	<ul style="list-style-type: none"> Responsible to ensure that the correct tenancy agreement is offered to market rent customers and completed correctly (including ensuring all information on the agreement is correct)
Neighbourhood Housing Assistant	<ul style="list-style-type: none"> Responsible for ensuring that tenancy agreements are retained and stored correctly electronically

12 Review

12.1 This Policy will be reviewed every three years or in line with changes in legislation, whichever is the sooner, updates or recommendations for changes will be presented to the Board

Associated Policies	Associated Procedures
Allocations Policy	Allocations Procedure
Mutual Exchange Policy	Mutual Exchange Procedure
Home Ownership Policy	Home Ownership Procedure
Decant Policy	Decant Procedure