

# Tenure Policy

<b>Linked strategies</b>	Live Proud. Live Happy and Live Safe
<b>Version</b>	4.0
<b>Date Approved By</b>	Board (March 2023)
<b>Policy Level</b>	1
<b>Agreed by Union</b>	n/a
<b>Date Effective</b>	March 2023
<b>Date of Next Review</b>	March 2026
<b>Policy Owner</b>	Head of Property Investment, Sales and Lettings



## 1 Policy Statement

- 1.1 People are at the heart of everything we do. We'll provide homes where customers feel safe and will let our homes to shape places that people are proud of and neighbourhoods where people want to stay.
- 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 leases and tenancies are governed by the conditions as set out in the Collaboration Agreement with 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 (including service charges).
- 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 Provide homes where people want to stay making the best use of our housing stock, including reducing overcrowding, tackling under-occupation and ensuring the availability of adapted homes for customers with additional needs.
- 4.2 Placeshaping – creating the development of balanced and sustainable places people are proud to call home.
- 4.3 Provide a great experience to our customers, communities and partners through using data to deliver services 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 offer, and in what circumstances.

5.2

Tenancy Type	Offered to
Starter Tenancy	New customers who take on a general needs' property.
Assured Periodic Tenancy (AT)	<ul style="list-style-type: none"> <li>• New customers who take on an independent living property.</li> <li>• Existing customers who transfer internally from one Greatwell Homes property to another.)</li> <li>• Customers who have successfully completed their starter tenancy after a period of 12 months.</li> </ul>



Protected Assured Tenancy	Customers who were previously tenants before the stock transfer to Greatwell Homes (then Wellingborough Homes) on 10 December 2007
Licence Agreement	Customers who are provided with temporary accommodation by Greatwell Homes in agreement with NNC to relieve homelessness.
Assured Shorthold Tenancy (AST) (6 months)	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)	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	Customers who take on a Rent to Buy tenancy. (Covered in our Home Ownership Policy)
Rentplus (Assured Periodic Tenancy)	Customers who take on a Rentplus tenancy (Covered in our Home Ownership Policy)

## 6 Transfers and Mutual Exchanges

- 6.1 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 and staff (data protection info sharing and confidentiality)

7.1 A PIA has been completed and is available on request.

7.2 Equality Impact Assessment screening questions have identified that a full EIA is not required for this policy.

## 8 Performance Management

8.1 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 on a quarterly cycle.

- Shared ownership properties sold within 3 months of handover (%)
- Number of Starter tenancies converted to Assured Periodic Tenancies
- Number of customers purchasing their homes following period of renting under Rentplus and Rent to Buy

## 9 Responsibility and Decision Making

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

Person Responsible	Scope
Head of Property Investment, Sales, and Lettings	<ul style="list-style-type: none"><li>• Overall responsibility for ensuring that all activities are undertaken, and all performance measurements are met.</li></ul>
Sales and Lettings Manager	<ul style="list-style-type: none"><li>• Responsible for the day-to-day application and adherence to this policy</li><li>• Responsible for ensuring that staff offer the correct tenancy type at the commencement of tenancy.</li></ul>
Senior Sales and Lettings Officer/Lettings Officers	<ul style="list-style-type: none"><li>• Ensure the correct tenancy agreement is offered to the general needs/ independent living/market rent customers and completed correctly (including ensuring all information on the agreement is correct)</li></ul>
Housing Co-ordinator	<ul style="list-style-type: none"><li>• Responsible for ensuring that tenancy agreements are retained and stored correctly electronically</li></ul>

## 10 Review

10.1 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 for approval.

Associated Policies	Associated Procedures
Allocations Policy	Management Move Procedure
Home Ownership Policy	Home Ownership Procedure
Tenancy Changes Policy	Tenancy Changes Procedure
Mutual Exchange Policy	Mutual Exchange Procedure

