



Solihull
Community Housing
Shaping our neighbourhoods

Tenancy Management Policy 2024

Tenancy Management Policy

Who's this for?	All Tenants, Prospective Tenants and Staff
Document status	Draft
Date created	16 October 2024
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Policy Owner	Housing Services Manager
Other related documents	<p>Tenancy Management Service Standard (in draft)</p> <p>Tenancy Management Procedures</p> <p>Housing Allocation Scheme</p> <p>Decant Policy (in production)</p> <p>Income Management Policy</p> <p>Vulnerable Resident Policy</p> <p>Permissions Policy (in production)</p> <p>Complaints Policy and Procedure</p> <p>Tenancy Policy</p>

Policy statement

At Solihull Community Housing (SCH), our core purpose is to provide homes and housing related services in a way that makes our customers lives easier and supports them and our wider communities to thrive. We recognise that to do this, we need to provide affordable and secure homes to our customers.

We deliver this through our tenancy agreement which sets our responsibilities and tenant responsibilities. We aim to create a positive relationship with tenants and prospective tenants by being clear on mutual responsibilities and resolving tenancy matters in an open and fair way.

This policy applies to prospective, new and existing tenants and is designed to be read in conjunction with personal tenancy agreements and other documents named in this policy.

Details around assignment, succession and mutual exchanges can be found in our tenancy management procedure.

Key principles

- Be fair and consistent in offering tenancies, taking into account the needs of tenants and prospective tenants, and adhering to the Tenancy Policy and Housing Allocation Scheme.
- Understand and respond to the diverse needs of our tenants and treat all existing and prospective tenants with fairness and respect, being flexible in our approach.
- Work with customers in helping sustain their tenancies.
- Be transparent and proactive in our communication.
- Deal with requests quickly and efficiently, in accordance with published service standards.
- Follow relevant housing law when making decisions around tenancies.
- Listen to resident feedback and offer support for those who need it.

Objectives

- Customers are aware of their responsibilities in maintaining their tenancy.
- Tenants are supported to thrive whilst also ensuring homes are managed effectively.
- Our standards and expectations are clear and easy to understand for all tenants and colleagues.
- It is easy for tenants to self-serve and meet expectations of their tenancy through digital means, whilst offering non-digital support to those who need it.
- Endeavour to hold up to date and relevant information around our tenants and who is living in their homes.
- Meet and provide evidence on the legislative requirements regarding the use of the social housing assets which we manage.

Policy actions

- Deliver tenancy services as set out in our tenancy management service standard.
- Provide up to date and relevant training for all colleagues involved in tenancy management to deliver our service standards, including required professional qualifications where the role requires.
- Publish easy to follow guides on how an assured or secure tenancy (not introductory tenancies) can be assigned to another person through mutual exchanges, succession rights, and joint to sole tenancies.
- Provide guidance online and non-digitally by request, on mutual exchanges including providing information around implications for tenure, rent and service charges.
- Offer advice and/or assistance to tenants who wish to move through mutual exchange.
- Be proactive in investigating any breaches of tenancies and work with tenants and communities to address the problem, taking legal action only as a last resort.
- Take action to prevent and tackle tenancy fraud, including carrying out targeted visits and investigating reports of non-occupation in a timely manner.
- Record all lettings as required by the Continuous Recording of Lettings (CORE) system.
- Record customer data in our housing management systems to capture different needs of customers and ensure we understand who is living in these homes.
- Provide information and make referrals to partner organisation that can help tenant sustain their tenancies where we are unable to offer such support.

Desired outcomes

- Consistency in tenancy offers that meet the specifications of the Tenancy Policy and Housing Allocation Scheme.
- Reduction in failed tenancy numbers.
- An improved customer journey when reviewing introductory or fixed term tenancies.
- Improved confidence in the data we hold about our tenants and who is living in the home.
- Tenants, where able to, can self-serve in keeping their information up to date.

Performance indicators

- We will report on the following indicators, and targets will be reviewed annually
 - % of rent arrears
 - % of overall customer satisfaction
 - % of customers who agree that the landlord treats tenants fairly and with respect
 - % of requests for assignment of tenancies responded to within timeframe
 - % of mutual exchange requests processed within timeframe

- % of successfully sustained introductory tenancies

Key legislation

- The Consumer Standards 2024.
- The Housing Act 1985.
- The Housing Act 1988.
- The Housing and Regeneration Act 2008.
- The Localism Act 2011.
- The Social Housing (Regulation) Act 2023
- The Landlord and Tenant Act 1985
- Data Protection Act 2018
- Equality Act 2010.

Review

This policy will be reviewed every two years – unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives and take account of good practice developments.