

Policy

Title: Tenancy Policy

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This document relates to:



Policy

1. Introduction

- 1.1 The Tenancy Policy details the tenancies or terms of occupation that will be used for Calico Homes tenants resulting in customers having an understanding of our offer.
- 1.2 Calico is committed to creating and maintaining sustainable tenancies and neighbourhoods.
- 1.3 This policy applies to all customers who have or are signed up to a Calico Homes tenancy agreement.

2. Context

- 2.1 This policy has been developed to ensure that Calico Homes is fully compliant with all relevant legislation and regulations relating to tenancies.

3. Policy Aims and Objectives

The aims of the policy are:

- To communicate clearly and transparently the types of tenancy that customers will be offered in different circumstances.
- To demonstrate how we will make the tenancy offer accessible, tailoring the service to best meet the needs of the individual.
- To set out how we will grant discretionary succession rights.
- To set out how we will ensure compliance with ongoing legal and regulatory requirements.

The policy supports delivery of the Calico Homes vision and strategic objectives as set out below.

The Calico Homes Vision

“Going one step further with customers and local communities to provide affordable, safe and quality homes and personalised services; supporting customers to live their best lives in challenging times.”

The Calico Homes objectives:

- To provide safe and well-maintained homes through investment in existing and new properties.
- To support customers to sustain tenancies.
- To provide good quality and personalised repairs, customer and neighbourhood services.
- To develop trusting relationships and to empower customers and communities to take the lead on the things that matter most.
- To strengthen the business so it is strong, well-governed, environmentally friendly and provides value for money customers.
- To create a place where people want to work now and in the future.

4.0 Customer Scrutiny, Oversight and Monitoring

- 4.1 Calico Homes values transparency and accountability in our tenancy offer and management processes.
- 4.2 We commit to publishing information about our performance so that customers can see how the service is performing, and what tenancies have been granted along with sustainability levels.
- 4.3 We encourage customers to provide feedback on their tenancy experience. Whether positive or negative, customer input helps us continuously improve our services.

5. Tenancy Policy Statement

- 5.1 As a landlord we take responsibility for creating and maintaining sustainable neighbourhoods reducing tenancy turnover.
- 5.2 We will offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the most efficient use of our housing stock.
- 5.3 We will offer lifetime tenancies to all general needs and housing for older people customers for Calico Homes owned properties following the starter period.
- 5.4 In supported housing and supported living services, Calico Homes offers a range of occupancy agreements dependant on the nature of the service and accommodation needs.
- 5.5 Any new or existing customers who are moving into a Calico property will be subject to a pre-tenancy assessment to ensure the customer is able to afford the property, has appropriate support in place to manage a tenancy and to prevent tenancy fraud. More details can be found in the Tenancy Sustainment Policy and the Tenancy Fraud Policy.

- 5.6 Where an applicant or customer has been identified as vulnerable we will ensure they have access to additional support to help understand their tenancy and the review process. This support may be provided by part of the Calico Group or external services. Customers or applicants can be supported by a representative or advocate in interactions about tenancy related matters.
- 5.7 Calico are committed to making the best use of our homes and ensuring our homes are occupied by the tenants they were lawfully let to. We treat tenancy fraud very seriously. More details can be found in the Tenancy Fraud Policy.
- 5.8 Calico will grant tenancies with no less security of tenure to the agreement currently held by a customer with the exception of customers who choose to move to a property let on affordable rent terms.

6. Tenancy and licence types that will be used by Calico

6.1 The type of tenancy a customer is offered will be dependent on a variety of factors including property type and the service the customer is being provided with. We aim to offer customers the most appropriate and secure form of tenancy possible.

6.2 Starter tenancies

All new customers for general needs and homes for older people properties, who are not immediately moving from an Assured or Secure Tenancy will be offered a Starter Tenancy which is a periodic Assured Shorthold Tenancy that acts as a probationary tenancy. The tenancy has a duration of 12 months which can be extended to 18 months. On successful completion of the starter period, the tenancy will convert to an Assured Tenancy if no action has been taken to end or extend the probationary period. More details can be found in the Starter Tenancy Procedure.

6.3 Assured tenancies

Existing Calico customers or applicants who are currently/have been Assured or Secure tenants, may be offered an Assured Tenancy.

An Assured Tenancy includes additional rights and obligations not benefitted by a starter tenancy. It is a lifelong tenancy which only ends if terminated or as a result of eviction.

6.5 Flexible Tenancies

Calico may use flexible tenancy agreements for the East Lancashire Housing Initiative Partnership or any future initiatives where we are a managing agent.

As these tenancies come to an end, Calico will support customers to find alternative accommodation.

6.6 Licence agreements

Excluded or protected Licence Agreements are offered to customers in our supported housing services where the accommodation is classed as short term (e.g. for a few days, weeks or months) and where customers do not have exclusive occupation of their accommodation i.e. they share facilities with other customers including cooking facilities, bathing facilities and other communal spaces.

In addition, in short term supported housing, Calico Homes or one of our managing agents needs unrestricted access to the accommodation and therefore exclusive possession does not exist.

6.7 Assured Shorthold Tenancies (AST's)

Supported Living customers are issued with AST's as these services are commissioned by the Local Authority/ Health and are for individuals with long term needs receiving levels of personal care and support.

6.8 Extra Care Housing

Where we provide extra care housing, either directly or in partnership with specialist care agencies providing personal care, we will normally offer a Starter or Assured tenancy for a single occupant and for couples where both tenants have extra care needs. Where only one person in a couple requires the extra care or there are concerns about future requirements for the service, we may at our discretion offer an Assured Shorthold Tenancy. See Extra Care Policy for more details.

6.9 Rent to Buy

Any properties under the Rent to Buy scheme will be offered a Rent to Buy Tenancy.

6.10 Shared ownership

Any properties under the shared ownership scheme will be offered a fixed-term assured tenancy for 99 years, this is classed as a long lease.

6.11 Variations

Where pre-existing contractual arrangements are in place that affect the tenancy type that can be offered (for example under section 106 agreements, conditions of grant funding, or as part of stock transfer promises) this will take precedence over the commitments given in this policy, unless variations are agreed with the relevant local authority or

partner to the contract. Variations may also occur as part of Local Lettings Plans.

6.12 Properties used for temporarily Decanting Tenants

If we are required to decant a Calico customer on a temporary basis to fulfil our landlord obligations we will use a Temporary Tenancy that does not provide any security of tenure. The tenant will have use and occupation of the temporary property and will retain their main tenancy. Rent will be charged at their principal address. More details can be found in the Decant Procedure.

6.13 Succession rights

There may be a right to pass on a tenancy to a family member following the death of a customer, known as succession. The terms of succession, if applicable, are detailed in tenancy agreements.

In some circumstances, where no right of Succession to the tenancy may exist, Calico may grant a discretionary tenancy. This decision will be made on a case-by-case basis and will consider the unique circumstances or vulnerabilities of the household. More details can be found in the Succession Policy.

7. Reasonable Adjustments

7.1 It is our policy to ensure that discretion is used in cases of identified vulnerabilities such as disability, frailty, domestic abuse, concern for welfare or any other identified need. Calico will use information provided by customers and held in our systems to assist in identifying responsibilities. We will also ask customers and applicants if there are any issues that need to be considered to help us make appropriate decisions when offering a tenancy.

7.2 In cases where abuse is identified or suspected at the point of offering a tenancy a safeguarding notification will be made.

8. Monitoring

8.1 Monitoring of the delivery of this policy will include the production of monthly reports to enable operational managers to effectively monitor the performance and progress of the service.

8.2 Board members are responsible for overseeing delivery of this policy. To do this they will receive regular updates about performance of the service and delivery of the policy on a quarterly basis with extra reporting by exception if required.

8.3 We will monitor customer satisfaction levels and seek feedback following each let. Where dissatisfaction is indicated, we will attempt to contact

the customer to understand what has gone wrong and look to make things right.

- 8.4 Customer feedback received via transactional surveys and the Tenant Satisfaction Measures will be used to actively improve the service being offered.

9 Appeals

- 9.1 If a tenant believes that they have not been offered or granted the correct tenancy type, they can make an appeal, in writing or by email, 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.

10. Regulatory and Legal Compliance

- Social Housing (Regulation) Act 2023
- Landlord and Tenant Act 1985
- Housing Act 2004
- Health and Safety at Work act 1974
- Management of Health and Safety at Work Regulations 1999 (as amended)
- Equality Act 2010
- Localism Act 2011

11. Links with other Calico Strategies, Policies and Procedures

- The Humanitarian Offer – Calico Group Customer Strategy
- Lettings Policy
- Tenancy Fraud Policy
- Tenancy Sustainment Policy
- Starter Tenancy Procedure
- Lettings and Allocations Policy
- Complaints Policy and Procedures
- Health and Safety Policy
- Compensation Policy
- Reasonable Adjustments Policy
- Tenancy/License/Lease agreements
- Employee Code of Conduct
- Mutual Exchange Policy
- Succession Policy
- Extra Care Policy
- Decant Procedure