

Tenancy Sustainment Policy

Applicable Company: Calico Homes

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Signed Off By:

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Policy Checklist Completed? No



1. Introduction

Calico Homes is committed to creating and maintaining sustainable tenancies and thriving neighbourhoods. Changes in welfare reform, economic pressures and the rising cost of living continue to impact many of our customers. This policy sets out our approach to supporting customers to maintain their homes, reducing financial hardship, and promoting long term stability.

The purpose of this policy is to:

- Ensure our services enable customers to sustain tenancies successfully.
- Provide a proactive, person centred approach to support.
- Prevent tenancy breakdown through early intervention.
- Strengthen neighbourhoods by reducing avoidable tenancy turnover.
- Ensure compliance with relevant legislation and regulatory requirements.

2. Scope

This policy applies to all Calico Homes customers and to all colleagues involved in supporting tenancy sustainment across the organisation. It covers all homes managed by Calico Homes.

The policy applies to the dedicated Tenancy Sustainment team and all employees responsible for identifying, assessing, or responding to risks that could affect a customer's ability to maintain their tenancy.

The policy covers:

- Pre-tenancy assessments and affordability checks including identification of potential tenancy fraud.
- Support for customers with financial hardship, welfare reform impacts, mental health needs, substance misuse, hoarding, domestic abuse or other vulnerabilities
- Multi-agency working and referrals to internal and external partners.
- Preventing homelessness and reducing tenancy turnover.
- Customer advocacy and support for vulnerable or at-risk tenants

This policy applies across all homes and services managed by Calico Homes.

3. Principles

The following principles guide our approach to tenancy sustainment:

3.1 Support is tailored to individual needs and circumstances, ensuring fairness, dignity and consistency.

3.2 We are committed to promoting financial resilience by supporting income maximisation, accessing benefits and grants, and reducing the impact of food and fuel poverty and welfare reform.

3.3 Our focus is on preventing homelessness and reducing tenancy turnover through prompt, targeted and effective support.

3.4 We collaborate with specialist agencies and partners to ensure customers receive coordinated, effective support.

3.5 We provide reasonable adjustments and additional support to customers with disabilities, vulnerabilities, or complex needs.

3.6 We ensure safeguarding concerns are identified and acted on promptly, collaborating with statutory partners where required.

3.7 We prioritise external funding before allocating Calico's discretionary personalisation fund, ensuring support is targeted and sustainable.

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. Measures

Calico Homes monitors delivery of this policy through a set of performance, governance and assurance measures that demonstrate effective and consistent tenancy sustainment.

These include:

- 4.1 Monthly performance reporting to operational managers
- 4.2 Board reporting on evictions, tenancy sustainment rates and service performance.
- 4.3 Monthly reporting to SLT of key performance indicators, including tenancy sustainment within 12 months, tenancy terminations (General Needs & Homes for older people) and customer support impact measures.
- 4.4 Monitoring of customer satisfaction through Wellbeing Surveys, transactional feedback and Tenant Satisfaction Measures
- 4.5 Use of complaints, feedback and learning to strengthen service delivery

5. Linked Information

- Social Housing (Regulation) Act 2023
- Landlord and Tenant Act 1985
- Housing Act 2004
- Equality Act 2010
- Welfare Reform Act 2012

- Mental Capacity Act 2005
- Care Act 2014
- General Data Protection Regulation
- Regulator of Social Housing Consumer Standards
- The Humanitarian Offer – Calico Group Customer Strategy
- Income Management Policy
- Lettings Policy
- Complaints Policy and Procedures
- Reasonable Adjustments Policy
- Tenancy/License/Lease agreements
- Employee Code of Conduct
- Tenancy Fraud Policy
- Domestic Abuse Policy
- Safeguarding Policy

6. Review

This policy will be reviewed every three years, or sooner where changes in legislation, regulation or best practice require it.

