

Tenancy Policy

1. Policy Statement

- 1.1 The Regulator for Social Housing Tenancy Standard sets out, amongst other things, that in respect of Tenure Registered Providers shall publish clear and accessible policies that set out:
- The types of tenancies they will grant.
 - Where they grant tenancies for a fixed term, the length of those terms.
 - The circumstances in which they will grant tenancies of a particular type.
 - Any circumstances in which they will grant tenancies of less than five years for general needs social housing.
- 1.2 This policy therefore sets out the Yorkshire Housing position in regard to these matters.

2. Policy Aims

- 2.1 This policy aims to achieve compliance with the Regulator of Social Housing Tenancy Standard, in addition to providing a clear and consistent approach to the granting of tenancies and therefore the rights being offered to customers.
- 2.2 This policy covers Social Rent (including sheltered and extra care), Affordable Rent, Mortgage Rescue and Market rented lettings including tenancies allocated by Customer Independence:

3. The Policy

- 3.1 Yorkshire Housing offer four different tenancy types. These are Starter (Probationary), Assured (non-shorthold), Assured Shorthold Fixed Term, and Assured Shorthold Social. A brief description and criteria are as follow:

Starter (Probationary) Tenancies:

- 3.2 This tenure is probationary weekly periodic for the first 12 months and can be extended for up to six months if there are breaches of tenancy, antisocial behaviour, or inconsistent/non-payment of rent.
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 - They are offered to all social and affordable rent customers who do not hold a current Assured tenancy with Yorkshire Housing or another Registered Provider.

- This includes customers in Supported Housing if they do not hold a current Assured tenancy elsewhere at the time.
- If customers pass their probation period successfully, the tenancy converts to Assured (non-shorthold) at the end of the starter period.
- The rent frequency is weekly.

Assured (non-shorthold) Tenancies:

- This is a weekly tenancy type offered to all existing Assured tenancy holders with any Registered Provider at the time of the offer being made.
- They have a weekly rent frequency.
- All qualifying social and affordable rent customers will be offered this tenure of tenancy.

Assured (Shorthold) for Social Rent Tenancies:

3.3 This tenancy type has a fixed minimum period of six months and are only offered in specific circumstances and have weekly rent frequency:

- Social tenancies in properties leased by Yorkshire Housing (Yorkshire Housing owns the property on a Leasehold basis, but a third party owns the Freehold).
- In certain types of supported accommodation where the support is limited to a specific period.
- For 16 and 17 years olds, while the property is held in trust until they turn 18 years old.

Assured Shorthold (AST) Fixed Term Tenancies:

3.4 These tenancies are offered to non-social and non-affordable rent properties which include and are of calendar monthly frequency:

- Intermediate rent (including current Mortgage Rescue – five years Fixed Term Tenancies).
- Rent to Buy – two years Fixed Term Tenancies to enable us to review progress made in readiness to purchase.
- Market Rent – six months minimum.

3.5 Once the fixed term tenancy ends it will convert to a Periodic Assured Shorthold tenancy with no fixed end date. The tenancy will continue to roll on a monthly basis until either party serves notice to bring it to an end.

Contractual Tenancies:

3.6 This is not a tenancy type, but it is used for temporary situations (such as decants), where a tenant is unable to remain in their home due to major works that may have health and safety consequences for the customer and/their household. In these circumstances the temporary address is not the customer's main and principle home, therefore limited security of tenure is given. Customers will continue to pay rent on the existing tenancy if they have been temporarily decanted.

Secure Tenancies:

- 3.7 Yorkshire Housing does not offer Secure tenancies to new customers; however, if an existing secure tenant at Yorkshire Housing or another Registered Provider is offered a tenancy, they will retain their 'Secure' status. Customers will also retain this status if the tenancy is changed from Sole to Joint.

Fixed Term Tenancies – social rent homes:

- 3.8 Yorkshire Housing already has a range of options to effectively manage our homes. The policy position is that whilst we do not currently grant fixed term tenancies, this will be kept under regular review given the rapidly changing nature of our operating environment.

Succeeding a Tenancy

- 3.9 There can normally only be one succession in the lifetime of the tenancy. We will look at each case individually and will also consider local agreements that exist following any historical stock transfers. We will consider the individual circumstances of any vulnerable household members considering if the property is suitable for them or if we need to transfer the tenancy and associated security of tenure to something that meets their needs more appropriately. We will always offer support with this.

Guidance for Staff:

- 3.10 Yorkshire Housing provides guidance and support for staff to make sure customers are offered the right tenancy type depending on the tenure associated with the property and their current tenant status.

Support for Customers:

- 3.11 We will take reasonable steps to support customers into their new tenancy and make sure that the offers made are appropriate for their requirements and circumstances. These include:
- An easy read version of this policy is available <here – weblink once published.
 - Vettings and sustainability assessment before an offer of tenancy.
 - Credit and reference checks for customers apply for Intermediate, Rent to Buy or Market rent properties. Prior to offer to make sure the tenancy is affordable and suitable.
 - Yorkshire Housing have employed a Customer Success Advisor who will work with new customers and liaise with Customer Independence (Money and Tenancy Coaches) when needed to make sure customers are getting the right level of support for their needs.
 - Yorkshire Housing also have tenancy coaches who can support customers to ensure that tenancies are sustainable and Money Coaches to make sure customers are able to maintain rent payments.
 - We also offer the opportunity for customers to exchange home. We subscribe to [Exchange Locata](#) and details can be found on our website. Customers can use this service free of charge to find another tenant to exchange with.

- There are other websites which customers can use but there may be a charge for these services.
- We confirm details including the tenure, rent and service charges when we accept the exchange.
- Where a customer wishes to exchange but needs support, we will offer support from one of our tenancy coaches.

4. Equality and Diversity Implications

- 4.1 As part of our commitment to equality and diversity Yorkshire Housing recognises that customers of all races, ages, religions, gender, sexual orientation, literacy levels and disability should be treated fairly and equally and will be able to access our services and support as and when they require it.
- 4.2 When making offers and allocation tenancies, we therefore provide equal standing to customers who are married, civil partners, or gay, lesbian or heterosexual common law partners, except where this approach is overridden by law.
- 4.3 The pre tenancy risk assessment procedure helps to identify the specific needs of vulnerable customers so that where appropriate support can be put in place to ensure the best chance of sustaining the tenancy.
- 4.4 Customers have the right to appeal against the type of tenancy being offered if they feel they are in any way being disadvantaged or discriminated against. You can use our [complaints process](#) to make an appeal.
- 4.5 This document and accompanying correspondence can be translated or provided in alternative formats (for example, Braille, large print, audio etc) upon request.
- 4.6 We have developed an Easy Read tenancy agreement to support tenants who have poor literacy skills and/ or learning disabilities.
- 4.7 For further information, please refer to Yorkshire Housing Equality and Diversity Policy: <https://www.yorkshirehousing.co.uk/working-with-us/corporate-opportunities/corporate-policies/>

5. Reporting and Monitoring

- 5.1 The offers and allocations of tenancies are monitored through regular internal management audits and external audits.

Date approved	28 March 2024
Approved by	Homes and Places Committee
Recommended / scrutinised by	Market Rents Team Income Services New Customer Team Place Team Exec Director Customer Experience Customer Voice and Review Committee
Summary of changes	Review and update of existing Tenancy Policy.

Frequency of review	Every three years or if regulatory or current legislation changes.
Next review date	March 2027
Policy owner	Jo Griffin, Head of Place.
Policy author	Ayesha Malik, Place Strategy Officer.
Associated policies or guidelines	Tenure – Guidance for Staff. Regulator of Social Housing Tenancy Standard. Allocations Policy . Rent Setting Policy .
Associated procedure	Rehousing of 16 and 17 year olds Procedure. Vettings Procedure.