

# EASY TO READ

version

POLICIES AT HONEYCOMB GROUP



## Policy name:

### Tenancy Policy

#### This policy was created to:

Explain the types of tenancies we offer, how they work, and what happens if a tenancy needs to change or end. It helps customers understand their rights and responsibilities during their time with Staffs Housing.

#### What this policy covers

- The types of tenancies and agreements we offer
- When and how we might end or change a tenancy
- What happens after a tenant passes away
- Rules around joint tenancies, taking in lodgers, and tenancy fraud
- What support we offer to help customers stay in their homes
- How we manage properties if they're abandoned
- How we treat people left in the property after a tenant leaves

#### Our Goals

- Use our homes in the best way to support individuals, families, and communities
- Provide clear, consistent, and fair tenancy management
- Support people to keep their tenancies, especially those who are vulnerable
- Offer secure homes and respond appropriately when tenancies need to change
- Work with partners to create stable and inclusive neighbourhoods

#### Key Terms

- **Starter Tenancy:** A trial tenancy (usually for 12 months) for new tenants.
- **Assured Tenancy:** A secure, long-term tenancy that gives you more rights.

- **Assured Shorthold Tenancy:** A short-term tenancy used for temporary or specialist housing.
- **Licence Agreement:** A short-term agreement with fewer rights, used in supported housing or temporary situations.
- **Succession:** The legal right for someone to take over a tenancy after the tenant dies.
- **Assignment:** Legally transferring a tenancy to someone else.
- **Lodger:** Someone who rents a room from the tenant and lives in the same home.

## Our Approach

- Offer different types of tenancy depending on your situation
- Use starter tenancies for most new tenants, which may become permanent after 12 months
- Assess each customer's needs when granting or changing a tenancy
- Deal sensitively with tenants' deaths, potential successors, and people left in the property
- Support vulnerable customers and families with children
- Help customers stay in their homes by offering financial advice and referrals to support services
- Take legal action only when necessary (e.g. for rent arrears, antisocial behaviour, or tenancy fraud)
- Act quickly if a property is suspected of being abandoned

## Legal Compliance

This policy follows housing laws such as:

- Housing Act 1988
- Localism Act 2011
- Equality Act 2010
- Domestic Abuse Act 2021
- Consumer Standards from the Regulator of Social Housing

We also follow tenancy agreements and ensure that any changes follow the law.

## Performance Monitoring

We monitor how tenancies are managed and supported, including:

- How many customers we help to stay in their homes
- How many tenancy changes happen and why
- How quickly we resolve issues with abandoned or misused properties
- Regular reporting to our Board and service reviews

## Data Protection

We protect all personal data in line with UK GDPR and the Data Protection Act 2018. Your personal information is used only when needed and handled confidentially.

## **Review**

This policy is reviewed every three years or sooner if there are changes in law or regulations.

**Date of Policy: August 2024**