

# The Wrekin Housing Group

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## Tenancy and Estate Management Policy

Policy No. 2019/19

### 1. Introduction / Context

- 1.1 The purpose of this policy is to outline The Wrekin Housing Group's approach to tenancy and estate management, ensuring that residents can maintain a positive tenancy, receive relevant and necessary advice where needed and enjoy a safe, secure and well maintained environment in which to live.
- 1.2 The aims of this Policy are to:
- Ensure that tenancies are managed effectively and consistently;
  - Ensure that sufficient and appropriate support is provided to customers to help them sustain their tenancies in accordance with their tenancy agreements;
  - Ensure that tenants keep to the tenancy conditions and appropriate action is taken if they are breached;
  - Ensure homes and communal areas are looked after resulting in a safe and pleasant environment for customers;
  - Ensure continued work with resident groups, tenants, leaseholders and partner agencies to continue in the delivery of effective estate management.

### 2. Scope

- 2.1 The Wrekin Housing Group recognises that tenancy and estate management is a vital part of housing management and a particularly important service from its residents' viewpoint. In providing tenancy and estate management services the Wrekin Housing Group aim to ensure that decent living conditions are provided for all residents so that they can enjoy their homes within a community in which they feel safe and secure.
- 2.2 Tenancy and estate management is not just about looking after the individual tenant and tenancy, but also the buildings and the physical environment. It also involves providing or arranging necessary advice and support to residents and involves working with other agencies.
- 2.3 The Group has a commitment to creating sustainable tenancies and communities, where residents choose to live and are proud to be part of. Where wider estate management issues are identified, the Group will work proactively with residents and key stakeholders, such as police, community support officers, local authorities, parish councils to support a resolution of these issues.

- 2.4 The Wrekin Housing Group will fulfill all statutory and contractual duties to tenants, leaseholders and shared owners, where appropriate, in the carrying out of tenancy and estate management services.
- 2.5 This policy will ensure compliance with the regulatory consumer standards and the Wrekin Tenants Charter.
- 2.6 The Wrekin Housing Group aim to deliver its services to the highest possible standard, within available resources, and aim to continually improve on its performance through involving and consulting with residents and keeping them informed about changes and improvements to tenancy and estate management services.
- 2.7 The key outcomes of the policy are:
- Properties which are well managed and maintained;
  - Communal areas which are well managed and maintained;
  - Tenancies which are sustained.
- 2.8 More detailed information in relation to all associated procedures identified below will be set out in the individual procedures.

### **3. Policy Statement**

#### **3.1 Expectations**

The tenancy agreement makes it clear what a tenant can expect of us and what we will expect of the customer.

Tenants must ensure the premises are used as their main home, the premises must not be sublet and permission from the Group must be sought before taking in a lodger. The Group is committed to preventing tenancy fraud and has a responsibility to report any concerns to the relevant authorities. Enforcement action will be taken to end the tenancy where we believe the premises have been abandoned.

The premises should be clean and in reasonable repair and decorative order. The Group has a same day repairs service and all repairs should be reported when necessary. Any repairs that the Group are not responsible for, or damage (deliberate or accidental) should be rectified immediately by the tenant. Failure to do so could result in the Group carrying out these repairs and recharging the tenant, and/or tenancy enforcement action being taken. The Group will support tenant requests to make improvements to the premises subject to all tenancy conditions being met.

The Group and tenants have a responsibility to ensure all communal areas are in good order and a safe and pleasant environment is maintained. Tenants should ensure they report any communal repairs and keep all communal areas free from household and domestic rubbish and any obstructions (including but not limited to mobility scooters, bikes, pushchairs or similar items).

The keeping of a domestic pet is allowed if the premises is a house but tenants will need the Groups permission to keep a pet in a flat. In all cases tenants must ensure that the pet is kept under control and does not cause a nuisance or annoyance to neighbours or damage to the premises or communal areas.

### 3.2 Support

The Group is committed to supporting tenants to maintain their tenancy conditions and is able to provide support to all tenants in various ways throughout the life of their tenancy.

Support commences for all new and transferring tenants via a visit from their housing officer within the first 4 weeks of the tenant moving into their new home. For new tenants a further 3 visits are carried out within the first 12 months of their tenancy to ensure the tenant is managing their tenancy and whether any support and/or advice is required.

The Group provides a home check service that ensures tenants are managing their tenancy in accordance with their tenancy conditions and are able to access all the support services available to them.

The Group is committed to supporting its tenants through our Tenancy Sustainment and Money Matters teams. The Group is able to refer tenants for in-depth housing support through its external partners ensuring tenants get the appropriate level of support whenever it is needed throughout the life of their tenancy.

In providing services, the Group aim to ensure decent living conditions for all residents so that they can enjoy their homes within a community in which they feel safe and secure. In so doing the Group will meet all of its statutory and contractual duties, complying with the law and regulatory performance standards.

### 3.3 Enforcement

Whilst the Group is able to provide various levels of support for a period of time tenants are ultimately responsible for ensuring they are able to maintain their tenancy in accordance with the requirements of their tenancy agreement.

In some cases enforcement action may be deemed necessary by the Group if the tenant fails to accept support and cooperate to bring about a successful conclusion to any tenancy breaches.

There are various tools available to the Group when looking to take tenancy enforcement action:

- Section 21 Notice, this is the notice that brings an Introductory or demoted tenancy to an end;
- Injunctions – compelling tenants to do or stop doing a specific action.
- Demotion – downgrading the security of the tenancy;
- Possession – bringing an Assured or Fixed Term tenancy to an end.

At all times support and advice will be offered to all tenants going through tenancy enforcement action.

#### **4. Roles and Responsibilities**

##### **4.1 The Wrekin Housing Group Board**

The Group Board has overall responsibility for ensuring the Group is compliant with its statutory, regulatory and legal requirements and meets its stakeholders' needs.

##### **4.2 The Group Chief Executive**

The Group Chief Executive will be responsible for:

- Ensuring that this policy is applied consistently across the Group;
- There is a management structure with delegated responsibilities for the implementation of this policy.

##### **4.3 Head of Housing**

The Head of Housing will be responsible for developing and reviewing this policy.

Delegated duties are given to those named in the Tenancy & Estate Management Procedures

#### **5. Provision of the policy**

##### **5.1 Full details of how this Policy is implemented are detailed in the Tenancy & Estate Management Procedures.**

<b>Policy category</b>	Housing Management
<b>Approved by</b>	Executive Management Group
<b>Date</b>	X July 2019
<b>Implementation date</b>	July 2019
<b>Review date</b>	March 2021
<b>Expiry date</b>	July 2021