



# TENANCY SUSTAINMENT POLICY

## FULL REVIEW TRACKING

<b>Last Full Review Date</b>	February 2016
<b>Policy Owner</b>	Claire Ironside
<b>Document Author(s)</b>	Joyce Cuthbert
<b>Communication &amp; Training Methods</b>	Circulation to OMT and housing/tenancy support teams
<b>Date Last Approved</b>	May 2016
<b>Approved By</b>	SMT
<b>Review Cycle</b>	3 years
<b>Next Review Date</b>	May 2019
<b>The Policy has a direct link to the following PoLHA policies and procedures</b>	Financial inclusion strategy; rent collection and arrears management policy
<b>This policy complies with the requirements of these legal and/or regulatory documents</b>	n/a
<b>Equality &amp; Diversity Impact (EI) Assessment Status</b>	<p>This document was EDI Assessed by Joyce Cuthbert using the organisation's set procedure in May 2016 and is considered to be free of anything which may lead to any unfair discrimination in its application.</p> <p>EI Assessment records are held by the Chief Executive's Office and can be accessed on request to the Head of Corporate Services.</p>

## REVISION TRACKING

Revisions are minor changes which are made between Full Reviews which might be needed because of new ideas or changes

<b>Revision Date</b>	<b>Part of doc revised</b>	<b>Reason for revision</b>	<b>Approved by</b>

## **1. BACKGROUND/INTRODUCTION**

1.1 There are three main drivers for promoting tenancy sustainment:

- By being more proactive in the prevention of homelessness and promoting tenancy sustainment, we are providing a better service to our tenants.
- It is sound business practice to prevent arrears, abandonments, evictions and neighbour problems where possible and to reduce the cost of repairs, lost rent and staff time in dealing with these.
- The Association is being consistent with government policy and regulatory requirements around homelessness and tenancy sustainment.

## **2. POLICY STATEMENT**

2.1 The overall aims of the policy are to:

- increase tenancy sustainment and help prevent homelessness through proactive housing management; provision of advice; partnership working and the identification of 'at-risk' households
- through engaging with our tenants, ensure that they are given the appropriate advice and assistance and the right tenancies and support to meet their needs
- improve business efficiency by reducing the number of tenancies given up within the first 12 months and the number of evictions and abandonments

## **3 RESPONSIBILITIES**

3.1 Services provided by the Association to help address tenancy sustainment are primarily the operational responsibility of the Housing Manager, with responsibility for the day to day delivery of these services resting with the members of the tenancy support team and the housing management team.

## **4 POLICY FRAMEWORK**

4.1 We undertake a range of measures to support the strategic aims:

- we have committed to providing a range of tenancy support and employability services
- we offer pre-tenancy advice on budgeting
- we offer settling-in visits within 4 weeks of the start of the tenancy
- we ensure wherever possible that new tenants have access to furniture and floor coverings
- we work closely with partner organisations around the provision of support
- we take proactive steps to address rent arrears to help avoid these escalating to the extent that tenants are evicted

## **5 MONITORING AND EVALUATION**

5.1 We measure and report regularly to the Senior Management Team and the Board on the following, benchmarking against previous year's performance and against that of our peer group of RSLs:

- Evictions – monitor the number of decrees granted and the number of evictions implemented;
- Abandoned tenancies – monitor the number of tenancies abandoned;
- Levels of tenancy sustainment (number of new tenants still in their tenancy after one year) and the reasons for termination.