

Grosvenor Hart Homes: Tenancy Management Policy



GROSVENOR

Grosvenor Hart Homes

Tenancy Management and Tenure Policy

1. Introduction

1.2 Grosvenor Hart Homes (GHH) is committed to providing secure, good quality homes and to supporting tenants to sustain their tenancies wherever possible. This policy sets out GHH's approach to tenancy management, including the types and length of tenancies we grant, how decisions are made, how we support tenants—particularly those who are vulnerable—and how tenants can challenge or appeal decisions.

1.2 This policy reflects GHH's values, our commitment to tenancy sustainment and prevention of unnecessary eviction, and our obligations as a Registered Provider of social housing. Grosvenor Hart Homes (GHH) Limited and GHH Properties North-West form GHH. GHH Limited is a Registered Provider (RP) of social housing and GHH's market rent properties sit within GHH Properties North-West. This Policy applies to the social and affordable housing owned by GHH Limited only.

2. Purpose of the Policy

2.1 This policy aims to:

- Provide clarity and transparency about the tenancies GHH offers (except market rent properties)
- Support stability and security for households, particularly those who are vulnerable
- Ensure compliance with regulatory and legislative requirements, in particular the Tenancy Standard
- Set out how tenants can appeal or complain about tenancy decisions
- Promote fair, consistent and person-centred decision-making

3. Scope

3.1 This policy applies to:

- All rented housing managed by GHH other than market rent properties, which includes specialist (referred to as Priority Group) and general needs (referred to as General Needs) affordable tenancies,
- New and existing tenants
- Prospective tenants applying for housing through nominations, referrals through local authority partners or other agreed routes

4. Types of Tenancy Granted

4.1 General Approach

4.1.1 GHH will grant:

- **Starter tenancies** that convert to **Assured tenancies** to General Needs tenants after a period of 12 months provided there have been no issues with the tenancy or

- **Assured Shorthold (Supported Tenancies)** to Priority Group tenants that last for a minimum period of 3 years for young people without families who we are supporting such as care leavers, and a minimum period of 6 years for tenants with families that we support, in line with our organisational strategy.

4.2 Probationary (Starter) Tenancies

4.2.1 Where GHH uses probationary tenancies:

- These will normally last **up to 12 months**
- GHH will undertake regular property visits to identify and address any issues with the tenant efficiently and effectively
- In exceptional circumstances, the probationary period may be extended to a maximum of **18 months**
- Any extension will be clearly explained in writing, and tenants will have the opportunity to request a review of the decision

4.2.2 Successful completion of the probationary period will normally result in the tenancy converting to a longer-term assured tenancy, subject to satisfactory conduct and compliance with tenancy conditions.

5. Length of Fixed Term Tenancies

5.1 GHH's approach to fixed term tenancies is outlined as follows:

- **Assured Shorthold (Supported Tenancies)** for Priority Group tenants that last for a minimum period of 3 years for young people without families who we are supporting such as care leavers, and a minimum period of 6 years for tenants with families that we support.
- Fixed term tenancies of **no less than two years** may only be granted in **exceptional circumstances**
- Decisions will be proportionate, transparent, and clearly explained to the tenant in writing

5.2 Examples of exceptional circumstances may include:

- Specific time-limited housing need
- Short-term support pathways linked to accommodation
- Property-specific or funding-related constraints

6. Circumstances for Granting Different Tenancy Types

6.1 When determining the type and length of tenancy offered, GHH will consider:

- The household's housing need and circumstances
- The need for stability, particularly for households with children
- Health, disability, age or support needs

7. Pre-tenancy assessments

7.2 To support tenancy sustainability, all potential tenants will be assessed so that we can identify any support needs. These assessments will include:

- Previous tenancy history and tenancy sustainment

- Property-specific or funding-related requirements
- Affordability checks which include income and expenditure assessments, proof of income and may also include credit checks
- DBS checks to understand any risks posed to the tenant and/or the community
- References to provide evidence that the applicant is able to maintain a tenancy
- Right to Rent Checks to evidence that the applicant has the legal right to rent in the UK

7.2 For some tenants referred by the local authority for GHH housing, a more detailed assessment will take place involving local authority social care teams.

7.3 GHH allocates its properties through a multi-agency Matching Panel process. The GHH Matching Panel takes a collaborative approach to identifying and supporting suitable candidates into GHH housing. *More details can be found in the GHH Allocations and Lettings Policy.*

7.4 Before GHH issues a tenancy, tenants are expected to pay one month's rent in advance, which is due on the 1st of every month. If a tenancy starts mid-month, this will be prorated.

7.5 Where a new tenant is eligible to claim Housing Benefit or the housing costs element of Universal Credit, they will be required to provide all relevant information to support a claim when signing for the tenancy and update their journal when the tenancy starts to ensure that the claim is processed in time to pay their rent charges.

7.6 Every new tenant is expected to set up a standing order to pay their rent. GHH will offer support to do this where necessary.

7.7 If an applicant fails to provide all relevant information or following investigation it is in our opinion that a tenancy is not sustainable, GHH will withdraw the offer of accommodation (where this is possible). We may also withdraw any offer of accommodation if the applicant refuses to pay the first instalment of the payable rent due.

8. Review and Renewal of Fixed Term Tenancies

8.1 Notice Before Tenancy End

8.1.1 Before a fixed term tenancy ends, GHH will give the tenant **written notice** stating whether:

- GHH proposes to grant another tenancy (in the same or a different property), or
- GHH proposes to end the tenancy

8.1.2 This notice will be issued within a reasonable timeframe to allow the tenant to plan and seek advice. GHH will also offer the tenant support to access advice.

8.2 Granting Another Tenancy

8.2.1 In deciding whether to grant another tenancy, GHH will consider:

- How the tenancy has been conducted

- Rent payment history
- Engagement with support
- Property condition and compliance with tenancy obligations
- The household's current housing need
- The availability and suitability of the property

9. Appeals and Complaints

9.1 Tenants and prospective tenants have the right to:

- Appeal the **length of a fixed term tenancy offered**
- Appeal the **type of tenancy offered**
- Appeal a decision **not to grant another tenancy** at the end of a fixed term

9.2 Tenants and prospective tenants can appeal by writing or telephone to the Head of Housing. If they are still not happy with GHH's response to the appeal, the tenant or prospective tenant will be directed to the GHH Complaints Policy.

10. Supporting Vulnerable Households and Families

10.1 GHH recognises the importance of stability for:

- Households with children
- Older people
- People with disabilities, long-term illness or support needs

10.2 We will take these needs into account by:

- Offering bespoke support to our affordable housing tenants
- Adopting a trauma-informed and person-centred approach to housing management and support
- Using a considered approach to housing management to promote housing stability and tenancy sustainment
- Working in partnership with external services where appropriate

11. Advice and Assistance if a Tenancy Is Not Renewed

11.1 Where GHH decides not to grant another tenancy at the end of a fixed term, we will:

- Provide clear written reasons for the decision
- Offer advice on housing options and alternative accommodation
- Where appropriate, support referrals to local housing authorities or support services
- Allow sufficient time for tenants to seek advice and make arrangements

11.2 Where tenants are unhappy with a decision not to grant another tenancy, they will be referred to the appeals process outlined above.

12. Succession and Discretionary Succession

12.1 Succession is defined by how a tenancy passes to someone else on the death of the original tenant and an eligible person has a right either by law or given in the tenancy agreement to

take over the tenancy. Our tenants will have different succession rights depending on the type of tenancy agreement they hold.

12.2 A tenant is a 'successor' for the purposes of this policy if they:

- a) are a person who was a joint tenant and became a sole tenant when one joint tenant dies - called the right of survivorship or
- b) are a spouse or partner and succeed under a statutory succession right
- c) were granted the tenancy under a contractual right of succession granted by GHH in any tenancy agreement
- d) became the tenant under the will or on the intestacy of a former tenant of the premises or
- e) We exercised our discretion in limited specific circumstances.

12.3 GHH recognises that following death of a tenant, their family members may be grieving and any requests for succession should be handled with sensitivity and care.

12.4 GHH will:

- Apply statutory succession rights in line with the following legal and regulatory framework:
 - Housing Act 1988 for Assured Tenants amended by The Civil Partnerships Act 2004 to extend statutory succession rights to couples in a registered civil partnership and The Marriages (Same Sex and Couples) Act 2013 which states all references to marriage in legislation shall be read as including a reference to marriage of a same sex couple.
 - Localism Act 2011 – which altered the mechanics of the process for contractual succession rights for family members of assured tenants if their tenancies started on or after 1 April 2012. The Localism Act also amended the 1988 Housing Act (s17) to extend the statutory right of succession of Assured Tenants to tenants with a fixed term assured shorthold tenancy of 2 years or more.
- Consider **discretionary succession** where appropriate, particularly where:
 - The household includes vulnerable members
 - There is a clear housing need
 - Granting succession would promote stability and wellbeing

12.5 Each case will be considered on its individual merits and GHH aims to be fair and transparent in its decision making.

12.6 GHH restricts tenancy assignments to mutual exchange, to a potential successor, or by court order, which must be authorised by us in writing via a deed of assignment.

12.7 Details about our approach to Mutual Exchanges can be found in our Allocation and Lettings Policy.

13. Security of Tenure on Moves and Decants

13.1 Tenants who were social housing tenants at the commencement of section 154 of the Localism Act 2011 and have remained social housing tenants since that date will be granted a tenancy with **no less security** when moving to another social rented home (excluding Affordable Rent)

13.2 Tenants temporarily moved due to redevelopment or major works will be granted a tenancy with **no less security of tenure** when returning to settled accommodation.

14. Tenancy Sustainment and Fraud Prevention

14.1 GHH will:

- Take early, proactive action to sustain tenancies
- Provide support and intervention to prevent eviction wherever possible
- Tackle tenancy fraud proportionately and robustly

14.2 Eviction will always be a **last resort**, used only where all reasonable steps to sustain the tenancy have failed.

15. Links to Other Policies

15.1 This policy should be read alongside:

- GHH Allocations & Lettings Policy
- GHH Income Management Policy
- GHH Neighbourhood Management Policy
- GHH Anti-Social Behaviour Policy
- GHH Safeguarding Policy
- GHH Complaints Policy
- GHH Acceptable Behaviour Policy

16. Review schedule

16.1 This policy will be reviewed every three years or more frequently as a result of feedback obtained, internal/external audits and change in legislation or regulatory requirements. This process ensures the policy's continuing suitability, adequacy, and effectiveness.

16.2 The GHH Director of Housing and Support Services has responsibility for this policy, and ultimate responsibility for performance and compliance sits with the board.

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