



Tenure Policy

Tenure Policy Summary Statement

Home Group offers a range of tenancies to ensure that we are using the most appropriate form of tenure for all our customers. We take account of local authority strategies to meet the housing needs of the communities we work in.

Across Home Group we work to actively support vulnerable customers through appropriate advice and support.

Customers (rented) may take in lodgers or sublet part of the property (or the whole property in Scotland) subject to our written permission.

A clear set of policy standards help us to deliver on our customer promise. We will:

- Offer **appropriate tenancy types** that make the best use of our housing stock and promote sustainable communities
- Provide our agreements in a **variety of languages and formats** to meet the needs of our customers.
- Support our customers' **right of appeal** where eligible and according to tenure
- Set out any **rent or service charge** payable in our tenure agreements
- Offer **starter tenancies** in general needs and older people's housing (England only) to all new social tenants in agreement with local authorities. Starter tenancies will usually be for a maximum of 12 months
- Offer **5 year fixed term tenancies** in agreement with local authority partners. We will provide a minimum of 6 months notice on the expiry of a fixed term tenancy.
- Work in partnership with other organisations to develop **new occupancy agreements** to meet housing and support needs
- Follow clear processes that support the **succession rights** of spouses and civil partners in specified circumstances
- Offer customers the opportunity to move home via **mutual exchange** wherever eligible
- Support customers' rights to **assign their tenancies** depending on the type of tenancy agreement
- Take steps to ensure that we tackle **tenancy fraud and unlawful subletting**
- Provide fair, reasonable and appropriate **house rules** and ensuring that customers are involved in developing and reviewing house rules

The full Tenure Policy can be obtained by emailing policy@homegroup.org.uk