

Tenure Policy



home
group



Tenure Policy Summary Statement

Home Group offers a range of tenure types to ensure that we are using the most appropriate form of tenure for our customers and clients. 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 and clients through appropriate advice and support. We will normally only evict as a last resort.

Customers 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 and client promise. We will:

- Offer **appropriate tenure 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 and clients
- Support our customers' and clients' **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 predetermined areas and 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.
- Offer family intervention tenancies in some circumstances to provide intense behavioural support
- Work in partnership with other organisations to develop **new occupancy agreements** to meet housing and support needs
- Follow clear processes which 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** in our care and support services and ensuring that clients are involved in developing and reviewing house rules

The full Tenure Policy can be obtained by contacting the Policy and Compliance Team on 0845 155 1234 or by emailing policy@homegroup.org.uk