**Wrap Around Supporting People**

**Tenancy Policy**

Wrap Around Supporting People will let their homes in a fair, transparent and efficient way. We will take into account the housing needs and aspirations of tenants and potential tenants. We will demonstrate how our lettings:

(a) make the best use of available housing

(b) are compatible with the purpose of the housing

(c) contribute to local authorities’ strategic housing function and sustainable communities

Our application process will be clear and simple, our decision-making and appeals processes will be shared with individuals and professionals.

We will endeavour to enable our tenants to gain access to opportunities to exchange their tenancy with that of another tenant via Wrap Around Supporting People’s employees.

Tenure

We will offer tenancies or terms of occupation to the best of our ability whilst managing the stock of accommodation available at the time of request, the needs of individuals, the sustainability of the community, and the efficient use of their housing stock. We will regularly review the suitability of our stock and reflect the needs of our potential and existing tenants.

We will ensure our tenancy agreements meet applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation.

Specific expectations

Allocation and mutual exchange

We will work closely and co-operate with local authorities’ strategic housing function, and their duties to meet identified local housing needs. This includes assistance with local authorities’ homelessness duties, and through meeting obligations in nominations agreements.

We will develop and deliver services to address under-occupation and overcrowding in their homes, within the resources available to them. These services should be focused on the needs of their tenants, and will offer choices to them. As we are a small supported living service with limited flexibility we will regularly review if our service is fit for purpose and gain insights from surrounding local authorities.

We will clearly set out, and give reasons for, the criteria they use for excluding actual and potential tenants from consideration for allocations, mobility or mutual exchange schemes.

We will develop and deliver allocation processes to aid and supports our effective service to actual and potential tenants, including those with support needs, those who do not speak English as a first language and others who have difficulties with written English.

We will minimise the time that properties are empty between each letting. We will ensure a pipeline of progression onto more suitable housing stock to support movement into independent living.

As and when applicable we will record all lettings and sales as required by the Continuous Recording of Lettings (CORE) system.

We will provide tenants wishing to move with access to clear and relevant advice about their housing options.

As and when applicable we will subscribe to an internet based mutual exchange service (or pay the subscriptions of individual tenants who wish to exchange), allowing:

(a) a tenant to register an interest in arranging a mutual exchange through the mutual exchange service without payment of a fee

(b) the tenant to enter their current property details and the tenant’s requirements for the mutual exchange property they hope to obtain

(c) the tenant to be provided with the property details of those properties where a match occurs

As and when applicable we will ensure the provider of the internet based mutual exchange service to which they subscribe is a signatory to an agreement, such as HomeSwap Direct, under which tenants can access matches across all (or the greatest practicable number of) internet based mutual exchange services.

As and when applicable we will take reasonable steps to publicise the availability of any mutual exchange service(s) to which it subscribes to its tenants.

As and when applicable we will provide reasonable support in using the service to tenants who do not have access to the internet.

Tenure

We will publish clear and accessible policies which outline their approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud, and set out:

(a) The type of tenancies they will grant.

(b) Where they grant tenancies for a fixed term, the length of those terms.

(c) The circumstances in which they will grant tenancies of a particular type.

(d) Any exceptional circumstances in which they will grant fixed term tenancies for a term of less than five years in general needs housing following any probationary period.

(e) The circumstances in which they may or may not grant another tenancy on the expiry of the fixed term, in the same property or in a different property.

(f) The way in which a tenant or prospective tenant may appeal against or complain about the length of fixed term tenancy offered and the type of tenancy offered, and against a decision not to grant another tenancy on the expiry of the fixed term.

(g) Our policy on taking into account the needs of those households who are vulnerable by reason of age, disability or illness, and households with children, including through the provision of tenancies which provide a reasonable degree of stability.

(h) The advice and assistance we will give to tenants on finding alternative accommodation in the event that they decide not to grant another tenancy.

(i) Our policy on granting discretionary succession rights, taking account of the needs of vulnerable household members.

Subject to the stock we may hold we will consider granting general needs tenants a periodic secure or assured (excluding periodic assured shorthold) tenancy, or a tenancy for a minimum fixed term of five years, or exceptionally, a tenancy for a minimum fixed term of no less than two years, in addition to any probationary tenancy period.

Before a fixed term tenancy ends, we will provide notice in writing to the tenant stating either that we propose to grant another tenancy on the expiry of the existing fixed term or that we propose to end the tenancy.

Where we may use probationary tenancies, these shall be for a maximum of 12 months, or a maximum of 18 months where reasons for extending the probationary period have been given and where the tenant has the opportunity to request a review.

Where we may choose to let homes on fixed term tenancies (including under Affordable Rent terms), we shall offer reasonable advice and assistance to those tenants where that tenancy ends.

If and when applicable we will make sure that the home continues to be occupied by the tenant they let the home to in accordance with the requirements of the relevant tenancy agreement, for the duration of the tenancy, allowing for regulatory requirements about participation in mutual exchange schemes.

We will continue to develop and provide services that will support tenants to maintain their tenancy and prevent unnecessary evictions.

Subject to our stock grant those who were social housing tenants on the day on which section 154 of the Localism Act 2011 comes into force, and have remained social housing tenants since that date, a tenancy with no less security where they choose to move to another social rented home, whether with the same or another landlord. (This requirement does not apply where tenants choose to move to accommodation let on Affordable Rent terms).

We will grant tenants who have been moved into alternative accommodation during any redevelopment or other works a tenancy with no less security of tenure on their return to settled accommodation.