

## Tenancy Offer Policy

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Author (Leadership Team member):	Director of Customer Services					
Which Strategy does this support?	Landlord Resident Strategy					
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<b>IMPACT ASSESSMENTS</b>						
Equality Impact Assessment						
STAGE 1 completed?	STAGE 2 required?	No	<input type="checkbox"/>	Yes	<input type="checkbox"/>	
<input type="checkbox"/>		If not required, state reason:	This Policy update has been to move to the new template. EQIA was completed in March 2024.			
Customer Impact Assessment						
1) Is this one of the agreed policies requiring resident consultation? Please refer to: <a href="#">Our policies - Settle</a>		Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	
2) If yes, please confirm resident consultation has taken plan		<input type="checkbox"/>	<b>Briefly detail changes arising from resident feedback:</b> This Policy update has been to move to the new template. Resident consultation was completed in March 2024.			
<b>APPROVAL</b>						
Approval journey:	Executive Team	Committee				Board
		ARC	DAC	Ops	NRC	
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Date approved:	ED Customer Services					
Which Regulatory Standard does this Policy support?	<b>Economic</b>					
	Governance & Viability	Rent			Value for Money	
	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	
	<b>Consumer</b>					
	Neighbourhood & Community	Safety & Quality	Tenancy	Transparency, Influence & Accountability		
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Associated legislation	Housing Act 1988					

<b>Associated procedures</b>	Allocations, Mutual Exchange, Tenancy Change, Tenancy Ready, and Succession procedures
<b>Does this Policy contains delegated authority?</b>	

# Tenancy Offer Policy

## Introduction

Our purpose is to give residents a firm foundation on which to build their lives. Our vision is a safe, comfortable, and affordable home for every household.

This Policy sets out our position for how we offer tenancies to residents, how we consider requested changes to tenancies and the key aspects of the tenancy agreement, and the law that we must consider when making these decisions.

## Purpose

We recognise the importance of supporting residents in making informed decisions about their situation and will provide support as needed to help them manage their tenancy.

This Policy aims to:

- Offer tenancies which make the most efficient use of our housing stock
- Support tenants to remain in their home
- Contribute to local authorities strategic housing functions to let homes effectively
- Ensure effective processing of tenancy-related requests

## Scope

This Policy covers all tenure types offered by Settle, including social rent, affordable rent and temporary accommodation for future and current residents.

It covers the procedures for offering a tenancy, changing a tenancy or exchanging a tenancy.

Shared owners and leaseholders are outside of scope for this Policy and are covered in the Shared Ownership Policy.

## Section 2 – Policy

### 2.1 Policy Principles

The Regulator of Social Housing sets regulatory standards, which define the expectations and required outcomes that landlords must deliver. This Policy demonstrates through the principles and outcome our commitment to the Transparency, Influence and Accountability Standard to:

- Provide stable and comfortable homes through the offer of a tenancy – supporting sustainable neighbourhoods;
- Give residents the right support and advice (including independent advice) to make decisions;
- Ensure fairness and consistency in the allocation of new social housing tenancies;
- Residents can remain comfortably in their homes for as long as they need; and
- Enhanced assistance and support to residents with additional need.

### 2.2 Policy Detail and Outcome

2.2.1 Assured (non-shorthold) tenancies are offered to residents moving into a socially rented or affordable home. Under this agreement, resident(s) who keep to their tenancy terms will be able to live in their home for the rest of their life should they choose to.

There are some exceptions which include, but are not limited to:

- Those with limited leave to remain where an assured shorthold tenancy can be offered;
- Settle residents in temporary accommodation or who require a temporary supported move (decant) from their main home will sign to a license agreement; and
- Residents transferred to us through a stock acquisition with existing fixed term tenancies – we will offer an assured tenancy on completion of the fixed term.

### 2.22 Fixed-Term Tenancies

We no longer offer fixed-term tenancies to Settle residents. Any remaining fixed-term tenancies are being reviewed in-line with our fixed-term tenancy procedure, with residents moving to an assured tenancy where applicable. Some fixed-term tenancies may not move to an assured tenancy if there are issues such as significant arrears, or lack of engagement from the resident. The Renters' Rights Bill, expected to become law in 2025, will remove fixed-term tenancies. Any fixed-term tenancies that remain when the Renters' Rights Bill becomes law will automatically become periodic. If this applies to any Settle resident, we will write to them confirming the change.

### 2.23 Joint tenancy

A joint tenancy is where two or more (legally up to four) have signed the agreement. We will generally only offer joint tenancies between married couples, civil partners and people in a relationship who live together as partners. Joint residents have the same responsibilities even if they decide to leave the home. Any requests to change a tenancy from sole to joint, joint to sole or assigning a tenancy will be reviewed in line with our tenancy change procedure – we will suggest independent legal advice where appropriate.

### 2.24 Succession

Succession is when another person holds the right to take over a tenancy following the death of the tenant. Succession rights are set out in each tenancy agreement and requests are processed in line with the Housing Act. We may apply discretion in exceptional circumstances, which may include, but is not limited to where a resident is in housing need and eligible for a home in line with the Lettings Policy; and would be considered a priority need by the local authority.

## 2.25 **Mutual exchange**

A mutual exchange is a voluntary arrangement between tenants who swap homes, each accepting the property condition that it is left in by the outgoing tenant(s). Details of residents' rights to mutually exchange are set out in our tenancy agreements in accordance with the Housing Act. We follow our mutual exchange procedure with residents informed of our decision within 42 days of the application.

## 2.26 **Assignment**

An assignment is a way that a person can transfer their tenancy to another person. The most common way a tenancy is assigned via an order from the court, and we will suggest independent legal advice where it is appropriate. We may consider applications for a deed of assignment for other reasons, depending on the terms of the tenancy agreement and the reasons for the request. This may include, but is not limited to, where the tenant has a severe impairment or illness that affects their ability to manage their tenancy or if there is a need for a guardian to move into a property to look after the tenant's dependent children.

# Section 3 – Roles and responsibilities

## 3.1 **Key Roles and Responsibilities**

- This Policy is intended for all residents and colleagues.
- The Customer Service Hub Manager is responsible for monitoring the performance objectives of tenancy changes and report on the number of tenancies issued as part of a mutual exchange.
- The Lettings Manager is responsible for the performance objectives for offering tenancies for the right tenure.
- Settle's Executive Director of Customer Services has strategic oversight of this Policy.
- Settle's Operations Committee has oversight of compliance with this Policy

# Section 4 – Compliance and Enforcement

## 4.1 **Compliance**

- Residents have a right to request a review of a final decision regarding their tenancy offer or change request. This review will be carried out by a manager who did not sign off the original request.
- We track the remaining number of fixed term tenancies through PowerBi and these are monitored at the Tenant and Resident Assurance Panel (TRAP).
- The Settle Board agrees compliance against the requirements of the Regulatory Consumer Standard on an annual basis.

# Section 5 – Related Policies, Procedures and Key Documents

## **Related Policies**

Affordability Policy

Common Housing Allocation Scheme Policy

Decant Policy

Lettings Policy

Mutual Exchange Policy

Temporary accommodation Policy

**Related Procedures**

Allocations Procedure  
 Mutual Exchange Procedure  
 Succession Procedure  
 Tenancy Change Procedure  
 Tenancy Ready Procedure

**Related Documents**

Landlord Resident Strategy  
 Tenancy agreement

**Section 6 – Review, Approval, Publication****6.1 Review and Approval**

This Policy will be reviewed every 3 years, or sooner should there be a material change, or if a more frequent review is required.

**Section 7 – Document Control**

<b>Document Name</b>	Tenancy Offer Policy
<b>Approval Date</b>	04/07/2025
<b>Approved By</b>	Executive Director of Customer Services
<b>Version Number</b>	1.0
<b>Version History</b>	March 2024
	June 2025

IMPACT ASSESSMENT EVIDENCE					
EQUALITY IMPACT ASSESSMENT ATTACHED		Stage 1		Stage 2	
		<input type="checkbox"/>		<input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
CUSTOMER IMPACT ASSESSMENT Resident feedback		Attached <input type="checkbox"/>		N/A <input checked="" type="checkbox"/>	
PUBLISHING REQUIREMENTS					
INTERNALLY	<input checked="" type="checkbox"/>	WEBSITE	<input checked="" type="checkbox"/>	SETTLE CONNECT	<input type="checkbox"/>

OFFICE USE ONLY	
RELEVANT 'APPROVAL LOGO' ADDED TO COVER	<input type="checkbox"/>
Keywords for search function	

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