



## Tenure Policy

### Tenure Policy Summary Statement

Home Group supports all of our customers to lead independent lives in homes they aspire to live in. We work together with our local authority partners to meet the housing needs of the communities we work in. We pay due regard to our legal obligations as well as local authority tenancy strategies to help us meet the needs of local communities whilst delivering the right outcomes for Home Group's customers.

We offer a range of tenure types to ensure we are using the most appropriate form of tenure in our rented and supported housing services. We are committed to promoting equality, preventing unlawful discrimination and making sure that customers are informed and appropriately supported whether signing up, changing or ending their tenancy agreement.

A clear set of **policy standards** helps us to deliver on key elements of our customer promise. We will:

- Offer **appropriate tenancy types** that make the best use of our housing stock and promote sustainable communities
- Offer **lifetime tenancies** as our primary offer for general needs properties
- Provide our agreements in a **variety of languages and formats** to meet the needs of our customers.
- Set out any **rent or service charge** payable in our tenure agreements
- In some circumstances Offer **starter tenancies** in general needs and older people's housing (England only) in agreement with local authorities. Starter tenancies will usually be for a maximum of 12 months
- In some circumstances 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**
- Take precautions to minimise the risk of **squatting and unauthorised occupants**.

- Provide fair, reasonable and appropriate **house rules** and ensure that customers are involved in developing and reviewing house rules
- Work together with customers to support them to remain in their homes and offer appropriate advice and support to fulfill the conditions of their tenancy agreement. In all cases we will **end tenancies** in line with our legal requirements, the tenure policy and our written guidance.
- Support our customers' **right of appeal** where eligible and according to tenure

The full Tenure Policy can be obtained by emailing [policy@homegroup.org.uk](mailto:policy@homegroup.org.uk)