

TENANCY POLICY

Tenancy Policy

Responsible Officer	Group Director Housing
This policy is applicable to	Karbon Group
Policy version	3
Date this version implemented	28 th September 2026
Date of next review	July 2027

Executive Summary

Policy Statement

The Karbon Homes Group's (the Group) Tenancy Policy explains the types of tenancies available, how they are used, and the support customers can expect throughout their tenancy. The policy is designed to ensure that homes are allocated fairly, efficiently, and in a way that meets individual housing needs while complying with legal and regulatory requirements.

Most new customers will be offered a **Starter Tenancy**, which normally lasts for 12 months before converting to a more secure **Assured Tenancy** if the tenancy has been managed successfully. The Group also uses other tenancy types, including fixed-term, supported housing, secure, protected, and joint tenancies, depending on a customer's circumstances and the type of accommodation provided.

The Group is committed to helping customers maintain successful tenancies. Throughout the tenancy, customers can access advice, support, and assistance designed to help them remain in their homes and prevent unnecessary evictions wherever possible. Particular consideration is given to the needs of vulnerable customers, including older people, people with disabilities or health conditions, and households with children, to help provide stability and appropriate housing solutions.

Where fixed-term tenancies are used, customers will be informed of the tenancy length and will receive advance notice about whether the tenancy will be renewed. If a tenancy is not renewed, the Group will provide advice and practical support to help customers find alternative accommodation. Customers also have the right to appeal decisions relating to tenancy type, tenancy length, or renewal decisions, and can use the Group's complaints process if they are dissatisfied.

The policy also sets out customers' responsibilities, including providing notice when ending a tenancy, and confirms the Group's commitment to tackling tenancy fraud, protecting customer information, promoting equality and inclusion, and ensuring services remain accessible to all. Overall, the policy aims to provide customers with the right home, the right tenancy, and the support needed to sustain their housing successfully.

The Tenancy Policy provides a framework which enables Group customers to receive a tenancy which is appropriate for their housing need and financial circumstances.

The policy ensures that affordable housing is accessible and that customers receive advice and assistance to access the range of tenancies on offer to ensure they have the right home at the right time.

Risk the policy is designed to control

6. Governance and Compliance – failure to comply with statutory and regulatory requirements and failure in the arrangements for managing the organisation at the highest level

Key performance measures

Not applicable.

Definitions

See section 3.3

Abbreviations

RSH Regulator of Social Housing

Policy Detail

1.0 Purpose of policy

- 1.1 This policy sets out the type of tenancies that the Group uses, the circumstances in which they are used and outlines the Groups' approach to tenancy management.

2.0 Objectives

- 2.1 To ensure the Group:

- Makes efficient use of the properties it owns or manages;
- Meets the needs of individual households;
- Makes tenants aware of their responsibilities;
- Applies a consistent and fair approach to offering and sustaining tenancies;
- Meets the needs of Local Authority Tenancy Strategies;
- Fulfils the requirements of any relevant legislation.

- 2.2 The policy meets the requirement of the Regulator of Social Housing that registered providers publish clear and accessible policies which outline the organisation's approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions and tackle tenancy fraud.

2.3 The Tenancy Policy sets out:

- The types of tenancies the Group will grant.
- Where tenancies are granted for a fixed term, the length of that term.
- The circumstances in which the Group will grant tenancies of a particular type.
- Any exceptional circumstances in which the Group will grant fixed term tenancies for a term of less than five years following any probationary period.
- The way in which a tenant or prospective tenant may appeal against or complain about the length of fixed term tenancy offered, the type of tenancy offered, or a decision not to grant another tenancy on the expiry of the fixed term.
- The Group 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.
- The advice and assistance which will be provided to tenants on finding alternative accommodation in the event that the Group decides not to grant another tenancy.
- The Group policy on granting discretionary succession rights, taking account of the needs of vulnerable household members.

3.0 Policy detail

- 3.1 The Group provides both general needs housing and specialist housing and support services for older people and those living with a range of disabilities and support needs. The Group will offer the most appropriate type of tenancy or occupancy agreement to meet individual and household needs. The Group will take into account the needs of those households that are vulnerable by reason of age, disability or illness, and households with children and aims to provide tenancies which will provide a reasonable degree of stability
- 3.2 The Group will engage with customers throughout the life of the tenancy to offer appropriate support, advice and help to sustain tenancies and prevent unnecessary evictions.
- 3.3 The Group uses the following tenancy and occupation agreements:
- **Starter (Assured Shorthold) Tenancy** – is typically granted to all new tenants. They usually last for 12 months from the start of the tenancy. Provided that the Starter Tenancy period has not been extended or there has not been legal action taken to end the tenancy, the tenancy will be converted to an Assured Tenancy after the initial 12 months.
 - **Assured Shorthold Tenancy** – is granted to tenants receiving floating support or accommodation-based support within Supported Housing and to tenants in temporary accommodation managed by a managing agent. In all cases the assured shorthold tenancy should last for the duration of the support provided there is no breach of tenancy.

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- **Assured Tenancy** - is granted to tenants when they have successfully completed the probationary period of a Starter (Assured Shorthold) Tenancy or to tenants who have transferred to a Group property from another housing provider if they have previously had an Assured Tenancy. Tenants in long-term supported accommodation will also be offered an Assured Tenancy.
- **Assured Protected Tenancy** is held by previous secure tenants of the local authority at the time a stock transfer has occurred and existing Assured Protected Tenants who transfer from a previous property within Group stock to a new property within Group stock which is eligible for an Assured Protected Tenancy.
- **Secure Tenancy** – is a type of tenancy which was granted to Housing Association tenants who were issued a tenancy before 15 January 1989.
- **Fixed Term Tenancy** – is a tenancy which allows social housing providers to offer prospective tenants a tenancy for a fixed period. The fixed term period is usually for a minimum period of 5 years but in exceptional cases this may be for a period of 2 years in addition to any probationary period. A shorter fixed term may be offered where properties are managed by the Group on behalf of another organisation, those properties subject to a lease arrangement and to some larger high demand properties.

For any fixed term tenancy over 2 years, the Group will provide a notice in writing prior to the end of the fixed term tenancy to confirm whether they intend to grant another tenancy on the expiry of the fixed term or whether they propose to end the tenancy.

If a tenancy is not to be renewed, the Group will provide advice and support to the customer to help them find alternative accommodation by assisting with completion of housing application forms or assistance to register on the relevant Choice Based Lettings Scheme.

A tenant, or prospective tenant, may appeal against the length of a fixed term tenancy and the type of tenancy offered. If a tenant wishes to appeal the length of the fixed term tenancy or the decision not to renew a fixed term tenancy, they should notify us at the earliest opportunity giving reasons for the appeal. This will be considered by a senior manager not involved in any previous decisions relating to the tenancy. Alternatively, a tenant or prospective tenant can make a complaint about the tenancy type offered in which case the complaint will be considered in line with our complaints process.

- **Licences** - a licence is used as a temporary measure for a time limited period, for example, when a tenant needs to be decanted (rehoused) for a temporary period. Licences are also used in Supported Housing where there is no exclusive possession.
- **Demoted tenancies** - granted by a Court following breach of an assured tenancy condition arising from anti-social behaviour. A demoted tenancy gives the same rights as an assured shorthold tenancy. Demoted tenancies usually last for one

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year and will convert to an Assured Tenancy provided that there have been no further issues.

- **Garage tenancies** - granted to those renting a garage which is not situated within the curtilage of the property.
- For **54North Homes** the following also applies:
 - Assured Shorthold tenancies are also issued to 54North Homes customers living in market rent homes.
 - Licences are also issued to tenants of almshouses, where 54North Homes is the managing agent.
 - Students at McHugh Court are issued with licences for the academic year.

3.4 Joint tenancies

Applicants for a Group property may apply to be joint tenants of the property. The Group will grant a joint tenancy in most cases and will advise of the reasons why when this is not possible. Tenancies granted to a single tenant cannot subsequently become a joint tenancy.

3.5 Tenancy Agreement

Tenants have a right to occupy their home, and a tenancy will generally only be ended by the Group if one or more of the conditions in the tenancy agreement have been broken or if the tenant no longer occupies the property as their sole or principal home.

3.6 Rents charged

Rents for all properties will be set and reviewed in line with the Groups' Rent Policy.

3.7 Ending tenancies

Tenants are generally required to give 4 weeks' notice to terminate their tenancy except in exceptional circumstances, for example, admission to residential care, the death of the tenant, internal transfers or where there is a reciprocal agreement with other housing providers.

Termination of a joint tenancy submitted by one tenant ends the tenancy for all joint tenants. Under tenancy agreements, the obligations upon tenants in terms of what they need to do to provide notice to terminate may vary so Tenants should check the terms of their individual tenancy agreement to ensure that they follow the provisions of the tenancy agreement.

3.8 Succession

There is only one right to succession in law. Where the succession right has already been exercised the Group may exercise its discretion to offer a new

tenancy of the property, or an alternative property which is suitable for the applicant, in exceptional circumstances only.

Some tenants may have additional rights of succession in line with their tenancy agreement. Rights of succession are further explained in the Groups' Succession Policy.

3.9 Allocations and lettings

The Group complies with all legal and regulatory requirements when letting and allocating homes. Further detail is available in the Groups' Allocations and Lettings Policy.

3.10 Tenancy fraud

The Group will not tolerate social housing tenancy fraud and will take appropriate action where it is identified as outlined in the Groups' Tenancy Fraud Policy.

4.0 Customer Vulnerabilities

4.1 This policy is applied in line with our Customers in Vulnerable Circumstances Policy. We want people to be treated fairly, have equality of opportunities, freedom, respect, and access to our services.

4.2 We will support people in vulnerable circumstances to help us deliver this service. We will work alongside external agencies such as social services, the police and fire services and other appropriate agencies to help and support people in vulnerable circumstances and to ensure we meet our statutory and regulatory requirements as a social landlord.

4.3 Policies and key information are made available on our website.

5.0 Monitoring and Review

5.1 This policy will be reviewed at least every 3 years. The review will be brought forward if there are significant changes to good practice, regulatory or legislative requirements.

5.2 The Group Director of Housing is responsible for delegating the implementation, monitoring and review of this policy.

6.0 Equality and Diversity

6.1 This policy is applied in line with our Inclusion and Belonging Policy. This includes the legal requirements of the Equality Act 2010, Workers Protection Act 2023 and the Public Sector Equality Duty.

6.2 At the Karbon Group we aim to eliminate discrimination, promote equality of opportunity, foster good relations and define the nine protected characteristics of

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age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

- 6.3 If you would like this or any other policies in a different language or format please contact inclusion@karbonhomes.co.uk.

7.0 Data Protection and Privacy

- 7.1 We have a clear policy on data protection and sharing data with other partners/third parties under the requirements of the UK General Data Protection Regulation, the Data Protection Act 2018 and other associated legislation. This is clearly set out in the Data Protection Policy for the Karbon Group which, along with its associated procedures, must be followed throughout the operation of this policy.