

[Tenancy Sustainment Policy](#)

Purpose	This policy outlines how Eastlight Homes will ensure our continued commitment to deliver sustainable and successful tenancies that make a positive difference to our customers' lives and their communities.
Owner	Tenancy Sustainment Manager
Related documents	<ul style="list-style-type: none"> • Tenancy Sustainment Procedure • Safeguarding Adults and Children Policy and Procedure • Domestic Abuse Policy • Lettings Policy
Approved by	Director of Housing, Executive Director of Operations
Date approved	2.01.2021
Review frequency	3 yearly or as legislation changes
Last review	n/a
Next review	October 2023
Version	Draft v.2
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1. Introduction

- 1.1 Eastlight Community Homes is committed to providing an effective Housing management service to all customers, through the provision of Tenancy Sustainment where required.

The Tenancy Sustainment Policy's main objectives will be to minimise tenancy breakdown, prevent homelessness and promote stable and sustainable communities through:

- **Prevention** – ensuring that at pre-allocation and commencement stage of any tenancy, steps are taken to identify any issues that may affect tenancy sustainment.
- **Tenancy Support** – ensuring that all customers are supported throughout. their tenancy, individual support needs are identified and where appropriate, referrals are made on behalf of the customer to partner agencies that can assist with that support.
- **Partnership working** – to demonstrate effective partnership working and to establish good working relationships with agencies that can contribute and assist our customers in sustaining their tenancy.

- 1.2 We consider that a tenancy has not been sustained if it ends within 12 months. We are particularly concerned to prevent tenancies ending in:

- Eviction – at any time
- Abandonment – at any time
- Early termination (a tenancy which last under 12 months)

We recognise that there may be other reasons why people give up their tenancies, such as domestic abuse or other forms of harassment. We also recognise that people may terminate their tenancy for more positive reasons such as purchasing a home, finding a new job, or moving in with a partner. There also must be a recognition that situations will present where ending a tenancy is necessary, appropriate, and proportionate. This could be associated with extreme anti-social behaviour with significant 'community impact' or wilful non-payment of rent.

- 1.3 The social and economic cost of a failed tenancy is high for the customer, Eastlight and the wider community.
- 1.4 Successful tenancies are good for individual households, Eastlight Homes and the wider community.

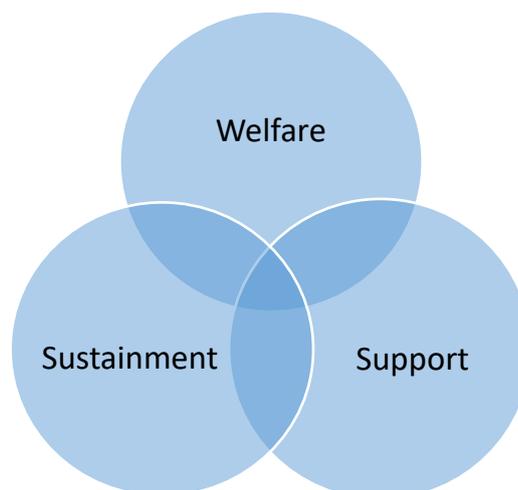
Our success criteria for Tenancy Sustainment will be:

- Customers feel safe and secure in their homes, in their neighbourhood and in their community.
- Customers feel empowered and equipped to address matters of their home and health independently.
- Customers are supported with understanding social security benefit changes and their impact and helped with successfully claiming and managing Universal Credit therefore minimising rent arrears.
- Preventing Homelessness/reducing evictions.
- Reducing customer costs associated to tenancy breakdown, homes in disrepair and physical/mental health related crisis.

2. **Aims & Objectives**

Our aim is to create a needs-based service that operates to a clearly defined criteria and referral processes. This will ensure that we are supporting those most in need of our “tenure blind” service model.

We want to deliver the best customer experience for our customers and stakeholders and to do this, we will define our approach by focusing on three key areas of service provision:



The benefits will include:

- keeping the level of customers rent arrears to a minimum,
- minimizing the turnover of Eastlight properties, incurring lower void loss and lower void repair costs,
- minimizing the number of abandoned properties,
- reducing anti-social behaviour and neighbour nuisance incidents,
- working towards achieving more sustainable communities,
- assisting to achieve a more prosperous community by offering money advice and welfare rights services.

3. Delivery of the Tenancy Sustainment Service

- 3.1 Every tenant is responsible for managing their tenancy and complying with their tenancy conditions. However, we all have a role to play in identifying customers or households with needs or who may otherwise be vulnerable, and to refer them to relevant external agencies for appropriate advice and assistance.
- 3.2 In an effort to minimise tenancy failure, we will seek to develop pre tenancy, during tenancy and post tenancy measures to assist us in identifying customers at most risk of abandoning their tenancies or developing problem tenancies.

We will seek to:

- Provide as much information and guidance as possible on the responsibilities of managing a tenancy and maintaining their home.
 - Maintain regular, personal, and sustained contact with households with who we are working with.
 - Work in partnership with specialist support agencies who work with vulnerable client groups and the statutory authorities.
 - Make referrals to Eastlight's Welfare Advice Service for Welfare entitlement, Housing Benefit applications, Discretionary Housing Applications, PIP awards and appeals and initiate early intervention in the case of financial crisis or poverty.
 - Eastlight will also link with other community agencies to facilitate customer access to outreach services such as the Citizen's Advice Bureau and Job Centre Plus, thereby promoting access to other agencies and allowing them to build on support networks.
 - Identify changes in support needs required to sustain a tenancy – for example disabled adaptations.
- 3.3 Particular household types may require additional support or assistance to sustain their tenancy, these could be:
 - Households who have been previously homeless
 - Older people with support needs

- Young people setting up home for the first time – particularly those leaving care.
- Families with support needs
- Those with learning difficulties, mental health issues or personality disorders
- Those with drug or alcohol addictions
- Those with disabilities who may or may not have support needs
- Households suffering from abuse and/or harassment.
- People who have suffered previously from domestic abuse or other types of violence.
- Ex-offenders.
- Customers in their first year of Tenancy

3.4 Eastlight Homes recognises the importance of good partnership working and that by liaising with relevant external agencies on behalf of the customer, and sharing appropriate information with them, Eastlight can help customers access support in times of difficulty and ultimately assist them to sustain their tenancy.

4. Legislation and regulation

- Mental Capacity Act 2005
- Equality Act 2010
- Care Act 2014
- Data Protection Act 1998 and General Data Protection Regulation
- Mental Health Act 1983
- Homes and Communities Regulatory Framework 2015

5. Performance Monitoring

To monitor performance and identify any key areas for improvement we will ensure that:

- The Tenancy Sustainment Team will maintain records to allow Eastlight to monitor performance in tenancy sustainment work and initiatives.
- Performance reports will be produced for the Management Team monthly.
- Outcome based indicators will be measured – (number of evictions, tenancies ended in first 12 months and number of abandoned properties)
- Customer satisfaction surveys are carried out on closed cases.

6. Equality and Diversity

An equality analysis will be completed for this policy. The following considerations will be given.

- Eastlight Community Homes will meet the needs and choices of customers from all backgrounds taking into consideration age, disability, sex, gender reassignment, race, religion, sexual orientation.
- We will understand and consider cultural implications when carrying out assessments and agreeing action plans.

We will ensure that all sections of our communities can have equal access to our services.