



Tenancy Policy
7 December 2020

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1. Introduction

This document is Canterbury City Council's Tenancy Policy and is written from the council's perspective as a Registered Provider; a stock-owning landlord of social housing. It is part of a suite of strategies, policies and procedures which are available online and provided on request to any resident. This policy was adopted by the council on 7 December 2020.

2. Purpose of this policy

This policy sets out the type of tenancies the council offers when letting its homes. It aims to ensure that customers understand the different types of tenancy the council uses, why different types of tenancy are offered, and the rights and responsibilities associated with each type of tenancy.

Our policy tries to balance the needs of individual households, support sustainable communities and make efficient use of our housing stock.

In applying this policy, the council will comply with relevant legislation, regulation, guidance and local strategies.

3. Scope

This policy has been written with reference to the council's Tenancy Strategy (October 2020) and the tenancy agreement. It focuses on the council's own housing stock in the Housing Revenue Account (HRA) and sets out:

- The types of tenancies the council grants.
- The circumstances in which tenancies of a particular kind will be granted.
- Where tenancies are granted for a certain time, the length of the terms.
- The circumstances in which a further tenancy will be granted when an existing tenancy comes to an end.

The policy aims to ensure that:

- The right people live in the right property, on the right type of tenancy.
- Tenants can be moved from properties which no longer meet their needs.
- Tenants will be encouraged to move to more suitable accommodation if their existing home becomes too big or their needs or circumstances change.
- Tenants will be helped to sustain their tenancies, but if problems occur, action will be taken quickly, particularly at the start of the tenancy.
- Tenancy fraud is identified and tackled.

4. Tenancy policy background

The Localism Act 2011 introduced new flexibilities for Registered Providers, including stock holding local authorities, to offer social housing tenancies for a fixed-term, known as Flexible Tenancies. These are intended to enable the council's homes to be used efficiently and effectively to meet housing needs.

Since April 2012 the regulatory framework has required Registered Providers to publish clear and accessible policies that outline their approach to tenancy management and have due regard to the tenancy strategies published by the Local Housing Authorities where they operate.

5. Legislation and Guidance

Housing Act 1985

Housing Act 1988

Housing Act 1996
Localism Act 2011
Tenancy Standard 2015
Secure Tenancies (Victims of Domestic Abuse) Act 2018
Homelessness Reduction Act 2018

6. Relevant council documents

Tenancy Strategy (July 2020)

Housing, Homelessness and Rough Sleeping Strategy 2018-2023

https://www.canterbury.gov.uk/downloads/file/889/housing_homelessness_and_rough_sleeping_strategy_2018-23

HRA Business Plan 2019

https://www.canterbury.gov.uk/downloads/download/26/housing_revenue_account_business_plan

Tenancy agreement for council tenancies in the Canterbury District

https://www.canterbury.gov.uk/downloads/file/1347/tenancy_agreement_for_canterbury

Housing Allocation Scheme 2015

https://www.canterbury.gov.uk/downloads/file/269/housing_allocation_policy

7. The Policy

This policy ensures that the council's social housing tenancies are managed in accordance with the relevant legislation, the regulatory framework, Canterbury City Council's Tenancy Strategy (October 2020), the Housing Allocation Scheme 2015 and the tenancy agreement. It supports the delivery of the Housing, Homelessness and Rough Sleeping Strategy 2018-2023 and the HRA Business Plan 2019. This document will be amended to comply with any amendments in legislation, regulation, guidance or policy.

8. The types of tenancy the council grants, the circumstances in which they are granted and the length of the terms

8.1 Introductory tenancies

All new tenants of Canterbury City Council are granted an Introductory Tenancy for a period of 12 months, which can be extended by up to another six months. Before the start of the Introductory Tenancy, prospective tenants are told whether they will be granted a Secure or Flexible Tenancy at the end of the Introductory period.

Introductory tenants do not have the same rights as Secure or Flexible tenants and cannot:

- Apply for the Right to Buy their home
- Carry out a mutual exchange with other tenants.

8.2 Secure Tenancies

Following satisfactory completion of the Introductory Tenancy, the following groups of tenants are granted a Secure Tenancy, which can last for their lifetime:

- People aged 55 and over in sheltered or Sheltered Plus accommodation.
- People aged 55 and over in a general needs or designated older persons bedsit or one bedroom property.
- Members of the armed forces who sustained life changing injuries during the course of their service.
- Existing Secure Tenants who need to move or have recently moved from their social home to escape domestic abuse.

8.3 Flexible Tenancies

In all other circumstances, a Secure Flexible Tenancy of five years is granted upon satisfactory completion of the Introductory period.

8.4 Demoted Tenancies

If there have been incidents of anti-social behaviour, the council will apply to court to obtain a Demoted Tenancy for a period of one year. Demoted Tenancies are broadly similar to Introductory Tenancies in that they give tenants less security and fewer rights than a Secure Tenancy.

8.5 Non-secure tenancies

These are temporary tenancies which are only granted to people moving into short term accommodation within HRA stock such as hostels, as a result of the Council's homelessness duties.

8.6 Licences to occupy

The council proposes to grant licence agreements for temporary accommodation where the client has been placed under s.188 of the Housing Act 1996, when the council has an interim duty to accommodate if it has reason to believe that the applicant may be homeless, eligible for assistance and have a priority need whilst the circumstances of their application are investigated. In these circumstances, the accommodation is usually provided on a nightly basis.

It is also proposed to use licences within the council's stock of temporary accommodation both where clients are under investigation and where they are owed a duty. Legal advice was sought and a template agreement was provided, which is in use. Further legal guidance will be sought on whether licences are an appropriate form of agreement for clients who are accommodated temporarily in HRA properties.

Clients who are granted a licence receive additional support through the Community Support/Housing Solutions Team.

9. The circumstances in which a further tenancy will be granted when an existing tenancy comes to an end

A review is carried out towards the end of the fixed term of all Introductory Tenancies and Flexible Tenancies.

9.1 Introductory Tenancies

After the Introductory period, the tenancy automatically becomes either a Secure Tenancy or a Flexible Tenancy unless the council has begun legal proceedings to end the tenancy by serving a Notice Seeking Possession because of a breach of the Tenancy Agreement. Breaches of the Tenancy Agreement and reasons for extending an Introductory Tenancy include but are not limited to, rent arrears and anti-social behaviour.

9.2 Secure Tenancy

Where one or more of the criteria set out in section 8.2 of this policy apply, the tenant is granted a Secure Tenancy to remain in their current home for their lifetime. The tenancy lasts indefinitely, as long as the tenant adheres to the terms of the tenancy agreement or until the tenant gives notice to end their tenancy.

9.3 Flexible Tenancy

If section 8.2 does not apply, a Flexible Tenancy of five years is granted. Between 12 and nine months before a Flexible Tenancy is due to end, the housing management service visits the tenant to review their circumstances and decide whether a further tenancy will be granted.

The outcome of the review is one of the following:

- A new Flexible Tenancy is granted for the tenant to remain in their current home.
- A new Flexible Tenancy is granted for the tenant to move to a different home.
- A Secure Tenancy is granted for the tenant to remain in their current home.
- The Flexible Tenancy is terminated.

There is a presumption in favour of renewing a Flexible Tenancy when the term comes to an end, and most tenants receive a new Flexible Tenancy to remain in their existing property.

However, in the following circumstances, a new Flexible Tenancy is granted for the tenant to move to a different property:

- The property is under-occupied by one or more spare bedrooms.
- The property has been adapted: the works cost £5,000 or more: and the person who needed the adaptations no longer lives there.

10. The circumstances in which a further Flexible Tenancy will be refused

A new Flexible Tenancy is not granted if:

- There are rent arrears.
- There are any breaches of the terms of the tenancy agreement.
- There is any other housing debt owed to the council.
- There is a valid Notice in place for any breach of the tenancy agreement or a County Court Order has been obtained as a result of such a breach.
- There is evidence that the person who wishes to remain does not intend to use the property as their main and principal home.
- There is evidence of tenancy fraud.
- The tenant's household has a gross annual income greater than the amount stipulated in the Council's Housing Allocation Scheme (£25,736 per year for a one bedroom property, £32,203 per year for a two bedroom property, £37,534 per year for a three bedroom property and £58,365 per year for a four bedroom property as at October 2020).

If a new Flexible Tenancy is not to be granted, the tenant is given at least six months' notice of this intention. This notice is served in writing by the council's housing management service and clearly states the reasons for the decision and notifies the tenant of their right to appeal against the decision. The appeals process is explained in section 10 of this policy.

In the period immediately following notice being given and prior to the tenancy ending, the council's Housing Solutions team signpost tenants to suitable alternative housing, which may include assistance to secure accommodation in the private rented or owner occupied sectors. The council will start eviction proceedings if the tenant refuses to move when the notice period expires.

11. How to appeal against a refusal to grant a further tenancy

If a Flexible Tenant disagrees with the refusal to grant a further tenancy, they may use the following appeals process. Tenants do not have the right to request a review of this policy,

but may ask for a review of the decision if they consider that it is based on incorrect information or that this policy has not been interpreted or applied correctly.

11.1 Stage 1

Appeals must be submitted in writing to the housing management service by the tenant within 15 working days of receiving the letter informing them of the decision not to grant a further tenancy. The written appeal should state the reasons for the appeal and/or which aspect/s of this policy they feel have not been applied correctly.

The case will be reviewed by a manager in the housing management service who was not involved in the original decision. A written response will be issued to the appellant within 10 working days of the Stage 1 appeal being received or, if this is not possible because further information is required, the appellant will be informed of this reason and given a revised date by which they will receive a response.

11.2 Stage 2

If, after receiving the outcome of their Stage 1 appeal, the appellant remains dissatisfied, they may request a further review. This must be submitted in writing within 15 working days of the appellant receiving the decision on their Stage 1 appeal. This appeal will be dealt with by senior officers from the housing management service and a senior council officer (usually the Head of Housing and Community and a senior manager from the housing management service). They may seek further information in order to reach a decision, which may include asking for further evidence from the appellant, or officers of the housing management service, or specialist advice where required.

The outcome of the Stage 2 appeal will be issued to the appellant in writing within 10 working days of the Stage 2 appeal being received or, if this is not possible because further information is required, the appellant will be informed of this and given a revised date by which they will receive a response.

The council's procedures for bringing tenancies to an end comply in full with the Equality Act 2010 and the Human Rights Act 1998.

12. Tenancy Management

12.1 Tenancy Sustainment

The council wants its tenants to have a successful tenancy and the housing management service helps tenants to sustain their tenancies through the following interventions:

- All new tenants are visited within six weeks of the start of their tenancy to ensure that they are receiving the support they require.
- Additional home visits, if necessary, during the first 12 months of the tenancy to assess how the tenancy is being conducted and identify any additional support needs.
- Regular tenancy audits to update tenant profiling information and ensure that tenants are looking after their homes in accordance with the Tenancy Agreement.
- Signposting tenants to other agencies that can provide advice and support, such as welfare and benefit advice, which may include:
 - Social Services
 - Citizens Advice Bureau
 - Canterbury Housing Advice Centre

12.2 Sole tenancies and joint tenancies

A sole tenancy is in the name of one person only and a joint tenancy is in the name of two people. If two adults live as a couple and apply for housing together, the council usually grants a joint tenancy.

If an existing Canterbury City Council tenant applies through the Housing Need Register for rehousing, any future offer of a home is based on the current tenancy. Therefore, if a tenant is currently a sole tenant, even if their new application for housing includes a partner, any new tenancy is granted in the name of the existing sole tenant only.

12.3 Requests to change a sole tenancy to a joint tenancy

A sole tenant does not have a legal right to be granted a joint tenancy. Requests from existing sole tenants that a joint tenancy be granted to them and another person, are considered on a case by case basis at the council's discretion. These requests are granted very rarely to minimise the risk of tenancy fraud.

If the additional person proves that they have been living with the existing sole tenant for at least 12 months or is their spouse or civil partner, it is usually unnecessary to grant a joint tenancy because they are protected by a right of succession, if this has not already been used. If a sole tenant marries, their name on the tenancy is changed to their married name.

The Council does not usually grant a new joint tenancy if:

- The existing sole tenant has rent arrears.
- The existing sole tenant has breached the terms of their tenancy agreement.
- The existing sole tenant owes any other housing debt to the council.
- There is a valid Notice in place for any breach of the tenancy agreement or a County Court Order has been obtained as a result of such a breach.
- The tenancy is already a joint tenancy.
- There is evidence that one or both parties do not intend to use the property as their main and principal home.
- The proposed joint tenant owes the council money.
- The proposed joint tenant has been evicted by the council or another landlord for breaching any of the terms of their tenancy agreement.
- The proposed joint tenant holds a tenancy elsewhere.
- The proposed joint tenant is subject to immigration control.

This list is not exhaustive and all relevant circumstances are taken into account.

If a new joint tenancy is granted, the type of tenancy is determined by the criteria set out in sections 8.1 to 8.6 of this policy.

The council always informs the applicant of its decision in writing.

12.4 Requests to change a joint tenancy to a sole tenancy

When either or both joint tenants give notice to the council that they wish to end the tenancy, the tenancy ends for both joint tenants.

However, if one joint tenant gives notice and vacates the property, leaving the remaining joint tenant in occupation, it may be possible for the remaining former joint tenant to become a sole tenant. In certain circumstances it may be possible to assign the tenancy. Section 12.10 of this policy explains when assignment is permitted.

In all other cases, the council considers granting a new sole tenancy to the remaining tenant, which is usually granted if:

- The property is the right size and type for the former joint tenant who wishes to become the sole tenant.
- Any adaptations made to the property are required by them.

The Council will not usually grant a new sole tenancy if:

- The tenant who wishes to remain would not be eligible for housing under the council's Housing Allocation Scheme.
- There are rent arrears.
- There are any breaches of the terms of the tenancy agreement.
- There is any other housing debt owed to the council.
- There is a valid Notice in place for any breach of the tenancy agreement or a County Court Order has been obtained as a result of such a breach.
- There is evidence that the person who wishes to remain does not intend to use the property as their main and principal home.
- The proposed sole tenant is subject to immigration control.

This list is not exhaustive and all relevant circumstances are taken into account.

The council always changes a joint tenancy into a sole tenancy if instructed to do so by the County Court after a divorce or legal separation.

If a new tenancy is granted, the type of tenancy is determined by the criteria set out in sections 8.1 to 8.6 of this policy.

The council always informs the applicant of its decision in writing.

12.5 Succession

12.6 The right to succeed

A council tenancy can only be inherited once.

Upon the death of a joint tenant, the tenancy passes to the other joint tenant and counts as the statutory succession.

If the tenancy was passed to the deceased tenant when a previous tenant died, no one else has the right to succeed or take over the tenancy.

12.7 For tenancies granted before 1 April 2016

Upon the death of the tenant, the tenancy may pass to the deceased tenant's husband, wife or civil partner if the property was their only or principal home at the time of the tenant's death.

If there is no husband, wife or civil partner when they die, the tenancy can pass to another member of the family who has been living with them for at least 12 months before the tenant's death. Family members include parent, grandparent, child, grandchild, brother, sister, uncle, aunt, nephew or niece, but does not include foster children.

If the property is too large for the needs of the household, the council waits for a 6 month grieving period and then works with the successor to move to a smaller property that is

suitable for their housing need; this has to be achieved between six and 12 months after the date of death.

12.8 For tenancies granted after 1 April 2016

The tenancy can only pass to the deceased tenant's husband, wife or civil partner, or a person who lived with them as if they were their husband, wife or civil partner at the time of the tenant's death.

12.9 If there is no right to succession

If there is no legal right for a person to succeed to a tenancy, the council may grant a new tenancy for the same property if:

- The occupier has lived with the tenant for the previous 12 months and
- The property is the right size for their household and
- The occupier would have been a qualified successor if the previous succession had not happened.

If the property is not the right size for the household, the council may grant a new tenancy of another property of a suitable size. When considering individual cases, the council takes into account whether any housing duty is owed under homelessness law and also the qualifying criteria for joining the council's Housing Allocation Scheme. If no housing duties are owed, the matter is decided by the Head of Housing and Community who has delegated powers to exercise discretion.

Factors which are considered when deciding whether to grant a discretionary succession include:

- Age of the person.
- Length of time they have lived in the property.
- Size of their family.
- Medical needs.
- Suitability of the property, including any adaptations which have been made.
- Income.
- Social and welfare needs.

This list is not exhaustive and all relevant circumstances are taken into account.

The Council always informs the applicant of its decision in writing.

12.10 Assignment

In certain circumstances, Secure Tenants have the right to assign their tenancy to someone else. As assignments use up the right of succession and a tenancy can only be succeeded to once, someone who was granted their tenancy as a succession cannot carry out an assignment.

Secure Tenants have the right to assign their tenancy if:

- 1) A succession to the tenancy has not previously taken place
and
- 2) The proposed assignee would be eligible for housing under the council's Housing Allocation Scheme
and either
 - a) The proposed assignee would be eligible to succeed to the tenancy on the death of the tenant

or

b) An order is made by the Court

If an assignment takes place, this uses the right of succession and there is no further right of succession to the tenancy.

12.11 Mutual Exchanges

Mutual exchanges are an important tool to help tenants improve their housing situation and to make more effective use of the housing stock. The mutual exchange registration and application process is an online service via

https://www.canterbury.gov.uk/info/20049/council_tenant_services/388/apply_for_a_mutual_exchange

Secure Tenants and Flexible Tenants have the right to exchange their home with another council tenant or tenant of a Registered Provider. The legal provisions are different for each type of tenancy. Introductory Tenants do not have the right to exchange.

An exchange may take place either by mutual assignment of the tenancies or by a surrender and re-grant of each tenancy in accordance with the relevant legal and regulatory provisions.

The introduction of Affordable Rents and Flexible Tenancies has implications for tenants who wish to mutually exchange. The Localism Act created a new mechanism for mutual exchanges to protect certain lifetime tenants.

If Assured lifetime and Secure lifetime tenants who were granted their tenancy before the 1 April 2012 exchange with a Flexible Tenant, then a new Tenancy is issued to each party and the tenant is granted another Secure or Assured tenancy. The council grants the Flexible Tenant a new tenancy of equal status to the surrendered tenancy.

All tenants who are mutually exchanging are made aware of the implications for their tenancy, including:

- Changes to their Secure or Assured status.
- Change in rent level between Social Rent and Affordable Rent.
- Gain or loss of the Right to Buy.

Tenants must receive the council's written permission and there are some grounds upon which an exchange can be refused, including:

- Rent arrears.
- Any breaches of the terms of the tenancy agreement.
- Any other housing debt owed to the council.
- A valid Notice is in place for any breach of the tenancy agreement or a County Court Order has been obtained as a result of such a breach.
- There is evidence that the person who wishes to remain does not intend to use the property as their main and principal home.
- The property is too large or too small for the household.

This list is not exhaustive and all circumstances relevant to the case are taken into account.

If an application is refused, the reasons are explained in writing.

12.12 The Assisted Moves Scheme

In 2019/20 the council developed the Assisted Moves Scheme to help council tenants to downsize and free up larger properties by:

- Providing encouragement and practical support for tenants who are older, vulnerable or disabled and under occupying social housing to move home.
- Ensuring that households have a home that meets their needs, enabling them to live independently, and makes best use of social housing.
- Encouraging tenants of adapted properties who no longer need an adaptation to move and free up the accommodation for those that need it.
- Improving the health and wellbeing of vulnerable residents by ensuring support and medical needs are met.

The annual target of 10 moves per year is being exceeded, and this initiative is a cost-effective way of returning homes to family occupation and improving the quality of participants' lives.

12.13 Tenant Involvement and Consultation

The council wants to continually improve its housing services, and enable tenants to:

- Influence service delivery arrangements
- Make recommendations on housing-related policies and strategies.
- Monitor performance and make proposals to improve performance.
- Monitor resident feedback, satisfaction, compliments and complaints.
- Identify service improvements.

Tenants can become involved in a variety of ways with different levels of commitment, such as sharing their views, participating in estate inspections or contributing to scrutiny reviews. Details are available from the housing management service or the Resident Engagement Team.

The council consults and takes into account tenants' views on a wide range of matters affecting the management of their home. Tenants are encouraged to make their views known within a reasonable, specified period and the council treats all representations seriously.

12.14 Tenancy Fraud

It is important that the people living in our properties are those that should be living in them. We are therefore committed to preventing, detecting and tackling tenancy fraud, which became a criminal offence under the Prevention of Social Housing Fraud Act 2013. Tenants committing tenancy fraud risk a criminal investigation, prosecution and losing their tenancy.

Tenancy fraud includes:

- Giving false information, or failing to disclose information, when applying to join the council's Housing Need Register.
- Unlawfully subletting or renting the property to someone else without the council's knowledge or permission.
- Retaining a property after the tenant has died if the person remaining in the property has no right to succeed to the tenancy.
- Carrying out a mutual exchange without the council's knowledge or permission.
- Selling the keys to a property.
- Giving false information on a Right to Buy application.

The council's Housing Solutions team and housing management service work closely to identify potential cases of tenancy fraud and investigate them thoroughly. Routine checks include:

- Verifying the details supplied by applicants for housing.
- Checking information against other internal records.
- Random checks to verify the identities of people living in our properties.
- Photographic records of all new tenants.
- Encouraging tenants to report suspected tenancy fraud by providing easy to use on-line reporting tools and guaranteed confidentiality at https://www.canterbury.gov.uk/info/20049/council_tenant_services/389/report_tenancy_fraud
- Taking part in national and regional anti-fraud initiatives, such as key amnesties and whistleblowing campaigns.
- Actively publicising successful criminal or civil actions to deter further tenancy fraud.

13. Rents and service charges

The council's approach to rents and service charges is explained in detail in the HRA Rent Setting Policy (July 2020).

14. Making best use of the council's housing stock

Underlying themes of this policy are support for household mobility and making the best use of the council's limited housing stock by:

- An effective Housing Allocations Policy, which is available on the council's website at https://www.canterbury.gov.uk/info/20046/finding_a_home/24/apply_for_social_housing
- Five-year Flexible Tenancies, which provide regular opportunities to evaluate the suitability of the accommodation and the eligibility of the tenant (sections 8.3 and 9.3).
- Carefully managing successions and assignments (sections 12.5 and 12.10).
- Encouraging and facilitating mutual exchanges (section 12.11) https://www.canterbury.gov.uk/info/20049/council_tenant_services/388/apply_for_a_mutual_exchange
- Enabling transfers through the Housing Needs Register. Information on eligibility and the process is available in the council's Housing Allocation Scheme https://www.canterbury.gov.uk/downloads/file/269/housing_allocation_policy
- Establishing an Assisted Moves Scheme (section 12.12).
- Providing advice about private sector housing options during the review of Introductory and Flexible Tenancies.
- Addressing tenancy fraud to ensure council housing is available only to those that qualify and in greatest housing need (section 12.14). https://www.canterbury.gov.uk/info/20049/council_tenant_services/389/report_tenancy_fraud

15. Use of the private rented sector

The council has a duty to provide accommodation for certain people who are homeless or about to become homeless through no fault of their own. Under the Homelessness Reduction Act 2018 the council can house homeless households in the private rented sector. This is not the council's default position, but is a useful additional resource to prevent and tackle homelessness.

The council runs a successful social lettings and management agency, Canterbury Lettings <https://canterburylettings.co.uk/> which provides professional services to local landlords, enabling tenants to rent well managed and well maintained homes. Services include:

- Basic reference and affordability check
- Accompanied viewings
- Inventory
- Tenancy training and instruction
- Tenant support
- Tenancy agreements
- Deposit or deposit guarantee
- Payment of housing benefit direct to landlord where applicable
- An arranged gas safety check
- Portable Appliance Testing and energy performance certificate if required
- Utilities set up
- Rent collection
- Arranged maintenance
- Day to day tenancy management
- Assistance to end tenancy

15.1 The types of tenancy Canterbury Lettings grants, the circumstances in which they are granted and the length of the terms

15.2 Assured Shorthold Tenancies

The Social Lettings Agency grants only Assured Shorthold Tenancy Agreements, usually for a fixed term of 12 months, using the model tenancy agreement from the <http://gov.uk/> website

<https://www.gov.uk/government/publications/model-agreement-for-a-shorthold-assured-tenancy>

15.3 The circumstances in which a further tenancy will be granted when an existing Assured Shorthold Tenancy comes to an end

Tenancies are monitored throughout the term as a standard feature of the service. Any issues from either the tenant or landlord perspective are reviewed prior to renewal.

Most tenancies are renewed when at the end of the term to ensure that tenants have a long term stable home and can put down roots in a community, to give continuity to landlords and to minimise administration costs.

15.4 The circumstances in which a further Assured Shorthold Tenancy will be refused

A new Assured Shorthold Tenancy is not granted if:

- There are rent arrears.
- There are any breaches of the terms of the tenancy agreement.
- The property is overcrowded.
- There is evidence of domestic abuse.
- The landlord wishing to sell the property

The final decision whether a further tenancy is granted rests with the private landlord.

15.5 How to appeal against a refusal to grant a further Assured Shorthold Tenancy

If an Assured Shorthold Tenant wishes to complain about Canterbury Lettings or disagrees with the refusal to grant a further tenancy, they may use the council's complaints procedure.

However, property agents are required by law to join a government authorised consumer redress scheme and Canterbury Lettings is a member of the Property Redress Scheme <https://www.theprs.co.uk/> This scheme regards customers or tenants of Canterbury Lettings as consumers and provides an escalated complaints procedure if they are unhappy with how their complaint has been dealt with by Canterbury Lettings.

The criteria which must be met in order for a complaint to be considered by the Property Redress Scheme and the process is explained on line at <https://www.theprs.co.uk/Consumer>

16. Policy review

This Tenancy Policy was adopted by the council on 7 December 2020. It will be reviewed annually and it will be reviewed as changes in legislation, regulation or guidance may dictate.

Minor changes which do not make a significant difference to service provision will be made to the document by delegated authority to the Head of Housing & Community.

Significant changes will be taken through the council's committee process for consideration.

17. Equality and diversity

We are committed to ensure that this policy does not impact disproportionately on different equality groups. This strategy has been subject to an Equalities Impact Assessment.