

	Title	ALC 05 Tenancy Management Policy and Procedure		
	Reference	Volume 2	Owner	Guy Stovold
	Approved by	Holly Dagnall	Approval date	17/11/2021
	Issue date	17/11/2021	Review date	01/11/2022
	Location	Igloo/Document Library/Policies and Procedures		
	Advice	Read changes in red		

Index

1.	Purpose and scope.....	2
2.	Responsibilities and risk	2
3.	Policy details	2
4.	Supporting documentation and key legislation	2
4.1	Forms.....	2
4.2	Guidance	2
4.3	Legislation	2
4.4.	Related policies	3
5.	Monitoring and reporting.....	3
6.	Definitions.....	3
7.	Equality and diversity	3
8.	Appendices	3
9.	Policy Approval	3

1. Purpose and scope

- 1.1 This policy/ procedure gives guidance to colleagues about how to manage tenancies when there are breaches that could lead to those tenancies ending.

2. Responsibilities and risk

Head of Communities
Head of Rents & Leasehold
Estates Service Manager
Estates Officers
Specialist Housing Manager
Specialist Housing Officers
Income Service Manager
Income Officers

This policy will reduce the risk of failed tenancies by ensuring that NCHA manages tenancies in order to support households to have a successful tenancy, to build sustainable communities and address problems when they arise.

3. Policy details

- 3.1 NCHA is committed to providing housing, support and wellbeing services to those in need, and to treating our customers fairly.
- 3.2 We will not end the tenancy of anyone who is seeking to prevent becoming homeless by meaningfully engaging with NCHA and/or other agencies, unless in exceptional circumstances. We will also increase our focus on applying the Equality Act to our decision making.
- 3.3 In all cases when we believe that a household is at risk of homelessness, we will refer them to the local authority who will work with them to prevent their homelessness. We will do this as soon as possible, before a notice is served, where appropriate.

4. Supporting documentation and key legislation

- 4.1 Forms
[Assured Tenancy forms](#) - section 21 notice (form 6A) with supporting notes and the section 8 notice (form 3) with supporting notes
[Secure Tenancy forms](#)
- 4.2 Guidance
[HM Courts and Tribunal Service](#)
- 4.3 Legislation
[Human Rights Act 1988 – Article 8](#)
[The Housing Act 1988 – Schedule 2](#)
[The Housing Act 1985 – Section 622](#)
[The Housing Act 1996 - Section 209](#)
[Anti-social Behaviour, Crime and Policing Act 2014](#)
[Equality Act 2010](#)

4.4. Related policies
None

5. **Monitoring and reporting**
N/A

6. **Definitions**
N/A

7. **Equality and diversity**

7.1 This procedure has been written in line with NCHAs Equality, Diversity and Inclusion Policy and Equality Statement.

8. **Appendices**

8.1 Appendix A - Tenancy Management Procedure

9. **Policy Approval**

9.1 This procedure has been approved prior to issue by the Director of Homes and Wellbeing or if applicable by NCHAs Board or Customer Committee.