

1 Scope

- 1.1. Aster Group offers a range of tenancies. This policy applies to general needs social and affordable rent, private rent, housing for older people extra care, intermediate rent, and short term accommodation
- 1.2. Our tenancy agreements and terms of occupation comply with the Regulator of Social Housing Tenancy Standard 2012, and all applicable statutory and legal requirements.
- 1.3. We will offer a tenancy to customers who can provide evidence that they have UK citizenship or have the required immigration status with recourse to public funds and are eligible to live in the UK.
- 1.4. If there is any variance between this policy and individual tenancy agreements, the individual tenancy agreement takes precedence.

2 Policy Statement

- 2.1. We grant tenancies which are fair and compatible with the needs of individual households, the sustainability of the community, and the efficient use of our housing stock.
- 2.2. We will provide customers with advice on their housing options, including tenancy advice, as well as signposting to the Local Authority. We have clear criteria for using and offering different types of tenancy, and for deciding what happens when a tenancy comes to an end.
- 2.3. All tenants will be provided with a written tenancy agreement when moving into their home. This outlines the responsibilities of both Aster and our customers
- 2.4. We do not offer tenancies for more than two tenants, unrelated occupants not in a relationship, or intergenerational families such as parent and child tenancies.
- 2.5. The types of tenures we offer are as follows:
 - Assured tenancy
We will issue an assured tenancy to any new or existing customer who have been assessed under the terms of the Lettings Policy or by agreement with the Local Authority.
 - Starter tenancy
We may issue a starter tenancy for customers with a history of rent arrears, anti-social behaviour, or customers who don't have a record of a tenancy. We can also issue starter tenancies for supported housing. Unless action is taken to end the tenancy, this will become an assured tenancy.
 - Assured shorthold tenancy
We will issue assured shorthold tenancies to customers that are moving into intermediate rent accommodation, and for short-term accommodation to help our Local Authority partners prevent homelessness.

Assured and starter tenancies will be offered at either a social or affordable rent. A mixture of social and affordable rents will be applied on new builds delivered under the terms of Homes England Delivery Framework Agreement, along with an agreed percentage of re-lets.

- Licences

We will issue a licence for 16/17 year olds which rolls into a starter tenancy upon them reaching the age of 18, this is because under 18's are not legally able to hold an interest in land. In certain circumstances, when deemed reasonable to do so, we will offer a 12 week licence for over 18's that rolls into a starter tenancy. We also offer licences where appropriate for short term accommodation, or where high levels of care or supervision is required.

- Non-Social Housing Tenancies

Where Aster Group is acting as a managing agent for partner organisations, such as 55London or CCIL for non-social housing tenancies at market, affordable or commercial rent, the standard tenancy will be assured shorthold. At the end of this period the tenancy shall continue as an Assured Shorthold Statutory Periodic tenancy. There is no commitment to extend or renew these tenancies, or to provide alternative move on accommodation at the end of the fixed term.

- 2.6 We will support customers to achieve a mutual exchange in line with our Mutual Exchanges Procedure. We will allow assignments and enable successions in line with our Assignments Procedure and Tenancy Succession Procedure.
- 2.7 If a customer wishes to end their tenancy, they will need to let us know in writing, giving at least four weeks' notice, in line with the requirements of their tenancy agreement.
- 2.8 Action may be taken if there has been a breach of the tenancy agreement where it is reasonable and proportionate to do so. We will only terminate a tenancy and take possession action after all other alternatives have been explored.
- 2.9 If a customer passes away, we will accept a notice to end the tenancy from a next of kin and will work with them to return the property to Aster, or investigate a succession request if the tenancy or circumstances allow this.

3. Consultation, Monitoring and Review

- 3.1. In reviewing this Tenancy Policy we consulted with involved customers who have expressed an interest in giving us their views on customer service policies, as well as colleagues who are involved in the lettings and management of our homes.
- 3.2. Policy overview sessions will be delivered to relevant teams following implementation of this policy to ensure the content and responsibilities are understood.
- 3.3. The effectiveness of this policy will be continuously monitored, and the embedding of the policy scrutinised after 12 months by the *Customer Experience Panel*.
- 3.4. This policy will be reviewed every 3 years unless business need, regulation or legislation prompts an early review.

4 Related Policies and Procedures

- Diversity and Inclusion Policy
- Honesty Policy
- Complaints Policy
- Lettings Policy
- ASB Policy
- Safeguarding Policy
- Rent & Other Charges Policy
- Income Recovery Policy
- Lettings procedures
- Starter Tenancy Procedure
- Fixed term tenancy procedure
- Tenancy Assignment Procedure
- Abandoned Property Procedure
- Tenancy Management - Under 18's License's
- Intermediate Rent Properties Procedure
- MAPPA and high risk assessment guidance
- Mutual Exchanges Procedure
- Successions Procedure
- Tenancy Checks Procedure
- ASB Procedure & Appendices
- Use and Occupation Procedure
- Lettings Policy
- Property Condition Procedure
- Death of a Tenant with No Known Next of Kin Procedure
- Evictions Procedure

5 Governance

Effective From:	17/06/2022	Expires:	16/06/2025
Policy Owner:	Regional Operations Director		
Policy Author:	Policy and Assurance Officer		
Approved by:	<i>Customer Overview Group</i>		
Delegation Matrix Reference:	R055	Version Number:	3.0