



## Tenancy Management Policy

In order to deliver an effective tenancy management service we have developed a Tenancy Management Toolkit which highlights our approach to providing an efficient service which reflects legislation, regulation and good practice. We are committed to ensuring that our customers understand that they have rights and responsibilities when they hold a tenancy with Gentoo.

We use Starter tenancies, which are a good tool that enable us to provide support to those who need it in the beginning stages of their tenancy. We also use starter tenancies as part of our drive to prevent customers building up unsustainable arrears. We will regularly contact our new customers to ensure they are managing their tenancy successfully.

We will monitor that all of our tenants keep to the terms of their tenancy agreement, and take appropriate action to resolve any breaches effectively. Tenancy breaches could result in legal action (see legal remedies). Where a customer requires it, we will provide them with a number of support options to help them maintain a tenancy with us i.e. referral to our money matters team.

Tenancy and Neighbourhood Management each have their own toolkit. Tenancy management focuses on managing the tenancy, in terms of customer rights, for example Succession, Assignment, Mutual Exchange, and Right to Improvements. Neighbourhood management focuses on managing neighbourhoods and the quality of our estates and the environment, in addition to ensuring that customers are aware of their responsibilities and adhere to them.

Effective management of the customer's rights is necessary to ensure that everyone can live safely and sustainably in their homes. It is important that we ensure that all sections of the community in which we work have equal access

to our services, and that our services are relevant, responsive and sensitive to the needs of our existing and future customers. We will treat all of our customers fairly whilst valuing diversity. We are committed to the principles of equality and diversity throughout the organisation and aim to:

- Meet the needs and choice of people from all backgrounds
- Ensure that our services are relevant, responsive and sensitive to the needs of our existing and future customers
- Ensure that all sections of the community in which we work have equal access to our services

Our Tenancy Management Toolkit will ensure that customers will be treated as individuals and with fairness and respect.

## **Policy Outcomes**

Our policy aims to achieve the following outcomes:

- Ensure excellent performance in housing management, preventing rental loss, whilst taking account of this policy and toolkit
- Create sustainable tenancies and communities by supporting customers and allowing persons whom are eligible to succeed and assign
- Reduce the number of empty properties through tenancy sustainment
- Ensure all customers are treat fairly and consistently
- Tenants are well informed about their rights and responsibilities and the consequences of any breach
- Properties which are well managed and maintained
- Ensure we provide a consistent approach across all of our neighbourhoods
- Provide support to those who need it in the beginning stages of their tenancy