

A group of people in a meeting, with one person holding a blue pen over a document. The background is blurred, showing a person in a blue shirt and another in a red sweater. The text 'TENANCY POLICY' is overlaid in large white letters.

TENANCY POLICY



Tenancy Policy			
Last Reviewed	April 2026	Next Review	April 2027
Responsible Officer	Chief Operations Officer		

Policy Statement

We are committed to meeting the requirements of the Regulator of Social Housing’s Consumer Standards and ensuring that our approach to tenancies reflects transparency, fairness, accountability and a focus on positive customer outcomes.

We strive to enable sustainable tenancies. This involves communicating clear and consistent expectations for our tenants, from the beginning of their tenancy with us.

We will ensure that our tenancy management practices promote safe, sustainable and inclusive communities and that customers are always treated with dignity and respect.

Freebridge shall take account of the Tenancy Strategies of the Local Authority areas in which we operate and will assist towards the respective Local Authority’s strategic housing and communities’ objectives.

Freebridge will comply in all respects will the Regulator of Social Housing’s Tenancy Standard.

Responsibilities

The Head of Housing is responsible for ensuring the appropriate issue of tenancies.

The Executive Team have a responsibility to maintain an up-to-date awareness and understanding of good practice, and the legislative & regulatory requirements which may impact this policy and the service provided.

Equality, Diversity and Inclusion

We are committed to ensuring that our approach to lettings, tenancy management and tenancy enforcement is fair, equitable and free from discrimination.

We will comply with the Equality Act 2010 and will make reasonable adjustments where required to support customers with protected characteristics or additional needs. See also our Customer ED&I and Reasonable Adjustments Policies

Policy Detail

Key Principles

We will:

- Ensure that this policy and its meaning is clearly explained to every new tenant as part of our sign up processes.
- Seek to make the most efficient and appropriate use of our housing stock.
- Issue tenancies which are compatible with the purpose of the accommodation and the needs of individual households
- Offer our tenants who have been moved into temporary accommodation, due to redevelopment or other works to their home, a tenancy with no less security of tenure on their return to settled accommodation
- Explain to applicants and tenants the types of tenancies we give and any decisions we make about their tenancy, verbally and in writing
- Provide information to all new tenants on the consequences of signing a tenancy to ensure that their rights and obligations are carefully understood
- Explain the tenancy terms and conditions to all new tenants before they move into their property and provide them with a tenant handbook.
- Inform tenants if we have any concerns about the conduct of the tenancy and what they need to do to address those concerns.
- Offer all tenants appropriate support to help maintain their tenancy.
- Where safeguarding or vulnerability concerns are identified, we will act in accordance with our Safeguarding Policy and work with relevant agencies to support the household.

Tenancies Offered

We will only offer a tenancy to those who can provide evidence to confirm they have the Right to Rent as defined under the provisions of the Immigration Act 2014. Any person with a time limited Right to Rent may be offered housing but will be subject to a follow up check when this expires.

Tenancy Type	Who will this be offered to
Assured This is the form of lifetime tenancy that we offer new tenants.	<ul style="list-style-type: none">• All new Tenants• All existing Freebridge Assured tenants who transfer to another Freebridge owned property.
Assured (Transferring) Assured tenancy with preserved rights. This is an assured tenancy offered to replace a secure tenancy in specific circumstances, with some of the rights	<ul style="list-style-type: none">• Existing Freebridge tenants who were previously tenants of the Borough Council of King's Lynn and West Norfolk before April 2006 and who transfer to another Freebridge owned property

Tenancy Type	Who will this be offered to
from the previous secure tenancy protected.	
Minor's Agreement for Tenancy	<ul style="list-style-type: none"> • As under 18s (minors) cannot legally hold interest in land, we may offer them a minor's agreement for tenancy. This is issued alongside a copy of the tenancy agreement that will come into effect when they turn 18. • Under the agreement the minor agrees to comply with all the conditions of the tenancy agreement until they turn 18, at which point the tenancy agreement becomes enforceable. An adult is also required to guarantee the rent and obligations.
Contractual Agreement	<ul style="list-style-type: none"> • Customers being housed on behalf of the Local Authority pending a housing determination
Licence to Occupy	<ul style="list-style-type: none"> • Customers temporarily moved from their permanent home whilst Freebridge undertake development or improvement works to their property, or works in the area that make it unsafe to occupy their own home temporarily
<p>Licence Agreement</p> <p>We only offer licences for accommodation where the legal criteria defining a tenancy is not met. This is in limited circumstances where the tenant does not have exclusive use of their accommodation /room.</p>	<ul style="list-style-type: none"> • Customers living in shared houses

Temporary Moves

We will grant tenants who have been moved into temporary alternative accommodation (decants) during any redevelopment or other works a tenancy with no less security of tenure on their return to settled accommodation, as outlined in the Moving Out Policy.

Tenancy Sustainment

We will work proactively with customers to identify risks to tenancy sustainment at an early stage and will offer appropriate advice, support and referrals to external agencies where needed.

Where customers have additional needs, we will consider reasonable adjustments and work in partnership to promote stable and sustainable tenancies.

See also our Tenancy Sustainment Policy.

Reviewing Tenancies

We understand that successful tenancies are supported by setting and reviewing clear expectations with customers. To support this, we will adopt the following review structure:

New Tenant Follow Up

Prior to the start of a tenancy, we will fully assess each application. As part of this process, and in determining the primary needs of the customer(s) concerned, we will decide on an appropriate follow up method and period from the date of a tenancy starting.

In situations where we have concerns about previous tenancies, and/or sustainability of the new tenancy, a 'new tenant visit' will be carried out at the customer's home within 4-6 weeks of a tenancy starting. This appointment will be booked and confirmed with the customer on the day of the tenancy sign up.

Subsequent Contact

Following the new tenant contact, should concerns around any aspect of the tenancy arise, they will be matter resolved in accordance with normal procedures.

Our Housing Options Advice and Assistance

The main purpose of Freebridge's advice and assistance will be to ensure customers are aware of the different housing options open to them given their circumstances and have appropriate support to access those options.

We shall:

- Provide customers with housing options advice or signpost them to assistance from the Local Authority in situations such as, but not limited to:
 - a) where a customer's current housing no longer meets their needs or that of their household.
 - b) where a customer is occupying a tenancy with an affordable rent and this is leading to financial difficulties.

The amount of advice and assistance will be tailored to the needs and circumstances of the customer, but may include a tailored housing options assessment, and advice and support to help access:

- Local housing register for social housing in another area or with another provider
- Low-cost home ownership such as shared ownership

- Outright purchase via the Right to Buy or Right to Acquire.
- Organisations that can assist with outright home ownership.

Ending a Tenancy

We will only terminate a tenancy in accordance with legal requirements and where it is reasonable and proportionate to do so.

Eviction will always be a last resort. We will take all reasonable steps to sustain a tenancy before seeking possession and we will:

- consider the individual circumstances of the household
- assess any vulnerabilities or safeguarding concerns
- provide appropriate advice and support
- explore all reasonable alternatives

Any customer who is given notice that their tenancy is ending will be offered housing options advice and assistance.

We provide information to tenants when we give notice that we are ending their tenancy including helping them to access support from the relevant local authority, Citizen's Advice and other similar advice agencies.

If we decide to evict a tenant, we will consult them about informing the local authority housing advice service and homeless service. We may also notify social services if we decide to end the tenancy of a vulnerable tenant or if there are concerns about the welfare of any members of the household.

Any third-party referrals or notifications will be carried out in line with our Data Protection Policy and GDPR requirements

Succession

The rights to succession are clarified in our [Allocations & Lettings Policy](#).

Appeals

Freebridge will provide access to an appeals process for customers wishing to appeal the type of tenancy offered to them. Customers will be provided with clear written reasons for tenancy decisions and information about how to appeal. See also Appeals Policy.

The association's Appeals arrangements will apply and should be referred to for further information, but the process will consider whether:

- The decision to end the fixed term tenancy is in accordance Freebridge's [Tenancy Policy](#).
- The correct procedure for ending the fixed term tenancy has been followed; and

- It is proportionate not to renew the fixed term tenancy considering any change in circumstance or needs of the customer.

The Appeals Process will either:

- Uphold the decision to end the fixed term tenancy; OR
- Decide to renew the tenancy based upon their findings.

Should an Appeals meeting be held, the manager hearing the appeal will record and communicate the reason for their decision to both the customer and the reviewing advisor.

Reviewing Tenancies

We understand that successful tenancies are supported by setting and reviewing clear expectations with customers. To support this, we will adopt the following review structure:

New Tenant Follow Up

Prior to the start of a tenancy, we will fully assess each application. As part of this process, and in determining the primary needs of the customer(s) concerned, we will decide which team will make follow up contact with the tenants after the first 4-6 weeks of a tenancy starting.

For customers with primarily financial or benefit needs, the Income Team will complete a 'new tenant follow up' by telephone within 4-6 weeks of the tenancy start date.

In situations where we have concerns about previous tenancies, and/or sustainability of the new tenancy, a 'new tenant visit' will be carried out by a Tenancy Advisor at the customer's home within 4-6 weeks of a tenancy starting. This appointment will be booked and confirmed with the customer on the day of the tenancy sign up.

For all other customers, a 'new tenant follow up' will be completed by the Lettings Team by telephone within 4-6 weeks of the tenancy start date.

Subsequent Contact

Following the new tenant contact, should concerns around any aspect of the tenancy arise, they will be reported to the relevant team by the advisor raising them, and the matter resolved in accordance with normal procedures.

Some times in the course of working with customers to address these concerns, it may be necessary to extend a Starter Tenancy where this applies. Separate guidance on this is available.

1st Year Anniversary

For customers on a Starter Tenancy:

2 months prior to the 1st anniversary of the Tenancy, a Lettings Advisor will carry out a review of:

- Customer's circumstances – household and financial
- Conduct of tenancy so far
- Any outstanding tenancy breaches

This will be done by the Lettings Advisors carrying out a desk top review of the Tenancy, in conjunction with the Income & Tenancy Teams.

Following the review, we will then issue a five-year Fixed Term Tenancy in most cases.

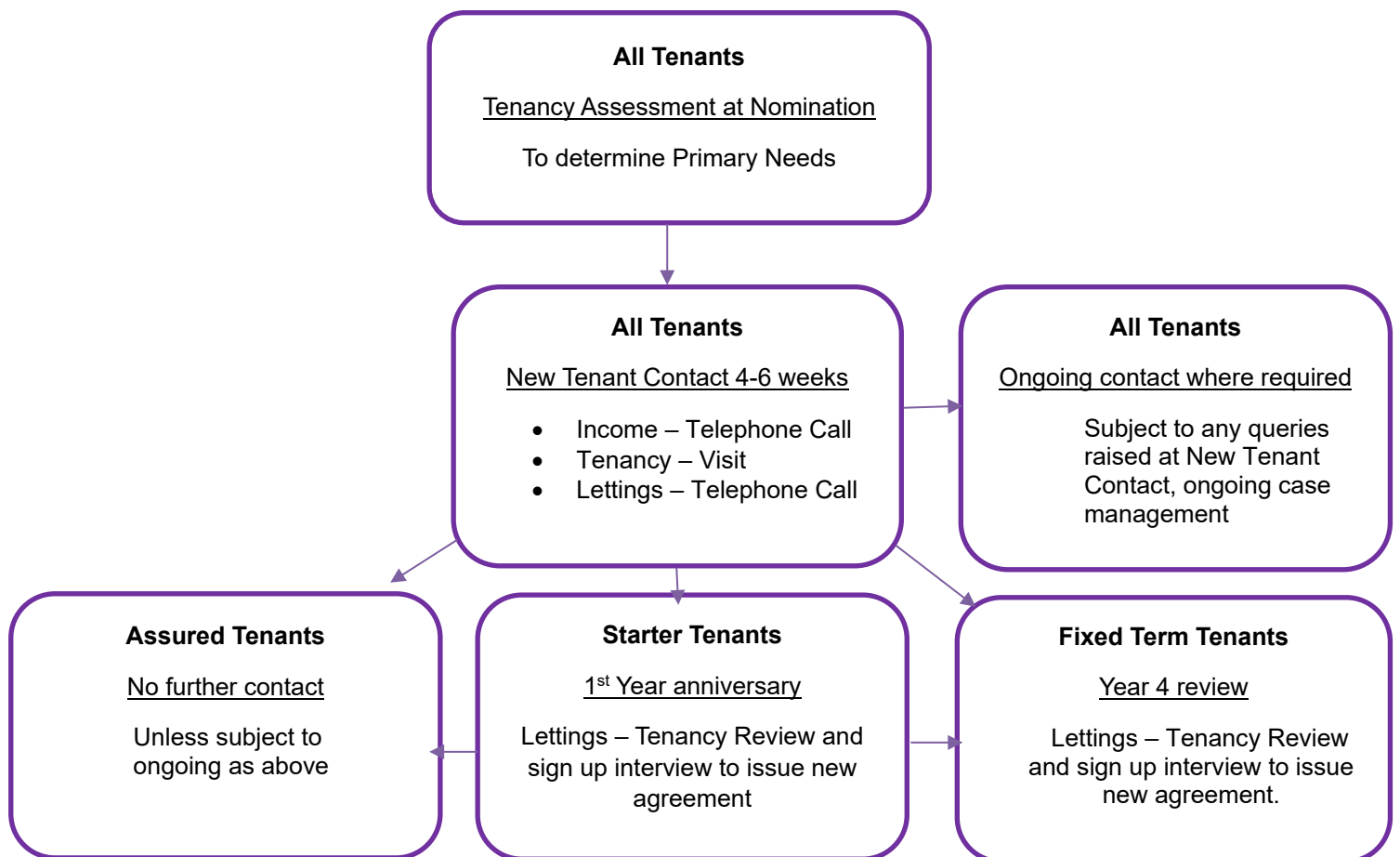
For customers on other forms of Tenancy:

No further contact unless ongoing case management following initial new tenant contact.

Final Review

For customers on a Fixed Term Tenancy:

11 months prior to the end of a Fixed Term Tenancy, a Lettings Advisor will complete a Tenancy Review; this will be a desk top review of the Tenancy, completed in conjunction with the Income & Tenancy Teams



Monitoring & Review

Monitoring of the outcomes from this policy will be achieved through regular performance reporting. This will include monitoring of tenancy sustainment, evictions, appeals, learning from complaints and appeals, and tenancy type distribution.

Performance information will be reported to the Executive Team and Board as part of our assurance framework.

This policy will be subject to a periodic review to ensure that it continues to reflect best practise as well as relevant legislation and regulatory requirements.