

## Tenancy Management Policy (Housing)

<b>Policy Name:</b>	Tenancy Management Policy (Housing)
<b>Version:</b>	V.1
<b>Approved by:</b>	The Board of Management and Trustees
<b>Approved date:</b>	17th November 2025
<b>Next review date:</b>	17th November 2026
<b>Key Legislation and Regulations:</b>	Housing Act 1996 Care Act 2014 Charities Act 2011 Social Housing (Regulation) Act 2023 Regulator of Social Housing Lettings Guidance Renters' Rights Act 2025  Oakfield ensures that tenancy management decisions are consistent with statutory duties and sector expectations, including safeguarding, equality, and tenant voice.
<b>Relevant Policies:</b>	Safeguarding Repairs & Maintenance Risk Management Complaints Tenancy Termination Rent and Service Charge EDI
<b>EA:</b>	Equality Analysis is currently under review
<b>DPIA:</b>	DPIA is currently under review
<b>Consultation:</b>	Board of Trustees
<b>Applies to:</b>	All Tenants, employees and volunteers

### 1. Policy Statement

Oakfield Easton Maudit Ltd is committed to delivering high-quality tenancy management that promotes safety, independence, and wellbeing for adults with learning disabilities and/or autism. We recognise that tenancy management in supported exempt accommodation must be responsive, person-centred, and compliant with housing, care, and charitable regulations. This policy sets out how we manage tenancies fairly, transparently, and in partnership with tenants, families, and professionals.

Oakfield aligns with best practices from sector leaders, ensuring fairness, compliance, and tenant empowerment in all aspects of tenancy management.

### 2. Purpose

This policy aims to:

- Ensure consistent, lawful, and ethical tenancy management practices
- Promote tenant rights, responsibilities, and independence
- Prevent tenancy breakdown and homelessness
- Support tenants to sustain their homes safely and confidently

- Comply with the regulatory expectations of supported exempt accommodation and social housing providers

### **3. Scope**

This policy applies to:

- All tenants living in Oakfield-supported accommodation
- All tenancy types, including Assured Shorthold Tenancies (ASTs)
- Employees and volunteers involved in housing, care coordination, and tenancy support
- Referring and commissioning bodies, including Local Authority Adult Social Care Teams

### **4. Tenancy Onboarding and Induction**

- All new tenants receive a structured onboarding process that includes:
- A clear explanation of tenancy rights and responsibilities in accessible formats
- A welcome pack with key contacts, house rules, and support information
- Support with benefit applications, utilities, budgeting, and tenancy setup
- A settling-in period with regular check-ins and reviews
- Identification of any reasonable adjustments or support needs, including communication aids or advocacy
- Where appropriate, Oakfield will assess the tenant's understanding of tenancy obligations and liaise with legal deputies, LPAs, or advocates to ensure the correct support is in place before the tenancy begins.

### **5. Ongoing Tenancy Support**

Oakfield provides proactive, person-centred tenancy support to help tenants sustain their homes.

This includes:

- Regular welfare checks and housing reviews
- Support with budgeting, rent payments, and benefit entitlements
- Assistance with repairs, maintenance, and reporting issues
- Encouragement to personalise and take pride in their home
- Mediation and conflict resolution where shared living arrangements are in place
- Promoting independence through life skills development and community engagement
- Support is tailored to each tenant's needs and reviewed regularly through care planning and outcome tracking.

### **6. Rent and Arrears Management**

Oakfield works closely with tenants and their representatives to ensure rent is paid on time and arrears are avoided. This includes:

- Clear communication about rent levels, service charges, and payment methods
- Support with Housing Benefit or Universal Credit applications
- Early intervention where arrears arise, with a focus on resolution and prevention
- Referral to money advice services where appropriate
- Transparent record-keeping and regular rent account reviews
- Eviction is always a last resort and only pursued after all support options have been exhausted, in line with our Tenancy Termination Policy.

### **7. Safeguarding and Risk Management**

Tenancy management is underpinned by robust safeguarding practices. Oakfield ensures:

- All staff are trained in safeguarding and risk awareness
- Concerns are reported and escalated in line with our Safeguarding Policy
- Multi-agency working to address risks and protect tenant wellbeing
- Adjustments are made to reduce harm and promote stability
- Tenants are supported to understand their rights and raise concerns safely

## 8. Tenant Voice and Engagement

Oakfield values tenant voice and actively promotes participation in tenancy-related decisions. We provide:

- Monthly "Being Heard" meetings to gather feedback and co-design improvements
- Accessible surveys and feedback tools
- Opportunities for tenants to be involved in service development
- Transparent communication about changes, rights, and responsibilities
- We are committed to continuous improvement and learning from tenant experience.

## 9. Monitoring and Review

- Tenancy management activity is monitored by the Housing Officer, Managing Director, Property Manager and Registered Manager
- The Board receives quarterly reports on tenancy sustainment, arrears, and tenant feedback
- This policy is reviewed annually or following changes in legislation or regulatory guidance

<b>Signed - Chair of Trustees:</b>	
<b>Print:</b>	Mrs Sara Morrison
<b>Date:</b>	17 <sup>th</sup> November 2025