

# National standards compliance: Tenancy standard

Summary Report 2021/22

Ref	RSH Standard	Standard met
<b>Allocations and mutual exchange</b>		
<b>1R</b> 1.1	<p>Registered providers shall let their homes in a fair, transparent and efficient way. They shall take into account the housing needs and aspirations of tenants and potential tenants.</p> <p>They shall demonstrate how their lettings:</p> <ul style="list-style-type: none"> <li>• make the best use of available housing</li> <li>• are compatible with the purpose of the housing</li> <li>• contribute to local authorities' strategic housing function and sustainable communities</li> </ul> <p>There should be clear application, decision-making and appeals processes.</p>	✓
<b>1.R</b> 1.2	Registered providers shall enable their tenants to gain access to opportunities to exchange their tenancy with that of another tenant, by way of internet-based mutual exchange services.	✓
<b>1.S</b> 1.1	Registered providers shall co-operate with local authorities' strategic housing function, and their duties to meet identified local housing needs. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements.	✓
<b>1.S</b> 1.2	Registered providers shall develop and deliver services to address under-occupation and overcrowding in their homes, within the resources available to them. These services should be focused on the needs of their tenants, and will offer choices to them.	✓
<b>1.S</b> 1.3	Registered providers published policies shall include how they have made use of common housing registers, common Allocations policies and local letting policies. Registered providers shall clearly set out, and be able to give reasons for, the criteria they use for excluding actual and potential tenants from consideration for Allocations, mobility or mutual exchange schemes.	✓

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1.5 1.4	Registered providers shall develop and deliver Allocations processes in a way which supports their effective use by the full range of actual and potential tenants, including those with support needs, those who do not speak English as a first language and others who have difficulties with written English.	✓
1.5 1.5	Registered providers shall minimise the time that properties are empty between each letting. When doing this, they shall take into account the circumstances of the tenants who have been offered the properties.	✓
1.5 1.6	Registered providers shall record all lettings and sales as required by the Continuous Recording of Lettings (CORE) system.	✓
1.5 1.7	Registered providers shall provide tenants wishing to move with access to clear and relevant advice about their housing options.	✓
1.5 1.8.1	Registered providers shall subscribe to an internet based mutual exchange service (or pay the subscriptions of individual tenants who wish to exchange), allowing <ul style="list-style-type: none"> <li>• a tenant to register an interest in arranging a mutual exchange through the mutual exchange service without payment of a fee</li> <li>• the tenant to enter their current property details and the tenant's requirements for the mutual exchange property they hope to obtain</li> <li>• the tenant to be provided with the property details of those properties where a match occurs</li> </ul>	✓
1.5 1.9	Registered providers shall ensure the provider of the internet based mutual exchange service to which they subscribe is a signatory to an agreement, such as <i>HomeSwap Direct</i> , under which tenants can access matches across all (or the greatest practicable number of) internet based mutual exchange services.	✓
1.5 1.10	Registered providers shall take reasonable steps to publicise the availability of any mutual exchange service(s) to which it subscribes to its tenants.	✓
1.5 1.11	Registered providers shall provide reasonable support in using the service to tenants who do not have access to the internet.	✓

Ref	RSH Standard	Standard met
<b>Tenure</b>		
2.R 2.1	Registered providers shall offer tenancies or terms of occupation, which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock.	✓
2.R 2.2	They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation.	✓
2.S 2.1	<p>Registered providers shall publish clear and accessible policies, which outline their approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud, and set out:</p> <ul style="list-style-type: none"> <li>• the types of tenancy they will grant</li> <li>• where they grant tenancies for a fixed term, the length of those terms.</li> <li>• the circumstances in which they will grant tenancies of a particular type.</li> <li>• any exceptional circumstances in which they will grant fixed term tenancies for a term of less than five years in general needs housing following any probationary period.</li> <li>• the circumstances in which they may or may not grant another tenancy on the expiry of the fixed term, in the same property or in a different property.</li> <li>• the way in which a tenant or prospective tenant may appeal against or complain about the length of fixed term tenancy offered and the type of tenancy offered, and against a decision not to grant another tenancy on the expiry of the fixed term</li> <li>• their policy on taking into account the needs of those households who are vulnerable by reason of age, disability or illness, and households with children, including through the provision of tenancies which provide a reasonable degree of stability.</li> <li>• the advice and assistance they will give to tenants on finding alternative accommodation in the event that they decide not to grant another tenancy.</li> <li>• their policy on granting discretionary succession rights, taking account of the needs of vulnerable household members.</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>

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2.5 2.2	Registered providers must grant general needs tenants a periodic secure or assured (excluding periodic assured shorthold) tenancy, or a tenancy for a minimum fixed term of five years, or exceptionally, a tenancy for a minimum fixed term of no less than two years, in addition to any probationary tenancy period.	✓
2.5 2.3	Before a fixed term tenancy ends, registered providers shall provide notice in writing to the tenant stating either that they propose to grant another tenancy on the expiry of the existing fixed term or that they propose to end the tenancy.	✓
2.5 2.4	Where registered providers use probationary tenancies, these shall be for a maximum of 12 months, or a maximum of 18 months where reason for extending the probationary period have been given and where the tenant has the opportunity to request a review.	✓
2.5 2.5	Where registered providers choose to let homes on fixed term tenancies (including under Affordable Rent terms), they shall offer reasonable advice and assistance to those tenants where that tenancy ends.	<i>Not applicable</i>
2.5 2.6	Registered providers shall make sure that the home continues to be occupied by the tenant they let the home to in accordance with the requirements of the relevant tenancy agreement, for the duration of the tenancy, allowing for regulatory requirements about participation in mutual exchange schemes.	<i>Not applicable</i>
2.5 2.7	Registered providers shall develop and provide services that will support tenants to maintain their tenancy and prevent unnecessary evictions.	✓
2.5 2.8	Registered providers shall grant those who were social housing tenants on the day on which section 154 of the Localism Act 2011 comes into force, and have remained social housing tenants since that date, a tenancy with no less security where they choose to move to another social rented home, whether with the same or another landlord. (This requirement does not apply where tenants choose to move to accommodation let on Affordable Rent terms).	✓
2.5 2.9	Registered providers shall grant tenants who have been moved into alternative accommodation during any redevelopment or other works a tenancy with no less security of tenure on their return to settled	✓

Ref	RSH Standard	Standard met
	accommodation.	

