

# Tenancy Management Policy

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<b>Policy author /holder</b>	Head of Neighbourhoods
<b>Approved on:</b>	February 2026
<b>by:</b>	Executive Director, Operations
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## 1 Purpose and anticipated outcomes

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LiveWest recognises that there is a direct relationship between the interaction we have with our customers when they start their tenancy and their ability to sustain their tenancy over time. We want our customers to enjoy their homes and to look after them in accordance with their tenancy agreement.

The purpose of this policy and associated procedures is to ensure that our customers are treated fairly and consistently and that our properties are managed well.

Through this policy we aim to:

- Develop a proactive approach to tenancy management, tailoring the service delivery to meet customers' individual needs
- Provide the framework to allow our service offer to be flexed to meet adapting customer need
- Create sustainable tenancies and communities by supporting our customers
- Ensure customers are well informed about their rights and responsibilities and understand the consequences of any breach

This policy operates within our Values:

- Here for Customers – Listen, act and adapt to meet diverse needs
- Maintaining quality Homes - We deliver safe, well-maintained homes that reflect pride and care.
- One Team- Support each other to achieve shared goals.

Our values are a key part of who we are and what we do. They reflect the way we approach our customers, our people, and our work at LiveWest.

Successful implementation and management of this Policy will deliver improved outcomes for both our customers and LiveWest. These key outcomes include:

- A higher percentage of tenancies being sustained in their first year of tenancy, together with a reduction in the overall percentage of our tenancies that turnover.
- When breaches of tenancy do occur, appropriate interventions are used to ensure customers and communities see effective outcomes without impacting community sustainability.

## **2 Scope and definitions**

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This policy covers all LiveWest general needs and older persons rented homes.

## **3 About this policy**

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To deliver effective tenancy management services, we have developed this policy and associated procedures which outlines our approach to provide an efficient and adaptable service, that reflects legislation, regulation, and good practice.

We will ensure that all new customers, before signing their new tenancy are provided with clear information concerning the terms of their tenancy and of the consequences of failing to keep to those terms.

We will intervene at an early stage when we become aware of any tenancy breaches. Following investigations, we will assess the risk and take into consideration the needs of the customer and the associated breach. We will ensure that any reasonable adjustments or flex to our service offer are made appropriately. In appropriate circumstances we will signpost and or refer to relevant support and or advice services to support the customer to sustain their tenancy

Our Neighbourhood Management policy, Anti-social Behaviour and Hate Crime policy and associated procedures focus on managing our tenancies in a fair and effective way. These policies and procedures ensure that our customers understand their responsibilities and follow them.

### **3.1 Tenancy visits**

As part of our approach to tenancy management, we will undertake a verification process and assess all new customers who move into a home with LiveWest. Our customer's individual needs will also be assessed before the tenancy begins through the lettings process. New tenancy visits will provide advice and support our customers to maintain their tenancy.

If no specific need is identified at the start of their tenancy, then we will visit between 8 and 12 weeks from the tenancy start date. At this visit we will ensure new customers have settled into their home and that there have been no immediate changes of circumstances that we may need to be aware of.

We will also undertake cyclical visits with all our customers on a profiling basis where we will prioritise customers based on risk. Risk is identified as key behaviours which suggest that a customer may be struggling to maintain their tenancy. They include customers that have not contacted us for a period of 12 months and trigger one or more of the following concerns:

- Rent arrears or significant recharge debt accrued
- Safeguarding concern
- Hoarding case
- Damp and Mould repair
- Refusal of upgrades to home such as kitchen or bathroom
- Persistently deny access to the property
- Suspected tenancy fraud

Our commitment is to complete a “You and Your Home” visit with every LiveWest customer proactively at least once every 5 years. For those identified through the criteria set out above we may undertake these visits on a more frequent basis.

The purpose of these visits will be to make sure that we are delivering on our responsibilities as a landlord, whilst making sure that our customers are adhering to their responsibilities as detailed within their tenancy agreement – these responsibilities include:

- Occupying the property as their only or main home and updating occupancy details.
- Managing the tenancy effectively and looking after the property and meeting tenancy obligations
- Promptly reporting any repairs or disrepair for which we are responsible.
- Making sure that pets are looked after and not causing damage to the property or a nuisance within the locality
- Not hoarding items in their home.
- Helping us meet our health and safety responsibility in ensuring that any communal areas (if appropriate) are kept clean, tidy, safe, and free from obstruction.
- Engage with customers and ensure that we understand the customer and the household needs and flex our service offer as required.
- Update customer communication needs and ensure we are communicating and delivering services that are accessible to all.

Should a customer refuse access for a You and Your Home visit to be undertaken, despite reasonable attempts being made, we may seek to enforce conditions set out with the tenancy agreement, where there is clear evidence of a breach of tenancy conditions.

### **3.2 Tenancy Sustainment**

Our Tenancy Sustainment team offer short term support for customers through one-to-one tailored housing related advice, guidance, sign posting and advocacy. The service offer can be accessed through internal or self-referral and includes but is not limited to:

- Support customers with managing their finances and developing budgeting skills.
- Provide assistance and guidance to navigate the welfare benefits system
- Support to address hoarding issues
- Collaborating with internal teams and external agencies to ensure customers can access specialist health and wellbeing support where these issues may affect their tenancy.
- Advice on options for moving home.

### **3.3 Customers in Debt**

Where customers are struggling to pay their rent, we will actively work with them to minimise the risk of eviction. Our approach is set out within our Income Recovery policy

### **3.4 Pets**

We recognise that pets provide a range of benefits to their owners including providing companionship, offering a means to make contacts and socialise with others and teaching children empathy and responsibility.

We will not withhold our permission without good reason however, checks will be carried out in the first instance to ensure that there are no tenancy issues to warrant refusal, and we may add conditions to our permission. Any customer that is required to request permission will receive a full response within 28 days. See the Pet Procedure which sets out our approach.

## **4 Equality and Diversity**

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We recognise the importance to ensure all our customers 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 our customers fairly whilst valuing diversity. We are committed to the principles of equality, diversity, and inclusion throughout the organisation with the aim to meet the needs and choice of people from all backgrounds.

## **5 Monitoring and review**

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We have a full commitment to this policy and will ensure appropriate training will be given to all relevant staff.

This policy will be made widely available to customers and stakeholders via an appropriate range of online and printed communication platforms.

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We will review customer feedback, look for trends and hotspots and identify areas for service improvement on a continuous basis so that we improve the value for money of services being delivered.

This policy will be reviewed every three years or earlier in line with any legislative, regulatory, or good practice changes.

## 6 Legal considerations

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This policy has been written with regards to the following:

- Relevant Housing Acts as amended by the Localism Act 2011
- The Regulator of Social Housing's Consumer Standards
- Renters Rights Act 2025

## 7 Linked / associated policies and other references

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- Income Recovery Policy
- Tenancy Fraud Policy
- Inclusive Service Policy
- Pets Procedure
- You and your home procedure
- Allocations and Lettings policy
- Complaints, Compliments and Feedback policy
- Neighbourhood Management policy/procedures
- Tenure policy
- Anti-social Behaviour and Hate Crime policy/procedures
- Good Neighbourhood Management policy

## Version Control

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Version	Date	Requested/ Authorised by	Comments
2	Nov 2022	Head of Neighbourhoods	Key amendments to this policy are in sections: 3.1 Tenancy Management Visits 3.2 Tenancy Sustainment 3.4 Pets 3.5 Fraud
	April 2023	Customer Services Committee	Further approval to this Policy
3	December 2025	Head of Neighbourhoods	Removal of Tenancy Fraud and updates