



Tenancy Review

Monitoring

This policy is reviewed every two years or in line with service changes, whichever comes first.

Next review

By March 2023

1. Introduction

- 1.1 This policy does not apply to tenants housed before 1st September 2008. Tenants housed prior to 1st September 2008 started tenancies with the expectation that there would not be a requirement to move on from that tenancy.
- 1.2 Tenants moving into RSI Clearing House properties on or after 1st September 2008 will routinely be required to engage in the tenancy review process. Since that time all Clearing House tenants have been issued with renewable two year Fixed Term Assured Shorthold Tenancies; these require regular review to determine whether it is appropriate for the tenancy to be extended and, if so, for what length of time. This protocol therefore only applies to tenancies started on or after 1st September 2008.
- 1.3 Tenancy Sustainment Teams are required to regularly lead on the topic of tenancy review with clients they are supporting with fixed term ASTs. Suggested intervals are the 6, 12 and 18 months. This requires TST to arrange tenancy reviews with the tenant and, if appropriate, the Housing Provider. At 18 months (or six months before the end of a tenancy) the TST will arrange a formal tenancy review meeting with the tenant and Housing Provider and submit the outcome of this to Clearing House via the online system.

2. Aims

- 2.1 The reasons for ensuring that Fixed Term Assured Shorthold Tenancies are regularly reviewed are:
 - To ensure that the tenancy (and related TST support) continues to meet the needs of the tenant and that support can be given if there is a desire or need to move on
 - To ensure the security of tenure for the tenant by preventing the Fixed Term Assured Shorthold Tenancy from lapsing into a periodic AST.
 - To ensure the best use is made of the RSI Clearing House accommodation by prompting discussion, identifying and addressing move on opportunities, abandonments and sub-letting.

3. Process

- 3.1 Tenancy reviews will be held every six months and timed to coincide with normal support planning processes; or more frequently if the client has not engaged with the service for a period of three months.
- 3.2 TST staff will initiate the reviews and facilitate the meetings by contacting the housing provider and tenant to agree an appropriate date, time and venue for the meeting.



- 3.3 Reviews should normally occur at 6 months, 12 months and 18 months.
- 3.4 The 6 and 12 month reviews should be attended by the tenant and TST staff only (if housing officers wish to attend this may be helpful). The review meeting will be used to assess how well the tenancy is being managed and how well the support and accommodation is meeting the tenant's needs. Any action resulting from these reviews that may be required, either to support the management of the tenancy, or to begin the process of move on, should be incorporated into the tenant's support plan in the normal way.
- 3.5 The formal tenancy review will take place 6 months before the end of the tenancy - this will determine whether the tenancy will be extended for a further period. The review will be attended by the tenant, TST and a representative of the Housing Provider. If they wish, tenants can bring a representative to support them in this meeting. TST staff can either ask for comments or invite representatives from other support agencies who may be involved in the delivery of support to the tenant.

4. Preparation for the Tenancy Review

- 4.1 A tenancy review involving all parties will take place either at 6 months prior to scheduled tenancy end, or sooner if the client has abandoned the property, or if the client is no longer engaging with the support provided.
- 4.2 At least four weeks before a tenancy review is due, the TST will invite the relevant parties and agree a place and time for the meeting.

The TST worker will write to the tenant encouraging them to attend and explaining:

- When and where the review will take place
 - What the tenancy review is for
 - Who will attend
- 4.3 All parties should prepare and arrange to bring all relevant documentation relating to the tenants on-going support needs, tenancy issues (if any), rent statements or any other documentation that will help to inform the process.

5. Outcome

- 5.1 The outcome of the review will be one of the following:
 - **The renewal of the Fixed Term Assured Shorthold Tenancy for a further two year period.** Where a tenant is assessed as not being ready for more independent living and has demonstrable support needs that require continued support.
 - **The renewal of the Fixed Term Assured Shorthold Tenancy for a shorter period.** Where the tenant has been assessed as ready or nearly ready to move on and time is needed to secure alternative accommodation.
 - **Notice Issued.** Where the tenant no longer has a need for the accommodation or support and/or is not co-operating or engaging with the support or if the tenants needs have become too high to manage. TST staff would be expected to work actively and urgently to secure alternative accommodation for the tenant to avoid actual eviction. Notice can be issued at the 22 month stage (2 months prior to tenancy end).
 - **Notice to Quit.** This would be issued where the client has been shown to have abandoned the property.



5.2 There should be agreement between all parties as to the outcome of the tenancy review and a plan of action for the future of the tenancy agreed and incorporated into the tenants support plan:

- **The Housing Provider will** promptly write to the tenant to confirm the outcome of the meeting and the next steps to be taken (i.e. issuing notice, a new tenancy or tenancy variation). As with any other tenant, any costs associated with evictions is the responsibility of the Housing Provider.
- **TST will** update the support plan in line with the outcome of the review.
- **TST will** update the Clearing House system by completing the tenancy review form on the clients page with details of the tenancy review outcome.

6. **Move-on**

- 6.1 A client is deemed ready for independent living if they are assessed as being able to maintain a tenancy without the support of a TST worker. TSTs will ensure that the discussion of, and preparation for, move on is an integral part of the support planning process. It is expected that in discussions about move on, the expectations of tenants will be managed to avoid them remaining in supported accommodation longer than necessary.
- 6.2 Where tenants are identified as being ready for independent living, TSTs will adopt creative approaches to accessing and creating move on opportunities for tenants. All reasonable efforts should be made to support the client to move on and identify appropriate options; TST services have their own move-on strategy and process.
- 6.3 In instances where it is identified that the tenant is ready for move-on, but that the tenant requires additional time to finalise an appropriate move beyond 24 months; tenancies will become periodic or be extended for a shorter fixed-term to allow the tenant time to resettle.

7. **Disputes and Appeals**

- 7.1 In the event of the tenant being unhappy with the outcome of the tenancy review, they should use the relevant complaints or appeals procedure for the organisation whose decision they dispute. In the event that this does not resolve their complaint, they will be able to appeal to the Clearing House for a review of the decision.
- 7.2 In the event of the landlord and TST provider being unable to agree on the outcome of the tenancy review, recourse to the Clearing House's dispute resolution procedure is advised.