

Tenancy Management Policy

This policy sets out Bromford Flagship LiveWest's approach to managing tenancies across our homes, in support of delivering safe, fair and responsive services to our customers. It is underpinned by legal duties, regulatory expectations, and a commitment to fairness, accountability, and transparency.

Department	Customer Experience
Policy owner	Regional Director - Customer
Approved date	December 2025
Date for review	May 2028
Approving body	Customer SLT
Associated legislation/regulation	Housing Act 1985/1988/1996 Homelessness Reduction Act 2017 Localism Act 2011 Welfare Reform and Work Act 2016 Anti-social Behaviour, Crime and Policing Act 2014 Equality Act 2010 Human Rights Act 1998 Data Protection Act 2018 / UK GDPR Protection from Eviction Act 1977 Housing and Regeneration Act 2008 Building Safety Act 2022 Rent Act 1977 Care Act 2014 Children Act 1989/ 2004 Housing Ombudsman Scheme (SI 1996 No. 2465, as amended) Regulator of Social Housing – Consumer Standards (2024)
Legal advice from	Internal Legal Team
Equality impact assessment date	October 2025
Version number	1.1
Publication status	Internal Intranet and Customer Website

Purpose/principles

This policy sets out Bromford Flagship's approach to managing tenancies across our homes. Our aim is to ensure customers can live well, thrive, and sustain their tenancy.

We will:

- know who is living in our homes and keep records accurate
- make sure homes remain suitable for household needs as circumstances change
- support tenancy sustainment and stable communities
- make best use of our homes for those who need them

When we identify tenancy issues, we will listen first, understand individual circumstances, and provide advice and support. We will act fairly and proportionately, considering equality, vulnerability, and reasonable adjustments. Legal enforcement is always a last resort.

Scope

This policy applies to:

- all Newtide Homes, Samphire Homes, Victory Homes, Flagship Homes or Bromford homes where a tenancy or licence is granted (including general needs, key worker, housing for older people, housing with care, supported and temporary accommodation)
- all colleagues involved in tenancy management, neighbourhood services, customer support, and enforcement¹

Exclusions: Leasehold, shared ownership, market rent, student accommodation, and garage lets (managed separately).

Note: Allocation of tenancies and licence types is governed by the Lettings Policy. This policy covers tenancy management once a tenancy has been granted.

Roles/responsibilities

Board/Committees provide oversight and assurance that the policy aligns with strategic priorities, customer outcomes, and regulatory requirements.

Executive Leadership Team/Directors are accountable for ensuring the policy is implemented consistently across their areas of responsibility and that compliance is maintained.

¹ Colleagues of Bromford, Flagship and their subsidiaries, plus any former Bromford or Flagship colleagues now operating under Bromford Flagship LiveWest. At the time of writing LiveWest operate under a separate policy.

Heads of Service/Service Leads are responsible for embedding the policy within their service areas, ensuring colleagues are aware of and follow the requirements, and providing assurance on compliance.

Customer-facing colleagues are responsible for applying the policy in day-to-day service delivery, supporting customers, and taking action or escalating issues in line with procedures.

All colleagues are expected to understand the policy as it relates to their role, complete any required training, and seek support where clarification is needed.

Policy content

Home and tenancy checks

We carry out regular checks to keep homes safe, maintain accurate records, and make sure tenancies are being managed responsibly.

Tenancy records will be kept accurate for safety and accountability. Customers must tell us about household changes as soon as possible.

We normally give 48 hours' notice for home visits, but may attend unannounced if necessary (e.g., safeguarding, fraud, urgent health & safety).

Checks may include early tenancy visits, property condition inspections, reviewing occupancy, affordability, support needs, or safeguarding.

Where we believe a customer is no longer living in the property, we may use open-source or professional tracing methods to recover the home lawfully.

Fixed-term tenancies

We review fixed-term tenancies in good time so customers have clarity about their housing options. Tenancies will be reviewed at least six months before expiry.

We may not grant a new tenancy if the home is under-occupied, overcrowded, no longer suitable (e.g., unused adaptations), or tenancy conditions have not been met (e.g., arrears, ASB).

Customers will receive six months' notice, reasons in writing, and the right to appeal within 14 days (reasonable adjustments available)

Refusal or withdrawal of a new tenancy will only occur on grounds permitted by the Housing Acts 1985, 1988 and 1996, applied consistently and with due regard to equality, proportionality, and individual circumstances

Tenancy changes, succession and assignment

We support customers through tenancy changes and will explain rights clearly and fairly.

Customers must keep us informed of any household changes (e.g., new members, people leaving, name changes, bereavements). We will update records promptly once evidence is provided

All tenancy changes will be considered in line with statutory rights and the Equality Act 2010, ensuring that decisions do not directly or indirectly discriminate. Criteria for joint tenancies and succession will be applied consistently and documented to evidence fair treatment.

Succession

Succession rights will be administered in accordance with the Housing Act 1985 (secure tenancies) and Housing Act 1988 (assured tenancies).

Where discretion is exercised, decision-making will consider caring roles, household composition, vulnerability, and equality impacts.

If the home is too large or no longer suitable, we will support moves to appropriate housing.

Where no legal right exists, we may use discretion to grant a new tenancy, ensuring decisions are recorded, consistent, and non-discriminatory.

If a tenancy cannot be offered, we will help with local authority applications and advice.

Assignment

Assignment is allowed for mutual exchange or by court order. Only one assignment permitted unless legally required.

Unsuitable homes

Where a home no longer suits household needs, we will explore options to help customers stay safe and secure.

We will give housing advice and consider adaptations or reasonable adjustments to help customers stay safe.

Where not possible, we will support moves through local authority registers or Mutual Exchange.

We will review under-occupation and discuss options (e.g., lodgers where appropriate).

Where a property is sold, customers may be entitled to Home Loss or Disturbance Payments.

Decants (temporary moves)

Where a home is unsafe or unsuitable due to works, fire, or flood:

- we will assess risks (e.g., HHSRS) and may seek an independent medical review
- customers can appeal a decision within 14 days (reasonable adjustments available). Appeals will be reviewed independently and responded to within 14 days.
- we will arrange suitable temporary accommodation and cover reasonable moving costs - rent will only be charged on one property.
- in limited cases, a temporary move may become permanent; tenancy rights will remain equivalent.

- where decant or re-housing is required, we will work closely with the relevant local authority to ensure statutory homelessness duties under the Homelessness Reduction Act 2017 are met – we will not discharge those duties but will cooperate fully to prevent homelessness and achieve suitable outcomes

Tenancy breaches and sustainment

When tenancy conditions are not met (e.g., poor property condition, animal nuisance, unauthorised alterations, subletting, hoarding, misuse of communal areas), we will act fairly and proportionately, focusing on support wherever possible.

Our approach is:

- **support-first** – intervene early, offer support, and work in partnership
- **proportionate** – consider the impact on the customer, community, and our duties
- **last resort** – legal enforcement only where risks cannot be managed otherwise

Hoarding

Hoarding can affect both wellbeing and home safety. We will take a supportive, person-centred approach, while making sure homes remain safe and responsibilities are clear.

There will be:

- a person-centred fire risk assessment
- safeguarding referrals where needed
- clear explanation of repair responsibilities
- recharges/payment plans for damage
- legal action if there is ongoing disengagement

Tenancy fraud

We act robustly to prevent and address fraud so homes are used fairly.

Prevention: ID checks, tenant photos, periodic visits, easy online fraud reporting.

Investigation: proportionate use of open/shared/closed data; robust case management.

Action: legal recovery of homes; criminal proceedings supported where necessary.

Types include, but are not limited to subletting, non-occupation, misrepresentation, unlawful succession.

Noise transference

Noise is part of everyday life, but it can sometimes cause disruption. We will act where it amounts to ASB, and work with customers to find practical solutions where it does not.

Where noise is **ASB**, we will act under the **ASB Policy**.

Where noise is a result of **everyday living**, we will explore practical solutions without automatically assigning fault.

Ending a tenancy

Tenancies may end for a number of reasons, for example:

- the tenant giving notice.
- a breach leading to eviction via court order
- the death of a tenant

We will make sure customers are supported and treated fairly.

Our commitments:

Fairness and proportionality – considering equality, vulnerability, and human rights.

Support and signposting – to advice, housing options, and safeguarding if needed.

Right to review – customers may appeal certain decisions within 14 days; reviewed independently.

Commitment to refer – we will notify the local authority where a customer is at risk of homelessness.

Belongings

In the East (legacy Flagship), customers or estates will normally be given **14 days** to collect belongings.

In the West (legacy Bromford), the period is currently **7 days**.

In both cases, the period may be extended in exceptional circumstances.

We will review these differences as part of harmonisation, aiming for a single consistent approach.

EIA statement

An Equality Impact Assessment (EIA) has been completed for this policy. The EIA ensures that the policy is fair, inclusive, and does not negatively impact any protected groups under the Equality Act 2010. The outcomes of the assessment will be monitored, and actions taken where needed to promote equity.

We recognise that we may not have identified all adverse impacts on one or more protected characteristics. We welcome any feedback on, or examples of, things that we may have overlooked so that we can continuously improve our policy.

Training statement

This policy will be trained out to all housing and customer experience teams through:

- induction and annual refreshers
- e-learning and case studies
- on-demand toolkits supporting tenancy sustainment, reasonable adjustments, and proportionate enforcement

Measuring effectiveness

Effectiveness will be measured through:

- Internal audits and regulatory reviews.
- Tenant Satisfaction Measures (TSMs) and complaints analysis.
- Tenancy sustainment rates.
- Tenancy fraud cases resolved.
- Appeal and review outcomes.
- Oversight by the Board and Committees.

Review period

This policy will be formally reviewed every three years. Earlier review may take place if required by changes in legislation, regulation, organisational priorities, or following feedback from colleagues, customers, or stakeholders. Any updates will be approved through the appropriate governance route.

Approval

This policy was approved by Customer SLT and is applicable to:

- Bromford Housing Association Ltd (operating as Bromford)
- Bromford Home Ownership Ltd (operating as Bromford)
- Merlin Housing Society Ltd (operating as Bromford)
- Flagship Housing Limited (operating as Flagship)

Any references to Bromford Flagship LiveWest should be interpreted as equally applicable to all the above.

Supporting documents

This policy is supported by:

- Tenancy Management related procedures
- Tenancy Management Equality Impact Assessment
- Customer Service Standard
- ASB Policy
- Complaints Policy
- Domestic Abuse Policy
- Hate Crime Policy
- Lettings, Succession Policy
- Managed Behaviour Policy
- Mutual Exchange Policy
- Safeguarding Adults Policy
- Safeguarding Children Policy
- Vulnerability, Inclusive Services & Reasonable Adjustments Policy

Version control

Note: minor updates approved by delegated authority increase version number by 0.1; major updates and formally approved versions increase version number by 1.0.

Version	Detail	Approved by	Date
1.0	First issue	Customer SLT	16 December 2025
1.1	Updated template (including the logos on titlepage footer and wording in approval section)	n/a	6 August 2026