

TENANCY READY SERVICE POLICY

31 October 2022

Prepared by:	Emma Crick
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Policy approved by:	OMT
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EIA Required?	<input type="checkbox"/>
EIA Completed?	<input type="checkbox"/>
Revision number:	02
Lead officer:	Anila Khalid

1 INTRODUCTION

1.1 The aim of the Tenancy Ready Service is to ensure customers have the highest chance of sustaining their tenancy successfully. Customers will be equipped with the information and life skills necessary to conduct a tenancy in accordance with the tenancy agreements managed by Stockport Homes (SHG).

1.2 The Tenancy Ready Service is open to all customers who are most likely to be future SHG tenants and focussed on those who are statistically at the greatest risk of future tenancy failure.

1.3 This Policy sets out the circumstances under which the Tenancy Ready Service will be offered and what the service consists of.

2 STRATEGIC LINKS

2.1 This Policy links to the following: -

- Allocation Policy
- Homelessness Strategy
- Anti-social Behaviour Policy
- SHGs mission of Transforming Lives
- SHG's aims to support customers in all aspects of their lives through effective partnership working and also to develop our thriving, safe and sustainable neighbourhoods, maximising our contribution to meeting housing need.

3 KEY FEATURES

3.1 SHG is dedicated to preventing homelessness and wherever possible, minimising the risk of tenancy failure amongst vulnerable tenants.

3.2 SHG is committed to ensuring that customers are supported when taking on a tenancy and will provide services that ensure prospective tenants are well prepared and ready to become responsible tenants and sustain independent living.

3.3 The Tenancy Ready Service provides essential housing options guidance and housing support information for first time tenants and other customers deemed vulnerable, who may otherwise struggle to secure and sustain a tenancy.

3.4 The Tenancy Ready Service specifically targets: -

- Vulnerable customers looking to rent from SHG for the first time
- Temporary Accommodation residents

- Care leavers who have disengaged with their personal assistant or stepped away from the service
- People who have had previous unsuccessful tenancies
- People who have a background, issues or behaviours that increase their risk of not sustaining a tenancy.

3.5 The Tenancy Ready Service delivers a bespoke service tailored to each person's individual need in order to maximise success.

4 EQUALITY IMPACT ASSESSMENT

4.1 An Equality Impact Assessment (EIA) screening form has been completed and whilst there are no major impacts on the current systems in place and/or delivery from staff to customers, the Tenancy Ready Service positively supports those individuals or groups that could otherwise be excluded and therefore positively addresses inequality.

5 OWNERSHIP, MONITORING AND REVIEW

5.1 This Policy is owned by the Operations Directorate and will be monitored by the Operations Management Team.

5.2 The Policy will be reviewed in line with the Operations Management Policy and Procedure Review Schedule.