



Tenancy Sustainment Policy

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1 Introduction

1.1 Stockport Homes Group is a registered provider of social and affordable housing. We manage around 12,000 homes owned by Stockport Council and Stockport Homes.

1.2 This policy sets out our commitment to support tenants to maintain successful and sustainable tenancies. It outlines how we will work proactively to prevent tenancy breakdown.

1.3 A sustainable tenancy is one that can be maintained successfully for the life of the tenancy. We acknowledge that certain tenants might encounter difficulties that affect their capacity to manage and sustain a tenancy. We aim to offer early, customised interventions and focused support to assist tenants in overcoming these obstacles, preserving their tenancy, and leading rewarding lives. Support can include:

- Early Intervention: support can be provided to prospective tenants before they are offered a property, as well as supporting through the offer and sign-up process, which includes welcome visits and guidance on utilities and budgeting and other bespoke actions
- Ongoing Support: advice available to tenants on benefits, debt, energy and employment with signposting to external support agencies
- Partnership Working: co-operation with community organisations and statutory agencies.

1.4 The policy helps us meet our aims of:

- Contributing to make Stockport fairer by reducing inequality, poverty and supporting customers in all aspects of their lives
- Delivering excellent customer service, driven by customer feedback and experience.

1.5 Stockport Homes measures how satisfied customers are with services so that Stockport Homes can learn and improve. Performance is closely monitored by Stockport Homes' Leadership Team and Board.

1.6 Tenant Satisfaction Measures are submitted to the Regulator of Social Housing annually. The Measures relevant to this policy are detailed in the Internal Control section of this Policy. They are continuously updated on the Stockport Homes [website](#).

1.7 Stockport Homes also publishes [Service Standards](#) setting out what customers can expect from our services.

2 Scope

2.1 This policy applies to tenants of Stockport Homes, however a number of services outlined within this policy are available to non-tenants. Whilst outside the scope of this policy, contact details are provided within each section where applicable.

2.2 This policy sets out Stockport Homes' general approach to tenancy sustainment. However, it will consider decisions on a case-by-case basis and make exceptions where it is appropriate and reasonable to do so. Tenants and colleagues should feel comfortable asking us to do things differently where this meets a particular need.

2.3 All tenants have equal opportunity to access Stockport Homes' services if it is practically possible. Stockport Homes must consider changing its approach if it is putting a vulnerable or disabled tenant at a disadvantage compared to tenants who are not vulnerable or disabled. Please see our [Vulnerability Policy](#). Tenants can nominate a representative to act for them in interactions with us.

2.4 Adjustments to services will be considered on a case-by-case basis. Examples of reasonable adjustments might be offering assisted gardening, or support for tenants who are struggling to manage their property condition.

2.5 If there is any variance between this policy and individual Tenancy Agreements then the Tenancy Agreement takes precedence.

2.6 Tenants should [contact us](#) if they would like to tell us they require reasonable adjustments to meet their individual needs, in order to discuss how they can be best supported.

3 Definitions

3.1 **Patch Officers** - are Neighbourhood Housing Officers and Independent Living Officers. They are often the first point of contact for tenants. To contact your Patch Officer please [contact us](#).

3.2 **Tenant** – describes both sole and joint tenants with whom Stockport Homes/Stockport Council have a contractual relationship via a Tenancy Agreement.

3.3 **Tenancy Sustainment** – is the support and advice that help tenants maintain their tenancies successfully, preventing eviction, homelessness, or tenancy breakdown. This is especially important for vulnerable tenants or those at risk of losing their home. It is considered that a tenant is tenancy ready when they are able to demonstrate the skills, stability and support needed to manage a tenancy independently or with appropriate support in place.

4 Tenancy Ready Service

4.1 Our Tenancy Ready Service works with Stockport Homes' prospective tenants, providing the tools to successfully maintain their future tenancies and live independently, thereby reducing the risk of tenancy failure.

4.2 The service provides a comprehensive package of support and advice tailored to individual need and includes money management, maximising benefits, tenancy responsibilities, managing expectations, being a good neighbour and tackling anti-social behaviour.

4.3 The service is accessible to prospective tenants who have received an offer of a property or possess a significant number of Homechoice points for rehousing and are nearing an offer within the bidding process. These are generally those who are not being supported by other Stockport Homes teams (excluding Stockport Homes' Temporary Accommodation Schemes).

4.4 There is significant demand for the service; consequently, the emphasis is placed on those:

- Current Stockport Homes' temporary accommodation residents
- Care leavers who have disengaged with their personal assistant or stepped away from the service
- Previous unsuccessful tenancies
- A background, issues or behaviours that increase the risk of not sustaining a tenancy.

4.5 Referrals can be made by other Stockport Homes teams, Stockport Council, and a range of external agencies and partners, such as a support worker or Special Housing Panel. Self-referral is not permitted, however any non-tenant seeking housing support or other advice on contacting Stockport Homes would be referred to the relevant service or given external signposting information where relevant.

4.6 All referrals will be assessed by the Tenancy Ready Team and:

- If eligible, will be contacted and support will commence
- If not eligible, the referrer will be notified and where relevant, alternative support will be signposted.
- Where eligible, but the service has reached its capacity, referrals will be added to the waiting list. Priority will be determined based on the highest level of need, taking into account factors such as the duration of time on the waiting list, the immediacy of rehousing, the level of support required, and whether any additional support is currently available.

4.7 Support continues into the first few weeks of each new tenancy to build confidence and improve sustainability by ensuring tenants know who to contact for any future repairs or housing and tenancy issues. This also ensures tenants are settled well into their new home. However, if further support is

deemed necessary, the tenant will be referred to the appropriate team for on-going support, such as their Patch Officer.

4.8 More information can be found on our [website](#), where we have created a range of videos that provide useful advice and tips about getting tenancy ready. Alternatively, you can [contact us](#) for more information.

5 Pre-Tenancy Assessment and Property Sign-Up

5.1 The Pre-Tenancy Assessment and Sign-up processes are critical opportunities to identify support needs, set clear expectations, and ensure tenants are equipped to manage their tenancy effectively.

5.2 Where a prospective or existing Stockport Homes tenant has been offered a property, we will:

- Conduct a rehousing risk assessment during the accompanied viewing of the property to confirm the housing application matches the current household circumstances. This includes confirming or identifying any support needs (e.g. financial, health, language, or support needs)
- Make referrals to other Stockport Homes teams or external partners where support needs have been identified, including the need for a furniture referral or furnished tenancy
- Explain rent obligations, service charges, and the consequences of arrears
- Assess affordability and support tenants with budgeting where necessary
- Identify vulnerabilities and risks of tenancy breakdown to put early interventions in place.

5.3 A Sign-Up will only be completed once any pre-sign-up checks have been satisfied.

5.4 In order to enhance our level of support, there may be instances where other Stockport Homes teams may attend the Sign-Up to provide additional advice and support, such as Money Advice. In instances where English is not the first language, an interpreter will be arranged to support all aspects of the Pre-Tenancy Assessment and Sign-Up processes.

5.5 During the Sign-Up, Stockport Homes will:

- Explain that the Tenancy Agreement is a legal document which must be read and understood
- Ensure tenants are fully informed about their rights and responsibilities
- Identify support needs and make appropriate referrals (if not already completed)
- Promote budgeting, income maximisation, and benefit support
- Help tenants maintain their tenancies independently and successfully
- Provide details of how to contact their Patch Officer.

5.6 More information on the sign-up process can be found in our [Empty Property Management Policy](#).

6 Decorating Allowance

6.1 Stockport Homes' Decorating Allowance Scheme aims to support tenants to maintain their homes to a responsible decorative standard by providing an allowance to purchase decorating materials from approved suppliers.

6.2 Tenants will receive a decorating allowance, either as a B&Q Electronic Gift Card or a Johnstone's Paint Pack Voucher, which allows choice on how a property is decorated.

- B&Q Electronic Gift Cards can be redeemed at B&Q locations in Stockport and its neighbouring regions. They are strictly limited to decorating items only. Attempts to purchase items not deemed for decorative purposes will be automatically prohibited - tenants will be expected to purchase the item by another means of payment.
- Johnstone's Paint Pack Vouchers may be exchanged at the Johnstone's Decorating Centre, located at 218 Wellington Road South, Stockport SK2 6RS. Vouchers are for a set pack of decorating items only, which are detailed by Stockport Homes when issued.

6.3 Allowance amounts will vary depending on the number and condition of rooms affected and no cash alternative is available.

6.4 Those eligible for the scheme are:

- Tenants signing up for a new property where Stockport Homes have identified parts of the property requiring decoration
- Existing tenants where Stockport Homes have identified that parts of the property requires redecoration, for example following extensive repair or investment works where damage has occurred to the decor
- Where an allowance will be issued to resolve or prevent a complaint linked to a tenancy issue.

6.5 Tenants will be notified of their eligibility for a decorating allowance either at the accompanied viewing (linked to a new tenancy); by a surveyor (linked to extensive repairs or investment works) or by an officer, such as Patch Officer.

6.6 All allowances must be used within three months of issue and decorating be completed within nine months. Allowances will not be reissued if not used within the required timeframe.

7 Tenancy Contacts and Visits

7.1 We are committed to proactive tenancy management through regular visits and contacts that promote tenancy sustainment, prevent tenancy

breakdown, and ensure properties are being used appropriately and safely. By undertaking these visits and contacts, we can:

- Give tenants the chance to discuss any concerns they may have about their new home and community
- Check property condition
- Support tenants to maintain their home and meet tenancy obligations
- Address any tenancy issues or problems, including providing support and/or signposting to other Stockport Homes/Stockport Council and/or external agencies.

7.2 Tenancy visits and contacts are carried out by our Patch Officers, but in certain cases may link in with other Stockport Homes teams or external partners.

7.3 Our tenancy visits and contacts are undertaken at the following intervals:

- Six weeks after moving in
- Up to nine months after moving in
- Periodic and ad-hoc for established tenants. These may be targeted to specific tenant profiles, e.g., tenants who have not reported any repairs for a set period.

7.4 More information on the support provided by our Tenancy Management teams can be found in our [Tenancy Management Policy](#) or by [contacting us](#).

8 Housing Support

8.1 The Housing Support Team offers services to help tenants maintain their homes, enhance their wellbeing, and deal with housing issues. Every tenant receives a detailed assessment to evaluate their needs.

8.2 The Housing Support Team collaborate with tenants to develop a personalised support plan based on the assessment. The support plan is designed to overcome barriers which may prevent tenants from sustaining their tenancy.

8.3 Housing Support Officers work directly with tenants to progress agreed actions on the support plan and facilitate positive outcomes.

8.4 The support offered includes:

- Budgeting and money advice
- Advice on housing options
- Help resolving repair issues and reporting anti-social behaviour
- Assistance in applying for Stockport Homes' Furnished Tenancies and Furniture Recycling Project
- Access to community and social activities to reduce social isolation
- Welfare calls to those identified as socially isolated or find it difficult to use technology to raise enquiries

- Dedicated Home Support service to assist with hoarding, self-neglect and discharged from hospital
- Liaising and signposting to other Stockport Homes teams or external partners to support with employment, education, counselling etc.

8.5 Referrals can be made directly by the tenant requiring support or by other Stockport Homes teams, Stockport Council, and a range of external agencies and partners, such as a support worker. Referrals can be made using our online [Housing Support Form](#).

8.6 Housing Support provide a drop in surgery every Monday to Friday between 8:30am and 5:00pm at our head office, Cornerstone, 1-3 Edward Street, Stockport, SK1 3NQ. Home visits can also be offered for those tenants who are unable to access our Head Office.

8.7 More information can be found on our [website](#), or by [contacting us](#).

8.8 This service is also available to customers living in properties provided by other Registered providers and the private rented sector. Please contact the Housing Support Team for more information.

9 Independent Living Services

9.1 The Independent Living Team offers a range of support to tenants residing in specific property types - sheltered housing, age-restricted accommodation, and homes for care leavers or individuals with learning disabilities and autism. All tenants receive the support offered through our Tenancy Contacts and Visits (see Section 7). In addition to these, tenants living in age-restricted properties also receive an Intensive Housing Management Service.

9.2 Those tenants residing in age-restricted properties pay a charge to support the provision and delivery of the Intensive Housing Management Service. Patch Officers maintain a visible presence across the borough, offering tenants a familiar and trusted point of contact. Their role is key in connecting tenants to essential support services, helping them to live independently and sustain their tenancies.

9.3 The Independent Living Team also undertake regular telephone calls and visits to all Intensive Housing Management tenants, tailored to individual preferences. Support is provided across a range of housing management issues, including mutual exchanges, property and garden condition management, and concerns relating to anti-social behaviour. In addition, Patch Officers work collaboratively with both internal and external support services to ensure tenants receive the assistance they need. This includes liaising with services such as Carecall, Adult Social Care, Money Advice, Energy Advice, Age UK, Disability Stockport, and the NHS.

9.4 During the winter months, the Independent Living Team works in partnership with Patch Officers to reach out to vulnerable older tenants, who may not receive the Intensive Housing Management Service or have any other support networks. As part of this initiative, a winter welfare pack is delivered to each identified tenant. The pack includes a warm item, a sweet treat, and a range of useful information provided by partner organisations. This may include winter recipes from Age UK, as well as essential guidance on current issues such as the cost-of-living crisis, rising energy prices, warm spaces, and how to access support services.

9.5 More information on the support provided by the Independent Living Team can be found on our [website](#) or by contacting us on 0161 474 3776.

10 Money Advice

10.1 The Money Advice service is focused on helping tenants address their financial issues effectively; this helps tenants maintain their tenancies by avoiding issues such as rent arrears or financial hardship which could put their tenancy at risk.

10.2 Affordability assessments are undertaken for prospective tenants who may face financial challenges in meeting their rent and service charge liability. Where a risk assessment identifies they may be high risk, the Money Advice team is provided with the completed affordability form and supporting proof of income. The team offer tailored advice and guidance on appropriate housing options, with the aim of promoting long term tenancy sustainability.

10.3 The Money Advice Team supports all new tenants to ensure housing costs are claimed and payment arrangements are in place right from the start. The team also identify and record tenant vulnerabilities and communication preferences to ensure tailored support. Every new tenant is offered an income maximisation assessment to help ensure they are receiving all financial support available to them as a household.

10.4 This early intervention helps prevent rent arrears and gives tenants that best chance to maintain a successful tenancy.

10.5 The Money Advice Team also provides specialist support to existing tenants. The team provides expert advice by identifying and progressing all opportunities to maximise household income, such as applying for additional benefits, challenging decisions made by the Local Authority or Department for Work and Pensions and representing tenants at benefit tribunals.

10.6 The team also helps tenants manage household costs by offering guidance on budgeting and paying household bills, reducing outgoings where possible. Where appropriate the team make referrals for further support including specialist debt advice, energy advice and more intensive support with paying bills and managing money.

10.7 Referrals to the Money Advice Team can be made by other Stockport Homes teams, Stockport Council, and a range of external agencies and partners. Tenants are able to self-refer using the [online referral form](#) available on our website, by emailing moneyadvice@stockporthomes.org, or by [contacting us](#).

10.8 Each referral is assessed by a specialist advisor who explores all available opportunities to improve the tenant's financial situation. Support continues until all outcomes are known and appropriate actions have been taken.

10.9 This service is also available to non-tenants. Please contact the Money Advice Team for more information.

11 Energy Advice

11.1 Stockport Homes Energy Solutions Team offers guidance and assistance to tenants facing difficulties with their energy bills. This support is aimed at reducing and preventing fuel poverty and associated debt, thereby supporting tenants to maintain their tenancy.

11.2 Tenants receive free home energy advice on the following:

- Fuel debt advice
- Information on energy tariffs and cheapest suppliers
- Help make better use of energy in the home, saving energy and money
- Understanding energy bills
- Heating system and controls
- Applying for financial assistance.

11.3 Referrals can be made directly by the tenant requiring support or by other Stockport Homes teams, Stockport Council, and a range of external agencies and partners. Referrals can be made via the online [Energy Advice Form](#), found on our [website](#), by emailing energy.advice@stockporthomes.org, or by contacting us on 0161 474 4062.

11.4 Each referral is assessed by a specialist advisor who explores all available opportunities to improve the tenant's financial situation. Support continues until all outcomes are known and appropriate actions have been taken.

11.5 To ensure that all tenants have access to a satisfactory heating source, where a tenant asks Stockport Homes to cap their gas supply at their property, permission will not be granted, unless there is another adequate and working heating source at the property. Support linked to energy efficiency will be offered by the Energy Advice team in cases of affordability linked to maintaining an adequate heating supply.

11.6 This service is also available to non-tenants. Please contact the Energy Advice Team for more information.

12 Furnished Tenancy Scheme

12.1 The Furnished Tenancy Scheme offers eligible tenants of Stockport Homes vital new furniture and appliances to assist in establishing and maintaining a tenancy.

12.2 Tenants will undergo an assessment following their referral to determine their needs and the type of package required to meet their specific circumstances. Typical items provided could include:

- Carpets and Flooring
- Sofa/Armchair
- Dining Table/Chairs
- Wardrobe / Drawers
- Beds and Mattress
- White goods (cooker, fridge, washing machine and freezer).

12.3 Stockport Homes maintains ownership of the furniture package. Once a property is designated as a furnished tenancy, it will continue to be classified as such even if there is a change in tenant, unless there are exceptional circumstances.

12.4 Tenants will pay a service charge, added to their rent account, to cover the cost of the Furnished Tenancy package.

12.5 Tenants are responsible for the upkeep and protection of items within their package.

12.6 The scheme is available to both new and current tenants (with the exception of those in affordable rent properties) who possess minimal furniture and lack the financial resources to purchase more. It should not be used to substitute the existing furniture of a tenant.

12.7 The scheme is not available to tenants who have arrears exceeding £500 with Stockport Homes, unless a payment plan has been established and adhered to for more than six months. Those with arrears will be evaluated individually, particularly in exceptional situations such as fleeing Domestic Abuse.

12.8 Referrals can be made by other Stockport Homes teams, Stockport Council, and a range of external agencies and partners, such as a support worker. Self-referral is not permitted. Our online [Furniture Service Referral Form](#) should be used for all referrals.

12.9 The Furniture Tenancy Officer will carry out an inspection within the first six weeks of receiving the furniture package, followed by audit/inspection a minimum of every three years. The purpose of the inspection is to:

- Check the condition of the package items
- Arrange for replacement items due to fair wear and tear

- Discuss the reason for any damaged or missing items and advise if this will be rechargeable.

12.10 More information can be found on our [website](#) or by emailing us at furnished.tenancies@stockporthomes.org.

13 Furniture Recycling Project

13.1 The Furniture Recycling Project supports tenants to access donated items of recycled/second hand furniture and appliances.

13.2 Typical items provided include, subject to availability:

- Sofa/Armchair
- Dining Table/Chairs
- Wardrobes / Drawers
- Bed and Mattress
- White goods (cooker, fridge, washing machine and freezer).

13.3 The scheme may be available to both new and current tenants who are:

- Leaving one of Stockport Homes' Temporary Accommodation Schemes
- Lacking the financial resources due to a limited disposable income/savings

13.4 The scheme is not available in the following instances:

- Mutual exchange tenants
- Replacing existing broken items
- Swapping items (e.g., a two-seater sofa for a three-seater)
- Those who decline to disclose their finances
- Those who are downsizing
- Previous tenants who have had support from the Furniture Projects Schemes (Furnished Tenancy Scheme and Furniture Recycling Project) in the previous 12 months.

13.5 However there may be exceptional circumstances where the scheme may be offered outside the criteria listed in 13.4. These will be considered on a case-by-case basis.

13.6 Referrals can be made by other Stockport Homes teams, Stockport Council, and a range of external agencies and partners, such as a support worker. Self-referral is not permitted.

13.7 Referrals must be submitted through the online [Furniture Service Referral Form](#). In addition, the referral must be supported with financial evidence and should include a full breakdown of all household income and savings.

13.8 Referrals will be assessed based on need and availability of items and the level of support provided will depend on individual circumstances, split as follows:

- Tier 1 – three furniture items at nil cost, essential white goods each at a set fee, and 50% off additional items
- Tier 2 – furniture items at 50% of cost and essential white goods each at a set fee.
- Tier 3 – all items at 100% of cost
- In addition, there is a set fee for all white goods to cover the cost of cleaning and safety testing items. There is also a one off delivery charge for items.

13.9 The Furniture Recycling Project welcome items of white goods (in good condition and furniture goods that can be reused by other tenants. A list of acceptable items can be found on our [website](#). Donations to the scheme by any person or organisation can be made by completing an [online form](#).

13.10 More information can be found on our [website](#) or by emailing us at furniture@stockporthomes.org.

13.11 The scheme may also be available to non-tenants who have recently been eligible for homelessness points through the Stockport Council Allocations Policy. Please contact the team for more information.

14 Employment and Training Support

14.1 Stockport Homes recognises that secure, meaningful employment can improve financial resilience, reduce rent arrears, and support long-term housing stability.

14.2 Our Employment and Training Team deliver a tailored service to meet tenants' employment and training needs. The team provide specialist information, advice and guidance which includes one or all of the following:

- Searching for employment opportunities
- CV creation
- Completion of application forms
- Careers advice
- Covering and speculative letters
- Coaching for interviews
- Support to identify new training and learning opportunities
- Support into apprenticeships, volunteering pathways and work placements.

14.3 Referrals can be made by other Stockport Homes teams, Stockport Council, and a range of external agencies and partners. Tenants can also self-refer using the online [Employment Support Form](#).

14.4 Our Employment and Training services are available to all working-age tenants of Stockport Homes. In addition, the services are also available to non-Stockport Homes tenants. Please contact the Employment and Training for more information.

14.5 Stockport Homes Customer Training team provides free training which is open to all residents of Stockport with Stockport Homes' tenants taking priority.

14.6 Training focuses on three themes, Employment, Health and Wellbeing and Community. To receive further information on training sessions please contact the Training Support team on 0161 474 2862 or customer.training@stockporthomes.org.

14.7 More information on the services available can be found on our [website](#).

15 Accessibility

15.1 The Stockport Homes website includes the 'Recite Me' assistive technology tool that enables customers to customise their experience in a way that best suits their individual needs. This includes larger font, translation into another language, audio etc.

15.2 The Recite Me assistive tool can be accessed by choosing 'Accessibility' from the toolbar at the top of the webpage and then choosing the policy from the list on the website.

16 Get Involved

16.1 Stockport Homes consult customers regularly about policy content, service standards and value for money. If customers would like to get involved, discuss this policy, help make decisions, make a complaint, or leave a compliment, please [contact us](#).

17 Contact Us

17.1 Stockport Homes can be contacted by ringing 0161 217 6016, visiting our website <https://www.stockporthomes.org/do-it-online/tell-us/contact-us/> or at our head office at Cornerstone, 1-3 Edward Street, Stockport, SK1 3NQ.

17.2 Stockport Homes can also be found on [Facebook](#) and [Instagram](#).

17.3 If customers are unhappy with the service they have received from Stockport Homes, please contact us:

- Completing an online form - <https://www.stockporthomes.org/about-us/our-performance/complaints/#ComplaintForm>
- Emailing feedback@stockporthomes.org or Telephoning 0161 474 2600
- Reporting a complaint to any member of Stockport Homes staff
- Reviewing the [Customer Feedback Policy](#).

18 Internal Controls

1	Version control	Version number will change every three years or at major review	
	Version No.	Date	Change/s and reasons for change
	1		Creation of new policy following a review of all customer policies and gap analysis against the Regulator of Social Housing Consumer Regulations

2	Policy Owner i.e. Director	Director of Customer Services	
	Policy Author/s i.e. Head of Service	Head of Property Management Head of Housing Management Head of Environmental Services Head of Income and Money Advice Head of Independent Living Head of Inclusion Head of Assets	
	Approved by/date	Director of Customer Services – 14 th November 2025 ELT – 19 th November 2025 – Decision Customer Focus - Assurance	
	Communication	Team Meeting	
	Effective Date - the date of sign-off	19 th November 2025	
	Next Full Review Date i.e. 3 years after effective date, with an annual light touch review	18 th November 2028	

3	Regulatory Standards	Please list the Consumer, Governance, Viability standards and outcomes this policy meets	
	Standard/s	Required outcome	
	Tenancy Standard	1.2 Tenancy sustainment and evictions 1.2.1 Registered providers must support tenants to maintain their tenancy or licence. Where a registered provider ends a tenancy or licence, they must offer affected tenants advice and assistance.	
	Transparency, Influence and Accountability Standard	Registered providers must communicate with tenants and supply information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account. 1.1 Fairness and respect 1.1.1 Registered providers must treat tenants and prospective tenants with fairness and respect. 1.2 Diverse needs	

	<p>1.2.1 In relation to the housing and landlord services they provide, registered providers must take action to deliver fair and equitable outcomes for tenants and, where relevant, prospective tenants.</p> <p><u>1.3 Engagement with tenants</u></p> <p>1.3.1 Registered providers must take tenants' views into account in their decision making about how landlord services are delivered and communicate how tenants' views have been considered.</p> <p><u>1.4 Information about landlord services</u></p> <p>1.4.1 Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.</p> <p><u>1.5 Performance information</u></p> <p>1.5.1 Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.</p>
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4	Linked policies/strategies	
		<ul style="list-style-type: none"> • Tenancy Management Policy • Vulnerability Policy • Empty Property Management

5	Equality, diversity and inclusion	Describe how different experiences, characteristics, and approaches were considered during the formulation of the policy, e.g. neurodiversity, age, religion, sex/gender, financial/digital inclusion.
		Tenants who are deemed vulnerable are targeted as those for whom this policy will be utilised for, and reasonable adjustments will be carried out to ensure the tenant has the best possible opportunity to sustain the tenancy.

6	Customer/Colleague Voice	Describe how the customer and/or colleague voice shapes and influences the policy and services
		<p>The Customer Aspire Panel were consulted on this policy at their meeting on 4th February 2026.</p> <p>Tenant voice is heard through the Moving In survey completed by new tenants. This rates satisfaction with staff involved in the new tenancy process and enables tenants to give comments linked to all aspects of the new tenancy process from support to decorating allowances. Negative feedback is used to inform any service change. In addition, Patch Officers</p>

	complete CTV surveys so again, feedback should be used to drive any service change.
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7	Risk management	This policy helps to mitigate the following risks identified on the Corporate Risk Register
	Corporate Risk 1	Stockport Homes is not adequately prepared for a proactive inspection of the Consumer Standards by the Regulator of Social Housing
	Corporate Risk 2	Stockport Homes does not maintain a strong, positive reputation where stakeholders have trust and confidence in SHG
	Corporate Risk 6	Stockport Homes does not deliver excellent customer services in the way that customers require them
	Corporate Risk 7	Stockport Homes does not respond to and learn from complaints effectively and does not listen to the customer voice
	Corporate Risk 8	Stockport Homes' performance in relation to Tenant Satisfaction Measures (TSMs) is not in line with Stockport Homes' ambitions

8	Performance monitoring	Please list the relevant government TSMs (Tenant Satisfaction Measures)
		<p>TSM Satisfaction:</p> <p>TP01 - Overall satisfaction</p> <p>TP06 - Satisfaction that the landlord listens to tenant views and acts upon them</p> <p>TP07 - Satisfaction that the landlord keeps tenants informed about things that matter to them</p> <p>TP08 - Proportion of respondents who report that they agree their landlord treats them fairly and with respect</p>