

MANAGING TENANCY BREACHES POLICY

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Date effective from:	31/01/2019
Policy approved by:	Si Welch
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EIA Required?	<input type="checkbox"/>
EIA Completed?	<input type="checkbox"/>
Revision number:	2
Lead officer:	Jane Allan

1 INTRODUCTION

1.1 Tenants of Stockport Homes Group (SHG) are contractually responsible for adhering to the terms and conditions as set out in the relevant tenancy agreements.

1.2 This policy sets out the framework for the management of tenancy breaches and highlights the actions SHG will take to manage the situation. Such actions may include, providing support to the tenant and their household to resolve the breach directly.

2 STRATEGIC LINKS

2.1 The policy has links to a number of Stockport Homes' strategies, policies and action plans, in particular:

- Estate Inspection and Walkabout Policy and Procedure
- Hoarding Policy and Procedure
- Squatting and Illegal Occupation Policy and Procedure
- Current Tenant Visit Policy and Procedure
- Eyes Wide Open Policy Statement
- Rechargeable Repairs Policy and Procedure
- Anti-Social Behaviour Policy, with a clear thread to all strategic links within that document
- SHG's Mission of 'One Team, Transforming Lives'
- SHG's Housing Support Advice Surgeries Policy and Procedure

3 KEY FEATURES OF THE POLICY

3.1 SHG's staff, usually Neighbourhood Housing Officers (NHOs), Independent Living Co-ordinators (ILCs), Repairs 1st Operatives and, Housing Support Officers (HSOs) will identify tenancy breaches through general day to day tenancy management.

3.2 Any instance of a tenancy breach will be managed in a practical way to seek the most pragmatic and sustainable outcome for the tenant, community, and for SHG.

3.3 Complex tenancy breaches will be managed through joint working between NHOs, ILCs, HSOs, Anti-Social Behaviour Officers (ASB Officers) and any relevant external agencies who are able to provide support to resolve the tenancy breach. Support will always be offered to tenants who are responsible for tenancy breaches if it has occurred as a result of a specific vulnerability.

3.4 Legal action will only be pursued when it is necessary and in cases where the outcome could not reasonably be achieved

3.5 The impact of the tenancy breach on the tenant, surrounding residents, those visiting the property and Stockport Homes will be considered when agreeing the best outcome for a case.

4 EQUALITY IMPACT ASSESSMENT (EIA)

4.1 This policy is fully accessible to all, including those in minority groups and who have a protected characteristic under the Equality Act.

4.2 Where applicable the appropriate action will be taken if necessary to ensure that the policy is accessible, this may include for example provision of translation services where appropriate and any written communication being in the appropriate format for the customer for example large print.

5 OWNERSHIP, MONITORING & REVIEW

5.1 The policy is owned by the Directorate of Neighbourhoods and Support, but there is responsibility in each Directorate for the implementation of the policy.

5.2 The policy will be monitored by the Policy Review Group and reviewed in line with the Policy Review Group schedule.

5.3 Any queries with the policy should be forwarded to the Policy and Performance Officer on 0161 474 2859.