

Self Assessment Review of Tenancy Standard

May 2022

Required outcomes	Waverley evidence / comment / action
<p>1.1 Allocations and mutual exchange</p> <p>1.1.1 Registered providers shall let their homes in a fair, transparent and efficient way. They shall take into account the housing needs and aspirations of tenants and potential tenants. They shall demonstrate how their lettings:</p> <ul style="list-style-type: none"> • (a) make the best use of available housing • (b) are compatible with the purpose of the housing • (c) contribute to local authorities' strategic housing function and sustainable communities <p>There should be clear application, decision-making and appeals processes.</p>	<p>1.1 Waverley Allocation Scheme states how homes let, assessment and appeal process.</p> <p>O&S Project Group scrutinising policy – to make recommendations to O&S Services in June.</p> <p>Nomination agreements in place for all new developments, as required under s.106 agreements</p> <p>Standard – met Action – to ensure regular review of Allocation Scheme to meet needs following the regular assessments made of local housing need with evidence updated and used as a basis for Housing Strategy¹</p>
<p>1.1.2 Registered providers shall enable their tenants to gain access to opportunities to exchange their tenancy with that of another tenant, by way of internet-based mutual exchange services.</p>	<p>1.1.2 Waverley subscribes to Homeswapper, offering free online service for tenants to advertise and search for homes.</p> <p>Standard – met Action – to ensure ongoing subscription and promotion of mutual exchange service.</p>

¹ Affordability Study (December 2021) by Justin Gardener and ICENI projects, First Homes Viability Update (December 2021) by Three Dragons

<p>1.2 Tenure</p> <p>1.2.1 Registered providers shall offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community, and the efficient use of their housing stock.</p> <p>1.2.2 They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation.</p>	<p>1.2.1 Waverley's Tenancy Policy sets type of tenancies to be offer. Consulting on proposal to stop issuing flexible tenancies.</p> <p>1.2.2 Tenancy Review includes legal review of tenancy agreement</p> <p>Housing advice on new planning applications includes tenure and bed size mix and rent levels, in line with local housing need and affordability for Registered Providers.</p> <p>Standard – met Action – to ensure correct tenancies granted and regular review of statutory and legal guidance (as amended).</p>
<p>Specific expectations</p>	<p>Waverley evidence / comment / action</p>
<p>2.1 Allocation and mutual exchange</p> <p>2.1.1 Registered providers shall co-operate with local authorities' strategic housing function, and their duties to meet identified local housing needs. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements.</p>	<p>2.1.1 Waverley's landlord service team works closely with the Housing Strategy and Enabling team and registered providers. All homes are let through HomeChoice on terms set out in Nomination Agreements. Registered Providers have nomination rights to 25% of relets on new schemes, as per Nomination Agreements</p> <p>Standard – met</p>

	<p>Action – to ensure relationship with registered providers maintained and nomination rights received.</p>
<p>2.1.2 Registered providers shall develop and deliver services to address under-occupation and overcrowding in their homes, within the resources available to them. These services should be focused on the needs of their tenants, and will offer choices to them.</p>	<p>2.1.2 Waverley has an EasyMove and Transfer cash incentive scheme to support tenants wishing to downsize. The allocation policy awards additional priority to tenants who are over crowded and the team provide support on how to find a mutual exchange. Actions to address downsizing included in Housing Strategy.</p> <p>Standard – met Action – to ensure ongoing promotion of services.</p>
<p>2.1.3 Registered providers’ published policies shall include how they have made use of common housing registers, common allocations policies and local letting policies. Registered providers shall clearly set out, and be able to give reasons for, the criteria they use for excluding actual and potential tenants from consideration for allocations, mobility or mutual exchange schemes.</p>	<p>2.1.3 Landlord service team works closely with Housing Strategy and Enabling Team to support allocation schemes and publishes local lettings plans for large or strategic redevelopment schemes, where appropriate.</p> <p>Standard – met Action – to ensure relationship with registered providers maintained and awareness of any local lettings plans.</p>
<p>2.1.4 Registered providers shall develop and deliver allocations processes in a way which supports their effective use by the full range of actual and potential tenants, including those with support needs,</p>	<p>2.1.4 The Housing Needs Team place bids for those customers who do not have support from friends, relatives or support workers. This is picked up at registration and through liaison with Homechoice team.</p>

<p>those who do not speak English as a first language and others who have difficulties with written English.</p>	<p>The team will use language line for clients who do not speak English and digital resources such as google translate. Officers engage with customers by phone, in person or digitally to ensure best possible communications and access to services. The team initiate medical assessments to identify support needs and engage with other professional and voluntary services to identify what reasonable adjustments need to be made, disabled adaptations etc. Online website content is checked for accessibility issues.</p> <p>Partnership working with and membership of Independent Living Workstream from the All Age Autism Strategy, to make our housing application process more accessible to people with Autism and their carers, including Autism Awareness Training for staff.</p> <p>Equalities Impact Assessment carried out for housing strategy and equalities monitoring information collected as part of housing strategy consultation</p> <p>Housing Strategy priority of ‘homes for all our lives’ requires new developments to reflect the diverse needs of residents at all stages of their lives, including an action to create at least 1 wheelchair accessible scheme per annum and planning strategically for the housing needs of older people.</p> <p>Standard – met Action – to ensure ongoing review to ensure appropriate promotion to all</p>
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<p>2.1.5 Registered providers shall minimise the time that properties are empty between each letting. When doing this, they shall take into account the circumstances of the tenants who have been offered the properties.</p>	<p>2.1.5 Inter team working to minimise relet period. Target 20 working days. Future tenants needs are assessed at application and offer stage to ensure package in place for tenancy sustainment. Team work closely with social services, health teams and charities to ensure support and home basics are provided, where identified</p> <p>Standard – met Action – to ensure ongoing awareness of support services to support tenancy sustainment.</p>
<p>2.1.6 Registered providers shall record all lettings and sales as required by the Continuous Recording of Lettings (CORE) system.</p>	<p>2.1.6 w/c 25 November 2021 recommenced submitting CORE data following period of non compliance due to organisational restructure and staffing changes. Training and new process implemented.</p> <p>Standard – recently met Action – Review housing management database solution in 2022/23 and develop performance management system to ensure details reported accurately and timely.</p>
<p>2.1.7 Registered providers shall provide tenants wishing to move with access to clear and relevant advice about their housing options.</p>	<p>2.1.7 Landlord service team works closely with Housing Need team to promote housing options. Information made available online and in tenants newsletter.</p> <p>Standard – met Action – to ensure ongoing promotion of services.</p>

<p>2.1.8 Registered providers shall subscribe to an internet based mutual exchange service (or pay the subscriptions of individual tenants who wish to exchange), allowing:</p> <ul style="list-style-type: none"> • (a) a tenant to register an interest in arranging a mutual exchange through the mutual exchange service without payment of a fee • (b) the tenant to enter their current property details and the tenant’s requirements for the mutual exchange property they hope to obtain • (c) the tenant to be provided with the property details of those properties where a match occurs 	<p>2.1.8 Waverley subscribes to Homeswapper, offering free online service for tenants to advertise and search for homes – fulfilling a, b and c.</p> <p>Standard – met Action – to ensure ongoing promotion of service.</p>
<p>2.1.9 Registered providers shall ensure the provider of the internet based mutual exchange service to which they subscribe is a signatory to an agreement, such as HomeSwap Direct, under which tenants can access matches across all (or the greatest practicable number of) internet based mutual exchange services.</p>	<p>2.1.9 Waverley has annual subscription agreement with Homeswapper.</p> <p>Standard – met Action – to ensure ongoing promotion of service.</p>
<p>2.1.10 Registered providers shall take reasonable steps to publicise the availability of any mutual exchange service(s) to which it subscribes to its tenants.</p>	<p>2.1.10 Information made available online and in tenants newsletter. Pre pandemic annual Home Swap events were held in person.</p> <p>Standard – met Action – to ensure ongoing promotion of service and consider future events.</p>

<p>2.1.11 Registered providers shall provide reasonable support in using the service to tenants who do not have access to the internet.</p>	<p>2.1.11 Housing and Homechoice Officers support tenants without internet access and information available in tenants newsletter. Pre pandemic annual Home Swap events were held in person.</p> <p>Standard – met Action – to ensure ongoing promotion of service and consider future events.</p>
<p>2.2 Tenure</p> <p>2.2.2 Registered providers must grant general needs tenants a periodic secure or assured (excluding periodic assured shorthold) tenancy, or a tenancy for a minimum fixed term of five years, or exceptionally, a tenancy for a minimum fixed term of no less than two years, in addition to any probationary tenancy period.</p> <p>2.2.3 Before a fixed term tenancy ends, registered providers shall provide notice in writing to the tenant stating either that they propose to grant another tenancy on the expiry of the existing fixed term or that they propose to end the tenancy.</p> <p>2.2.4 Where registered providers use probationary tenancies, these shall be for a maximum of 12 months, or a maximum of 18 months where reasons for extending the probationary period have been given and where the tenant has the opportunity to request a review.</p> <p>2.2.5 Where registered providers choose to let homes on fixed term tenancies (including under Affordable Rent terms), they shall offer</p>	<p>2.2.2 Waverley’s Tenancy Policy sets type of tenancies to be offered and consulting on withdraw flexible tenancies.</p> <p>2.2.3 n/a if no flexible tenancies</p> <p>2.2.4 Waverley has introductory tenancies for 12 months that maybe extended to 18 months.</p>

<p>reasonable advice and assistance to those tenants where that tenancy ends.</p>	<p>2.2.5 n/a if no flexible tenancies</p> <p>Standard – met Action – to update Tenancy Policy to reflect outcome of consultation.</p>
<p>2.2.6 Registered providers shall make sure that the home continues to be occupied by the tenant they let the home to in accordance with the requirements of the relevant tenancy agreement, for the duration of the tenancy, allowing for regulatory requirements about participation in mutual exchange schemes.</p> <p>2.2.7 Registered providers shall develop and provide services that will support tenants to maintain their tenancy and prevent unnecessary evictions.</p> <p>2.2.8 Registered providers shall grant those who were social housing tenants on the day on which section 154 of the Localism Act 2011 comes into force, and have remained social housing tenants since that date, a tenancy with no less security where they choose to move to another social rented home, whether with the same or another landlord. (This requirement does not apply where tenants choose to move to accommodation let on Affordable Rent terms).</p> <p>2.2.9 Registered providers shall grant tenants who have been moved into alternative accommodation during any redevelopment or other works a tenancy with no less security of tenure on their return to settled accommodation.</p>	<p>2.2.6 Tenancy Fraud policy to identify and report non occupation. Tenancy audits and tenancy checks at each contact.</p> <p>2.2.7 Tenancy sustainment inc in rent account policy and housing management procedures</p> <p>2.2.8 stated in current Tenancy Policy but n/a if no flexible tenancies</p> <p>2.2.9 Allocation Scheme and Decant Policy</p> <p>Standard – met Action – to update Tenancy Policy to reflect outcome of consultation.</p>

