

Affordable Housing Management Policy

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Introduction

The Regulators, the Regulator of Social Housing (RSH), require local authorities to publish clear and accessible policies which outline our approach to tenancy and housing management.

The Council has a high number of waiting applicants in need of an affordable home. The Localism Act 2012 and the Housing & Planning Act 2016 has seen a shift from social housing being a home for life to a home for as long as tenants need it. Fixed Term tenancies are now compulsory for local authorities to make best use of the Council stock, increase tenant mobility and free up properties for those in need.

What service do I need?

The management of the Council's houses is the responsibility of the Affordable Housing Service, not the Council's Housing team. This is intended to include the letting of its properties, maintenance of its properties, sustainability of tenancies and taking appropriate action where a tenant has breached their tenancy conditions.

This policy area is intended to exclude the physical maintenance of the Council's housing stock as this is covered specifically by our Asset Management Strategy and Repairs and Maintenance Policy.

The Council aims to make sure there is a strong focus on service delivery and planning for future provision. This is to ensure that services achieve an appropriate balance between quality and cost. In addition, the Council aims to ensure that its services encourage integrated positive communities and sustainable areas where people wish to live.

Services Offered by the Affordable Housing Services within the Council, our Housing Management Section is involved in the delivery of housing advice relating to the wider area of lettings, tenancy sustainment and dealing with tenancy breaches. The Housing Team within the Council are responsible for the management of the housing register through Hampshire Home Choice and other Housing and Homelessness duties.

Definitions

Link to process documents - mention

Given the broad role of the Affordable Housing Service, this policy has a wide remit and considers the Councils Affordable Housing Services other housing policies. The duties that are considered as housing management services include (but not limited to):

- **Assignment** - Assignment is a concept in housing law that allows the transfer of a tenancy from one person to another

Scope	This covers assignments of tenancy for our customers. This does not include assignments through Mutual Exchange, Tenancy Swap or when customers apply to add or remove a person from their tenancy. These assignments are detailed in the Tenancy Policy.
Aims	<ol style="list-style-type: none">1. Support customers who want to assign their tenancies based on the rights set out in their tenancy agreements2. Make relevant checks to reduce tenancy fraud3. Make customers fully aware of the consequences of assignment so that they can make an informed decision4. Maintain accurate records of applications and assignments5. Refuse assignments in accordance with the tenancy agreement when there are breaches
Legislation	This is linked to the following regulation and legislation: Housing Act 1985, Housing Act 1988, Localism Act 2011
Controls	The Council will: <ul style="list-style-type: none">• Meet applicants to ensure that they understand the consequences of assignment.• Check the identification of assigners and assignees to prevent tenancy fraud.• Involve other relevant agencies where there are concerns over abuse or coercion of vulnerable customers, in accordance with the Council's Safeguarding Policy.

- **Name changes** - The legal act by a person of adopting a new name different from their current name. You will need to complete a change of name application form and provide relevant documentation such as a deed poll certificate or marriage or civil partnership certificate.

Scope	This covers name changes due to change by deed poll, marriage, civil partnerships, and divorce.
Aims	The Council will: <ol style="list-style-type: none">1. Support customers who want to change their name on their tenancy2. Not class a name change as a change in tenancy and will not alter the tenancy in any way

	<ol style="list-style-type: none"> 3. Make relevant checks to reduce tenancy fraud 4. Maintain accurate records of applications and name changes 5. Inform the courts of changes of names during court proceedings as necessary
Legislation	This is linked to the following regulation and legislation: Enrolment of Deeds (Change of Name) Regulations 1994 Civil Partnerships Act 2004
Controls	The Council will: Check the relevant supporting documentation such as marriage certificate or Deed Poll document, in accordance with our Name Changes Procedure.

- **Tenancy changes: Joint to sole/sole to joint** - If both tenants agree, joint tenants can assign the tenancy to the sole name of either one of the parties of the original joint tenancy. The tenancy will only be changed where the rent account is clear, and no legal action is pending.

Scope	This is where a sole tenant assigns part of their tenancy to another person, making them joint tenants, or when a joint tenant assigns their part of the tenancy to the other tenant, making them a sole tenancy. (This does not include succession which is dealt within the section below)
Aims	The Council will: <ol style="list-style-type: none"> 1. Support customers who want to change their tenancy based on the rights set out in their tenancy agreements 2. Make relevant checks to reduce tenancy fraud. 3. Make customers fully aware of the consequences of changing their tenancy so that they can make an informed decision. 4. Maintain accurate records of applications and tenancy changes 5. Refuse tenancy changes when there are breaches of tenancy.
Legislation	This is linked to the following regulation and legislation: Housing Act 1985, Housing Act 1988, Localism Act 2011.
Controls	The Council will: <ul style="list-style-type: none"> • Meet applicants to ensure that they understand the consequences of changing their tenancy. • Check the identification of assigners and assignees to prevent fraud. • Involve other relevant agencies where there are concerns over abuse or coercion of vulnerable customers.

- **Succession** - Occurs when a tenant dies, and an eligible person has a right either by law or given in the tenancy agreement to take over the tenancy

Scope	This covers succession, which is when a tenant dies, and their tenancy is passed onto another person.
Aims	The Council will: <ol style="list-style-type: none"> 1. Allow one statutory succession per tenancy, when it is covered by legislation

	<ol style="list-style-type: none"> 2. A statutory succession will take place when a joint tenant dies, and the remaining tenant becomes a sole tenant 3. Support customers who want to apply to succeed based on the rights set out in the deceased's tenancy agreement 4. Allow only one person to succeed to a tenancy. If there is more than one person who would like to succeed, we will decide based on their housing need 5. Offer the successor up to 2 alternative properties if the current property is not suitable. If these are refused, we will start legal proceedings to gain possession of the property 6. Make relevant checks to reduce tenancy fraud 7. If the succession is not allowed possession proceedings will take place.
Legislation	This policy is linked to the following regulation and legislation: Housing Act 1985, Housing Act 1988, Localism Act 2011, Family Law Act 1996, Civil Partnerships Act 2004.
Controls	<p>The Council will:</p> <ul style="list-style-type: none"> • Meet applicants to ensure that they understand the consequences of succession and managing a tenancy. • Check the identification of successors to prevent fraud. • Involve other relevant agencies where there are concerns over vulnerable customers.

- **Tenancy Fraud** - Tenancy fraud can take several forms, including subletting council homes to others, cheating the system by making fraudulent Right to Buy claims, trying to jump the queue by lying on a housing application.

Scope	This covers fraud relating to tenancies and leases.
Aims	<p>The Council will:</p> <ol style="list-style-type: none"> 1. Reduce the risk of tenancy fraud by carrying out residency and identification checks on our customers 2. Check all cases of sub-letting and abandonments that are reported to us or are highlighted through general activities and take appropriate action. 3. Work with our other partners to identify tenancy fraud through partnership working 4. Use our internal systems to help identify tenancy fraud such as rent accounting, insight and contact data 5. Take tenancy and/or legal action when tenancy fraud has been identified 6. Consider what additional information might be able to help to detect fraud and implement that as appropriate.
Legislation	This policy is linked to the following regulation and legislation: The Prevention of Social Housing Fraud Act 2013 and the Immigration Act 2014

Controls	<p>The Council will:</p> <ul style="list-style-type: none"> • Carry out relevant checks at different stages of a tenancy, including at the start of a tenancy, changes to sole/joint, assignment, succession, right to buy. • Use the data we hold to highlight cases of fraud by looking at no contact etc. • Train our staff so they can detect and manage potential cases of tenancy fraud. • Hold photos of all new customers on file as well as details of the identification provided, in accordance with the Immigration Act 2014 to obtain the tenancy.
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- **Lodgers and sub-letting** – Having a lodger to help with costs is acceptable, moving out and sub-letting your home to another person is against the law.

Scope	This covers permission that needs to be sought for a customer to have a lodger or to sub-let part of their home
Aims	<p>The Council will:</p> <ol style="list-style-type: none"> 1. Recognise that there are situations when a customer may want to take in a lodger or sub-let part of their home. This can often help meet local housing needs or assist the customer with their housing costs. 2. Ensure the customer understands before a lodger moves in the customer must seek our approval which we will not unreasonably with-hold and will be given in line with the conditions within the tenancy agreement. 3. Ensure the Tenancy agreement and handbook has lodger Code of Conduct and information. 4. Ensure the customer understands they are responsible to check if the lodger has a right to rent in accordance with Immigration Act 2014. 5. Share information about lodgers to other agencies if we suspect any fraudulent activity. 6. Investigate any suspicious cases where we think vulnerable customers may be persuaded to take in a lodger against their wishes. 7. Ensure the customer understands they are not permitted to sub-let their entire home. If they do, the Council will seek possession of the property in accordance with the terms of the tenancy agreement. 8. Allow a caretaker to look after the home (at the discretion of the senior manager) while the customer is temporarily absent. A request must be made before the customer leaves the property. 9. Make customers aware that they are responsible for the behaviour and actions of their lodgers.

Legislation	This policy is linked to the following legislation: Immigration Act 2016 and The Housing Act 1988
Controls	The Council will periodically check the household members to ensure we know who is living in the property and to prevent fraud.

- **Routine tenancy visits** – Landlords need to conduct periodic inspections throughout each tenancy, to ensure that the condition of the property is in a reasonable state and tenants are complying with the tenancy agreement. Under the Landlord and Tenant Act 1985, landlords have the right to enter the premises to view its “condition and state of repair”

Scope	This covers our approach to undertaking routine tenancy visits to mitigate the risk of tenancy failure and support tenancy sustainment.
Aims	The Council will undertake a programme of scheduled visits to all tenancies which will be prioritised according to the criteria below: <ol style="list-style-type: none"> 1. The identification of unmet housing and support needs (e.g., under-occupancy or severe over-crowding) and providing advice/ information 2. The detection of abandonment and non-occupancy of a property deemed to be the tenant’s principal home 3. The prevention of unauthorised subletting or assignment 4. Collection of customer insight data 5. Identifying concerns around property condition (i.e., to abate potential health 6. and safety risks and disrepair concerns). 7. The detection of tenancy, benefit and Right To Buy (RTB) fraud 8. Other tenancy and/ or property information that may be applicable.
Controls	The Council will: <ul style="list-style-type: none"> • Carry out relevant checks at different stages of a tenancy and set an appropriate frequency for routine tenancy visits and keep records of the visits carried out and the resultant actions. • Train frontline staff, so they can conduct effective tenancy audit visits • Address any identified issues. • Involve other relevant agencies where there are concerns over vulnerable customers.

- **Estate Management**- ensuring that the residents of Council properties can live their lives free from interference or nuisance, and in an attractive and safe, physical and social environment.

Scope	This covers estate inspections, abandoned properties, abandoned vehicles, fire risk inspections, individual garden inspections and items left in communal areas. Customers have a responsibility to ensure communal spaces are kept clear, use the communal spaces regarding others and report any issues.
Aims	The Council will:

	<ol style="list-style-type: none"> 1. Inspect all roads, estates and blocks at periodic intervals depending on the risk assessed to that area. Risks are assessed on levels of Anti-Social Behaviour, health and safety issues, fly tipping and graffiti. 2. Identify and report any communal repairs to be undertaken, in particular those that pose a health and safety risk, such as damage to fire signage 3. Identify and report issues that pose a serious fire risk; removing items which pose a risk to health and safety immediately, such as fuel canisters and items restricting access to fire routes 4. Have a zero tolerance about customers leaving any items in communal areas including prams, bikes, door mats, plant pots, pictures, mobility vehicles (unless permission has been granted) 5. Remove offensive graffiti as soon as practicable 6. Monitor and identify abandoned properties, taking reports from neighbours where appropriate 7. Identify poorly maintained gardens and work with customers to take appropriate action. 8. Ensure that communal bin areas are kept in a clean and tidy condition. 9. Report any abandoned vehicle to the local authority if it is on public land or the highway 10. Remove and dispose of any abandoned vehicle on our land, after carrying out 11. Ownership checks and serving a TORT notice (A torts notice is a legal document alerting the owner of items that have been abandoned on private land or property. It is issued in accordance with the Torts (Interference with Goods) Act 1977. The fact that items or property have been left on your property or land makes you an involuntary bailee) 12. Check that consent has been given to the tenant to keep commercial vehicles 13. Encourage our customers to identify and report any of the issues listed above 14. Undertake regular fire risk inspections and serve TORT notices on items left in 15. Communal areas and remove and dispose of items at the end of the notice period 16. Charge the resident responsible for the cost of removing and disposing of items left in communal areas. When we cannot identify who is responsible, we may include the costs in service charges. 17. Ensure staff are aware of service charge costs, so we can make sure customers are charged correctly.
Legislation	This policy is linked to the following regulation and legislation: Torts (interference with goods) Act 1977, The Regulatory Reform (Fire Safety) Order 2005

Controls	<p>The Council will:</p> <ul style="list-style-type: none"> • Set an appropriate frequency for estate inspections and keep records of the inspections carried out and the resultant actions. • Carry out estate inspections on communal areas in blocks to ensure that there are no items left in the area.
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- **Mobility Scooters**- this includes Class 2 and 3 mobility scooters and electric wheelchairs.

Scope	This covers mobility vehicles used and stored in Council properties and communal areas.
Aims	<p>The Council will:</p> <ol style="list-style-type: none"> 1. Provide clear instructions on the safe usage, storage and legal requirements surrounding mobility scooter use 2. Promote and support the potential need of frail or disabled customers to maintain an independent lifestyle through mobility vehicle ownership 3. Make reasonable endeavours to provide safe garage or lock up space and charging points (easily accessible). 4. Advise and enforce the requirement for customers to store and charge their mobility vehicles in the designated store and charging areas. Customers will be able to charge and store their mobility scooters in their own properties, as domestic premises fall outside the legal requirements of the Health and Safety at Work etc Act 1974 and The Regulatory Reform (Fire Safety) Order 2005, unless we believe there is an unacceptable risk. 5. Grant permission for mobility vehicles to be stored or charged where reasonable 6. Remove permission for mobility scooters from customers who charge and/or store their scooters in locations that pose an unacceptable health and safety risk 7. Encourage residents to have liability insurance in place to cover damage to building, or injury to other people and provide information about low cost insurance schemes.
Legislation	This policy is linked to the following regulation and legislation: Equality Act 2010, Health and Safety at Work Act 1974, The Regulatory Reform (Fire Safety) Order 2005.
Controls	<p>The Council will:</p> <ul style="list-style-type: none"> • Carry out regular inspections of communal areas to make sure that mobility vehicles are not being stored or charged in non-designated areas and take any necessary action. • Work with the fire and rescue departments to carry out assessments, mitigating risk to our customers and assets.

- **Pets** - Tenants are allowed to keep some pets such as cats in the home, without asking our permission first. For other pets, such as dogs, they must obtain permission from the Council before bringing them home.

Scope	This policy applies to our customers who live in in our general needs and sheltered properties. It also clarifies what our customers in market rent homes can do.
Aims	<ul style="list-style-type: none"> • Customers living in Market Rent properties are not allowed to keep pets in their homes. • Customers in general needs are allowed certain pets in their homes (regardless of the type of property they live in) and do not need to ask us for permission to keep animals.
Legislation	This policy is linked to the following legislation: Consumer Rights Act 2015 and The Housing Act 1988
Controls	<p>The Council will:</p> <ul style="list-style-type: none"> • Complete routine tenancy visits to our customers to make sure they are not breaking the terms of their tenancy agreement. • All Market Rent (MR) properties will have a flag on the customer account to show they are not allowed pets in their homes. • Revoke permission for a pet if the terms in the tenancy agreement have been broken. For example, if the pet is causing a nuisance to neighbours.

- **Hoarding**- Where someone acquires an excessive number of items and stores them in a chaotic manner, usually resulting in unmanageable amounts of clutter. The items can be of little or no monetary value.

Scope	This covers hoarding issues that are identified within our properties regardless of tenure.
Aims	<p>The Council recognise that Hoarding is a complex behavioural issue and that typically hoarders will be vulnerable and consider this to be a lifestyle choice.</p> <p>The Council will:</p> <ol style="list-style-type: none"> 1. Support customers and staff to tackle this issue when it has been identified 2. Engage external agencies and partners to help us to support the customer and make safeguarding referrals as needed and signpost as necessary. 3. Recognise that dealing with cases of this nature can be complex and lengthy. However, where support has not been successful, and the condition of the property remains a health and safety risk we will consider enforcing the terms of the tenancy by way of an application for an injunction or possession proceedings. 4. Demonstrate that any action is necessary and proportionate.
Legislation	This relates to the following legislation: Mental Capacity Act 2005 Human rights act – article 8

Controls	<p>The Council will:</p> <ul style="list-style-type: none"> • Undertake risk assessments when Hoarding issues are identified and consider the appropriate support and action. • Involve other relevant agencies where there are concerns over vulnerable customers.
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- **Parking and Abandoned Cars** – Abandoned means a vehicle that has remained on public property or any other place open to travel by the public without the consent of the local police agency for a period of 48 hours after a police agency has affixed a written notice to the vehicle.

Scope	This covers the parking for all our properties.
Aims	<p>The Council will:</p> <ul style="list-style-type: none"> • Advise customers what the parking arrangements are where they live • Liaise with public and private organisations to enforce parking controls where applicable • Expect customers to use parking spaces with due regard to others. We will not police the parking on estates or get involved in parking disputes unless they lead to anti-social behaviour. • Designate specific parking bays for registered disabled customers where possible • Monitor abandoned, untaxed and unroadworthy vehicles and take steps to remove them especially if they pose a health and safety risk.
Legislation	This policy is linked to the following legislation: Driving Vehicle Licence Agency (DVLA) removal of abandoned vehicles.
Controls	<p>The Council will:</p> <ul style="list-style-type: none"> • Carry out regular estate inspections to identify and resolve issues of abandoned vehicles. • Consider parking arrangements on all new estates to try to design out any potential issues where planning legislation allows.

- **Pests** - A pest is any animal or plant harmful to humans or human concerns. The term is particularly used for creatures that damage crops, livestock, and forestry or cause a nuisance to people, especially in their homes.

Scope	This covers properties that we are responsible for maintaining which have been affected by pest infestations.
Aims	<p>The Council will:</p> <ol style="list-style-type: none"> 1. Only take responsibility for pest eradication where the infestation is due to an issue with the fabric of the building, which is our responsibility to maintain

	<ol style="list-style-type: none"> 2. Offer advice for residents with infestations, such as signposting to the local authorities' Environmental Health departments. 3. Take tenancy enforcement action where pest infestation has occurred as a result of customers' behaviour. For example, rats attracted to dumped rubbish in a resident's garden 4. Recharge customers the cost of pest eradication. For example, fumigating for fleas after residents have moved out of a property.
Legislation	This policy is linked to the following regulation and legislation: Conservation of Habitats and Species Regulations 2010, Wildlife and Countryside Act 1981.
Controls	<p>The Council will:</p> <ul style="list-style-type: none"> • Carry out regular estate inspections to identify and resolve issues of fly tipping and messy gardens which might attract pests. • Check the condition of properties during home visits and deal with any issues which may attract pests. • Involve other relevant agencies where there are concerns over vulnerable customers.

Scope of policy

This policy will ensure:

- a. that tenancies are managed effectively to create sustainable communities
- b. services meet the needs of customers
- c. estates are well maintained and safe
- d. monitoring is undertaken and reported through Performance Indicators where required.

All front-line operational staff will be aware of this policy.

Aims of Policy

This policy summarises how we will manage housing in line with our statutory and regulatory responsibilities and our duties as a social landlord. It outlines the scope, aims and controls in place for each area of housing management. There are also subject specific policies to support this with more detail.

This policy applies to all tenancies managed by the Eastleigh Borough Council Affordable Housing Service (the Council). The policy objective is to provide tenants with the highest possible degree of security of tenure and service standards, whilst making best use of the stock. It is also to provide properties that are well maintained, and in neighbourhoods which are safe and inclusive places to live.

Each aim and the supporting objectives are set out below in more detail.

The housing need of the Borough

One way to meet local housing need is by delivering new homes and the Council approach to this is set out in the <https://www.eastleigh.gov.uk/planning-and-building/planning-policy-and-implementation/local-plan/local-plan-adoption>.

The Council will make best use of its housing stock and to do this will undertake the following objectives:

- e. Use of fixed term tenancies
- f. Allocate homes via Hampshire Home Choice (HHC) but make use of flexibilities within the scheme
- g. Implement a downsizing scheme to free up larger family homes
- h. Explore partnerships and projects

Affordable Homes

There is a direct link between charging 'Affordable Rents' (up to 80% market rent) and being able to provide more homes as the additional income supports our ability to develop. However, the Council recognises that there is a need to get the balance right between maximising income and the affordability of rent for tenants. Rents that are too high can result in arrears, evictions and properties which are empty or difficult to let.

The Council aims to achieve this balance by:

- a. adopting and following effective policies and procedures in relation to the whole area of Rent Collection.
- b. calculating rents using robust formulae
- c. understanding the needs of the Borough
- d. being an exemplary and caring landlord

Well managed homes

Managing homes includes dealing with tenants who do not keep to their tenancy agreement; this could include rent arrears, anti-social behaviour or not looking after their home; it also involves dealing with empty properties (voids). *The Councils approach to repairs and maintenance is detailed separately in our Asset Management Strategy and Repairs and Maintenance policy.*

Well managed homes means that tenants can live peacefully in their homes and communities and the Council minimises financial loss. To support tenants the Council will take a proactive approach to tenancy management.

The Council will:

- Ensure tenants understand the terms and conditions of their tenancy by carefully monitoring our tenancy sign up process and our Tenants Handbook; this will include checking that they are accessible to all tenants and confirming that tenants fully understand their responsibilities.
- Introduce a rolling programme of tenancy reviews, which will include visits to tenants to consider and address all aspects of the tenancy.
- Take account of the individual circumstances and needs of the tenant and their household
- Make the payment of rent as easy as possible by providing a range of payment methods and access to appropriate support and advice.

Deliver efficient & effective void management

The Council will:

- Allow prospective tenants to view properties that meet a minimum lettable standard. This will allow tenants to choose what is left in the property (e.g. flooring, curtain poles etc) to meet their needs.
- Minimise the time properties are left empty and help new tenants with low access to funds.
- Review the ways we can minimise void periods during improvement programmes (see Void Management Policy).

Improve lives

Not every tenant is the same, they have different needs, vulnerabilities, and aspirations and some need more help and advice than others. Through external factors such as cost of living increases, increase in interest rates, more tenants will need help to sustain their tenancy and to achieve their aspirations.

The Council believes that offering help is an increasing part of our role as a caring landlord, particularly with the introduction of fixed term tenancies. The Council will engage with our tenants so that it can offer services that meet their needs and help them to improve their lives if they want to.

Provide a broad support service

The Council will:

- Work hard to engage with tenants and to increase the number of tenants it engages with. Through this contact we will be able to provide additional support and advice

to help tenants maintain their tenancies and achieve their aspirations; this could include signposting them for more specialist support or helping them move towards employment.

- Work with tenants to stay independent in their homes by offering adaptations, where appropriate for the property; the needs of the tenant and the budget available (see Aids & Adaptations Policy).
- Improve environments, services and facilities within communities, giving a positive impact on the wellbeing and lives of tenants.
- Work with partners and other organisations to address the concerns of tenants within the communities.

The following objectives support this aim:

- a. Expand digital services and support tenants to get online
- b. Review and expand approach to financial inclusion
- c. Deliver Tenancy Involvement Strategy

Legislative Requirements

- Health and Safety at Work Act 1974
- Housing Act 1985
- Housing Act 1988
- Enrolment of Deeds (Change of Name) Regulations 1994
- Family Law Act 1996
- Data Protection Act 1998
- Civil Partnerships Act 2004
- Equality Act 2010
- Localism Act 2011
- Torts (interference with goods) Act 1977
- The Regulatory Reform (Fire Safety) Order 2005
- The Prevention of Social Housing Fraud Act 2013
- Conservation of Habitats and Species Regulations 2010
- Wildlife and Countryside Act 1981
- Mental Capacity Act
- Immigration Act 2014

Linked Affordable Housing Policies

This policy must be read in conjunction with:

- Rent Setting Policy
- Lettings Policy

- Anti-social Behaviour Policy
- Income Management Policy (which includes recharges)
- Equality and Diversity Policy
- Void Policy
- CCTV Policy
- Safeguarding Policy
- Service Charge Policy
- Tenancy Policy
- DFG/ Adaptation Policy
- Complaint Policy
- Fire Safety Policy
- Health and Safety Policy
- Financial Inclusion and Tenancy Sustainment Policy

This policy and other linked procedures apply to all tenures, except where stated. Sometimes the Council may use its discretion and act outside of this policy. If the Council does, it will be with senior manager approval.

Monitoring and Review of Policy

This policy will be reviewed annually to incorporate legislative, regulatory amendments, best practice developments, or to address any operational issues with the procedure.

Input and approval will be sought from our residents (via a residents committee or similar) prior to making any substantive changes. This is in line with our Corporate Values (Engaging with customers to continually improve our services, ensuring our services are well planned and efficient), and is intended to ensure our policy continues to meet the needs and aspirations of our residents.