

TENANCY POLICY



RGS PROPERTIES

TENANCY POLICY

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Purpose: This policy explains for tenants, local authority partners, stakeholders, and colleagues the types of tenancies, occupancy agreements, and licences that may be offered in properties owned, leased, managed, or operated by RGS Properties. It applies to all rented accommodation, supported accommodation, temporary accommodation, private rented sector properties, social housing accommodation managed under contract, and any other residential accommodation managed by RGS Properties.

Version History

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1.0	11 June 2026	Tenants, Local Authorities, Staff, Stakeholders	Director Approval

Strategic Theme

Providing Safe, Quality and Sustainable Housing Services

Review Date

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1. Introduction

RGS Properties is committed to delivering high-quality housing services and effective tenancy management. We recognise the need to balance our responsibilities to tenants, licensees, local authority partners, and the wider community.

This policy provides a framework for tenancy management and outlines the tenancy and occupancy agreements that may be used across the accommodation managed by RGS Properties. The policy aims to ensure that all residents are treated fairly, consistently, and in accordance with applicable housing legislation and regulatory requirements.

RGS Properties will provide a flexible, effective, and customer-focused tenancy management service that reflects good practice, complies with legislation, and recognises the rights and responsibilities of all residents.

2. Scope

This policy sets out:

- The types of tenancies and occupancy agreements RGS Properties may grant.
- The circumstances in which each tenancy type may be used.
- The duration and terms of any fixed-term arrangements.
- The rights and responsibilities associated with each tenancy type.
- The principles governing tenancy reviews, renewals, and termination.

This policy applies to all residential accommodation owned, leased, managed, or operated by RGS Properties.



3. References

This policy should be read alongside the following policies and procedures:

- Allocations and Lettings Policy
- Rent Arrears and Income Recovery Policy
- Anti-Social Behaviour Policy
- Tenancy Sustainment Policy
- Tenancy Fraud Policy
- Mutual Exchange Policy
- Succession Policy
- Safeguarding Policy
- Complaints Policy
- End of Tenancy Policy
- Decant Policy
- Equality, Diversity and Inclusion Policy

4. Requirements

RGS Properties will comply with all relevant legislation and regulatory requirements including but not limited to:

- Housing Act 1985
- Housing Act 1988
- Localism Act 2011
- Homelessness Reduction Act 2017
- Protection from Eviction Act 1977
- Equality Act 2010
- Human Rights Act 1998
- Data Protection Act 2018

Where RGS Properties manages accommodation on behalf of local authorities or registered providers, tenancy arrangements will also comply with any contractual requirements and applicable regulatory standards.

All tenancy decisions will be made fairly, consistently, and without discrimination.



5. Starter Tenancies

Where appropriate, RGS Properties may issue a Starter Tenancy to new tenants entering designated housing schemes.

A Starter Tenancy is a trial tenancy intended to help establish a successful tenancy and normally lasts for 12 months.

During the starter period:

- Tenancy conduct will be monitored.
- Rent accounts will be reviewed regularly.
- Support may be provided where required.
- Breaches of tenancy conditions may result in enforcement action.

Where the tenant has complied with all tenancy obligations, the tenancy may convert to a longer-term tenancy at the end of the starter period.

The starter tenancy period may be extended where there have been concerns regarding:

- Rent arrears.
- Anti-social behaviour.
- Property condition issues.
- Breaches of tenancy conditions.

Tenants will have the right to request a review of any decision to extend the starter tenancy period.

Starter tenants may have fewer rights than long-term tenants, including restrictions relating to:

- Assignment.
- Mutual exchange.
- Subletting.
- Lodgers.
- Property improvements.

6. Assured Tenancies

Where applicable, tenants may be granted an Assured Tenancy following successful completion of a starter tenancy or where legislation and contractual arrangements permit.

An Assured Tenancy provides long-term security of tenure and may continue indefinitely provided the tenant complies with the tenancy agreement.

Assured tenants may have rights including:



- Right to repair.
- Right to consultation.
- Right to information.
- Right to succession (subject to legislation).
- Right to exchange (where applicable).
- Right to assign in certain circumstances.
- Right to take in lodgers or sublet subject to permission and legal requirements.

Tenancies may only be terminated in accordance with the Housing Act 1988 and other relevant legislation.

7. Assured Shorthold Tenancies

Assured Shorthold Tenancies (ASTs) may be used for:

- Private rented accommodation.
- Temporary accommodation.
- Market rent properties.
- Intermediate rent schemes.
- Accommodation leased from private landlords.
- Other accommodation where an AST is the most appropriate form of tenure.

ASTs may be granted as fixed-term or periodic tenancies.

Tenants will have rights and responsibilities as set out in their tenancy agreement and applicable legislation.

Certain rights available to assured tenants may not apply to AST tenants, including:

- Assignment.
- Mutual exchange.
- Right to buy.
- Long-term security of tenure.
- Certain succession rights.

Termination of ASTs will be carried out in accordance with the Housing Act 1988 and any subsequent legislation.



8. Licence Agreements

RGS Properties may use Licence Agreements where exclusive possession of accommodation is not granted.

Licence agreements may be used for:

- Temporary accommodation.
- Emergency accommodation.
- Supported housing.
- Shared accommodation.
- Decant accommodation.
- Accommodation provided under local authority arrangements.
- Non-residential accommodation such as garages or storage units.

Licence holders do not normally have the same legal rights as tenants.

Licence agreements will clearly set out:

- Occupancy conditions.
- Charges payable.
- House rules.
- Notice requirements.
- Grounds for termination.

9. Secure Tenancies

RGS Properties does not normally grant new Secure Tenancies.

However, secure tenants may be accommodated where:

- Existing tenancy rights transfer from another landlord.
- Accommodation is managed under a contractual arrangement with a local authority.
- Historic tenancy arrangements remain in force.

Secure tenancy rights will be respected and managed in accordance with the Housing Act 1985 and any applicable contractual obligations.



10. Exceptions

RGS Properties recognises that individual circumstances may require flexibility in applying this policy.

Exceptions may be considered where:

- Vulnerability is identified.
- Safeguarding concerns exist.
- There are exceptional medical or welfare needs.
- Legal obligations require alternative arrangements.
- Local authority contractual requirements apply.

Any exceptions will be considered on a case-by-case basis and authorised by a senior manager.

All decisions will be documented and recorded appropriately.



11. Appendices

Appendix 1 – Tenancy Types

Tenancy Type	When Granted	Review / Termination
Starter Tenancy	New tenants entering designated housing schemes.	May be extended or terminated where tenancy conditions are breached. Successful completion may lead to conversion to a longer-term tenancy.
Assured Tenancy	Following successful completion of a starter tenancy or where permitted by law.	Can only be terminated in accordance with statutory grounds and legal procedures.
Assured Shorthold Tenancy (AST)	Market rent, private rented sector, temporary or intermediate rent accommodation.	Can be terminated in accordance with tenancy terms and relevant housing legislation.
Secure Tenancy	Existing transferred or historic secure tenancy arrangements.	Can only be terminated using statutory grounds under the Housing Act 1985.
Licence Agreement	Temporary accommodation, supported housing, decants, shared accommodation and non-exclusive occupancy arrangements.	Can be terminated in accordance with licence terms and applicable legal requirements.



Policy Approval

Policy Name: Tenancy Policy

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