

TENANCY MANAGEMENT POLICY



RGS PROPERTIES

TENANCY MANAGEMENT POLICY

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TENANCY MANAGEMENT POLICY

Document Control

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Approved By: Managing Director

Policy Author: Housing Compliance Team

Purpose

The purpose of this policy is to set out how RGS Properties will manage and administer tenancies effectively, lawfully, and consistently. This policy ensures that all tenancies are managed in accordance with relevant legislation and best practice while making the best use of available housing stock.

The policy also provides guidance regarding tenancy changes, lodgers, tenancy fraud, succession, abandoned properties, and tenancy terminations.

Company Information

RGS Properties

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Version History

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1.0	Managing Director	June 2026	June 2029	Initial Policy

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1. Introduction

This policy outlines RGS Properties' approach to tenancy management and sets out how we meet legal, regulatory, and contractual obligations when managing residential tenancies.

We are committed to ensuring that properties are occupied appropriately, tenancies are sustained wherever possible, and housing resources are used effectively.

2. Scope

This policy applies to all residential tenancies managed by RGS Properties.

The policy covers:

- Joint Tenancies – Sole to Joint
- Joint Tenancies – Joint to Sole
- Lodgers
- Tenancy Fraud



- Succession
- Notice to Quit and Abandoned Properties
- End of Tenancy Procedures

3. Legal and Regulatory Framework

This policy has been developed with reference to:

- Housing Act 1985
- Housing Act 1988
- Housing Act 1996
- Protection from Eviction Act 1977
- Landlord and Tenant Act 1985
- Prevention of Social Housing Fraud Act 2013
- Fraud Act 2006
- Human Rights Act 1998
- Equality Act 2010
- Data Protection Act 2018
- UK General Data Protection Regulation (UK GDPR)
- Torts (Interference with Goods) Act 1977
- Homelessness Reduction Act 2017
- Immigration Act 2014 (Right to Rent provisions)

Related RGS Policies:

- Allocations and Lettings Policy
- Tenancy Policy
- Complaints and Compensation Policy
- Anti-Social Behaviour Policy
- Safeguarding Policy
- Data Protection Policy

4. Exceptions

RGS Properties recognises that individual circumstances vary.

Where exceptional circumstances exist, reasonable discretion may be exercised, provided decisions:

- Are lawful;
- Are proportionate;
- Consider vulnerabilities and support needs;



- Are properly documented; and
- Receive appropriate management approval.

All exceptions shall be considered on a case-by-case basis.

5. Joint Tenancies – Sole to Joint

RGS Properties understands that household circumstances can change during the lifetime of a tenancy.

Requests to convert a sole tenancy into a joint tenancy may be considered but approval is entirely at the discretion of RGS Properties.

Applicants may include:

- Married couples;
- Civil partners;
- Long-term partners;
- Family members;
- Other household members residing permanently at the property.

To be considered:

- The proposed joint tenant must normally have occupied the property as their principal home for at least 12 months.
- Proof of residence must be provided.
- The tenancy account must be satisfactorily managed.
- There must be no serious tenancy breaches.
- Both applicants must pass identity verification and Right to Rent checks.

RGS Properties may refuse requests where:

- Rent arrears exist;
- Anti-social behaviour concerns exist;
- Previous tenancy breaches have occurred;
- The arrangement would negatively impact the household or community.

Where approved:

- A new tenancy agreement may be issued.
- Both tenants become jointly and severally liable for all tenancy obligations.



6. Joint Tenancies – Joint to Sole

Where a joint tenancy exists and one tenant wishes to relinquish their interest, an application may be made to transfer the tenancy into the sole name of the remaining tenant.

Applications must:

- Be submitted in writing;
- Be agreed by all joint tenants;
- Be supported by evidence where required.

RGS Properties will review:

- Rent account status;
- Tenancy conduct;
- Property suitability;
- Any legal considerations.

Where approved:

- A Deed of Assignment may be used;
- The remaining tenant becomes fully responsible for all tenancy obligations.

Applications may be refused where tenancy breaches or legal concerns exist.

7. Lodgers

RGS Properties recognises that some tenants may wish to take in a lodger.

A lodger is someone who occupies part of the property while sharing facilities such as kitchens or bathrooms with the tenant.

Tenants should seek independent legal and financial advice before taking in a lodger.

Consent

Consent may be withheld where:

- Statutory overcrowding would result;
- The proposed lodger lacks legal Right to Rent;
- The tenant is subject to possession proceedings;
- The lodger has a history of tenancy enforcement action;
- The accommodation type is unsuitable.

Examples include:

- Supported housing;
- Temporary accommodation;



- Age-restricted accommodation;
- Specialist housing schemes.

Tenant Responsibilities

Tenants remain fully responsible for:

- Rent payments;
- Property condition;
- Conduct of lodgers;
- Compliance with tenancy conditions.

Any agreement between a tenant and lodger is a private arrangement.

RGS Properties accepts no responsibility for disputes arising from such arrangements.

Impact on Benefits and Taxation

Tenants are responsible for obtaining independent advice regarding:

- Housing Benefit;
- Universal Credit;
- Council Tax;
- Insurance implications.

8. Tenancy Fraud

RGS Properties adopts a zero-tolerance approach to tenancy fraud.

We are committed to ensuring housing is occupied only by those entitled to it.

Examples of tenancy fraud include:

- Obtaining housing through deception;
- False applications;
- Unlawful subletting;
- Non-occupation as the principal home;
- Unauthorised assignment;
- False succession claims;
- Key selling;
- Right to Buy or Right to Acquire fraud.

Reporting Fraud

Reports may be made:

- Online;
- By email;



- By telephone;
- In writing;
- In person.

All allegations will be investigated proportionately and confidentially.

Prevention Measures

RGS Properties will:

- Verify identity documents;
- Carry out Right to Rent checks;
- Validate occupancy information;
- Conduct tenancy audits;
- Undertake home visits where appropriate;
- Work with local authorities and fraud prevention agencies.

Enforcement Action

Where fraud is identified, RGS Properties may:

- Recover possession of the property;
- Pursue civil proceedings;
- Refer matters for criminal prosecution;
- Seek recovery of unlawful profits;
- Share information with relevant authorities where lawful.

9. Succession

Succession occurs when a tenancy transfers following the death of a tenant.

Succession rights are governed by legislation and tenancy agreements.

Only one statutory succession is normally permitted.

Eligible Successors

Potential successors may include:

- Spouses;
- Civil partners;
- Long-term partners;
- Certain family members;
- In exceptional cases, carers.

Applicants must normally demonstrate:

- Occupation as their only or principal home;



- Continuous residence for at least 12 months where required;
- Compliance with tenancy conditions.

Claims

Succession requests must:

- Be submitted in writing;
- Be supported by evidence;
- Be made promptly following the tenant's death.

Where succession is not possible, RGS Properties will provide advice regarding alternative housing options.

10. Notice to Quit (Abandoned Properties)

RGS Properties is committed to ensuring homes are occupied and available for those in housing need.

Where there is evidence that a property has been abandoned, investigations will be undertaken.

Indicators of Abandonment

These may include:

- Significant absence from the property;
- Neighbour reports;
- Utility disconnections;
- Accumulated mail;
- Empty property inspections.

Action

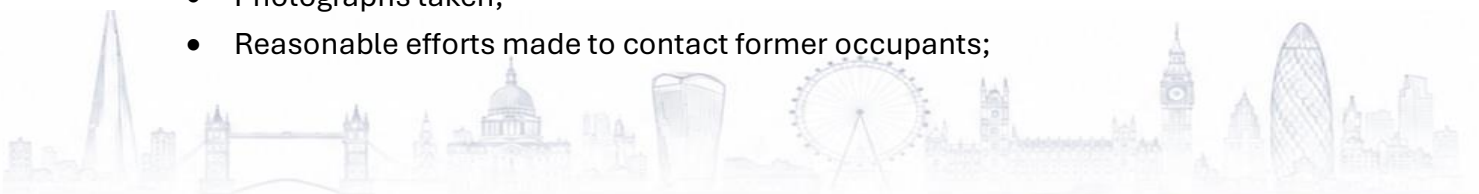
Where appropriate, RGS Properties may:

- Serve a Notice to Quit;
- Serve possession notices;
- Conduct investigations;
- Recover possession through legal proceedings.

Personal Belongings

Where belongings remain:

- Inventories will be prepared;
- Photographs taken;
- Reasonable efforts made to contact former occupants;



- Items stored where required;
- Disposal carried out in accordance with the Torts (Interference with Goods) Act 1977.

11. End of Tenancy

RGS Properties aims to manage tenancy terminations fairly, efficiently, and consistently.

Tenant Notice

Tenants must provide written notice in accordance with their tenancy agreement.

Unless otherwise agreed:

- A minimum notice period applies;
- Rent remains payable until the tenancy legally ends.

End of Tenancy Inspection

An inspection will normally be undertaken to:

- Assess property condition;
- Identify repairs;
- Identify potential recharges;
- Confirm property clearance.

Tenant Responsibilities

Tenants must:

- Remove all personal belongings;
- Leave the property clean;
- Return all keys and access devices;
- Pay all outstanding rent and charges.

Property Recovery

Following vacation:

- Keys will be secured;
- Condition records completed;
- Void works assessed;
- Re-letting processes commenced.



Support

RGS Properties will work proactively with tenants to sustain tenancies wherever possible.

Where tenancy termination becomes necessary, advice and signposting may be provided regarding:

- Local authority housing services;
- Housing options teams;
- Support agencies;
- Welfare and debt advice services.

Policy Review

This policy will be reviewed every three years or earlier if required by:

- Legislative changes;
- Regulatory updates;
- Business requirements;
- Learning from complaints, investigations, or service reviews.

Approved By: Managing Director

Policy Owner: Director of Housing & Property Services

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