

Appendix 2



**Tenancy Policy
(DRAFT July 2020)**

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1. Introduction

This document is Canterbury City Council's Tenancy Policy and is written from the council's perspective as a Registered Provider; a stock-owning landlord of social housing. It is part of a suite of strategies, policies and procedures which are available online and provided on request to any resident.

2. Purpose of this policy

This policy sets out the type of tenancies the council offers when letting its homes. It aims to ensure that customers understand the different types of tenancy, why different types of tenancy are offered, and the rights and responsibilities associated with each type of tenancy.

Our policy tries to balance the needs of individual households, the need for sustainable communities and make efficient use of our housing stock.

In applying this policy, the council will comply with relevant legislation, regulation, guidance and local strategies.

3. Scope

This policy has been written with reference to the council's Tenancy Strategy (May 2020). It focuses on the council's own housing stock in the Housing Revenue Account (HRA) and sets out:

- The types of tenancies the council grants.
- The circumstances in which tenancies of a particular kind will be granted.
- Where tenancies are granted for a certain time, the length of the terms.
- The circumstances in which a further tenancy will be granted when an existing tenancy comes to an end.

In addition, the policy aims to ensure that:

- The right people are living in the right property, on the right type of tenancy.
- Tenants can be moved from properties which are no longer suitable for their needs.
- Tenants will be encouraged to move to more suitable accommodation if their existing home becomes too big or their needs or circumstances change.
- Tenants will be helped to sustain their tenancies, but if problems occur, action will be taken quickly, particularly at the start of the tenancy.
- Tenancy fraud is identified and tackled.

4. Tenancy policy background

The Localism Act 2011 introduced new flexibilities for Registered Providers, including stock holding local authorities, to offer social housing tenancies for a fixed-term, known as Flexible Tenancies. These are intended to enable the council's homes to be used efficiently and effectively to meet housing needs.

Since April 2012 the regulatory framework has required Registered Providers to publish clear and accessible policies that outline their approach to tenancy management and have due regard to the tenancy strategies published by the Local Housing Authorities where they operate.

5. Legislation and Guidance

Housing Act 1985

Part VII of the Housing Act 1996

Localism Act 2011

Tenancy Standard 2015

Secure Tenancies (Victims of Domestic Abuse) Act 2018

6. Relevant council documents

Tenancy Strategy (May 2020)

7. The Policy

This policy ensures that the council's social housing tenancies are managed in accordance with the letter and the spirit of relevant legislation, the Tenancy Standard 2015 and Canterbury City Council's Tenancy Strategy (May 2020), and supports the delivery of the Housing, Homelessness and Rough Sleeping Strategy 2018-2023 and the HRA Business Plan 2019 and any subsequent amendments in legislation, regulation, guidance or policy.

8. The types of tenancy the council grants, the circumstances in which they are granted and the length of the terms

8.1 Introductory tenancies

All new tenants in Canterbury City Council's housing stock are granted an Introductory Tenancy for an initial period of 12 months, which can be extended by up to another six months. Before the start of the Introductory Tenancy, prospective tenants are told whether they will be granted a Secure or Flexible Tenancy at the end of the Introductory period.

Introductory tenants do not have the same rights as Secure or Flexible tenants; for example they cannot:

- Apply for the Right to Buy their home
- Carry out a mutual exchange with other tenants.

8.2 Secure Tenancies

Following satisfactory completion of the Introductory Tenancy, the following groups of tenants are granted a Secure Tenancy, which is usually for their lifetime:

- People aged 55 and over in sheltered or Sheltered Plus accommodation.
- People aged 55 and over in a general needs or designated older persons bedsit or one bedroom property.
- Members of the armed forces who sustained life changing injuries during the course of their service.
- Existing Secure Tenants who need to move or have recently moved from their social home to escape domestic abuse.

8.3 Flexible Tenancies

In all other circumstances, a Secure Flexible Tenancy of five years will be granted upon satisfactory completion of the Introductory period.

8.4 Demoted Tenancies

If there have been incidents of anti-social behaviour, the council will apply to court to obtain a Demoted Tenancy for a period of one year. Demoted Tenancies are broadly similar to Introductory Tenancies in that they give tenants less security and fewer rights than a Secure Tenancy.

8.5 Non-secure tenancies

These are temporary tenancies which are only granted to people moving into short term accommodation such as hostels, as a result of the Council's homelessness duties.

8.6 Licences to occupy

Details awaited from the Housing Solutions Team.

9. The circumstances in which a further tenancy will be granted when an existing tenancy comes to an end

A review is carried out towards the end of the fixed term of all Introductory Tenancies and Flexible Tenancies.

9.1 Introductory Tenancies

After the Introductory period, the tenancy automatically becomes either a Secure Tenancy or a Flexible Tenancy unless the council has begun legal proceedings to end the tenancy by serving a Notice Seeking Possession because of a breach of the Tenancy Agreement. Breaches of the Tenancy Agreement and reasons why an Introductory Tenancy may be extended include, but are not limited to, rent arrears and anti-social behaviour.

9.2 Secure Tenancy

Following the successful completion of an Introductory Tenancy, the tenant will be granted a Secure Tenancy to remain in their current home for their lifetime where one or more of the criteria set out in section 8.2 of this policy apply. The tenancy will continue indefinitely as long as the tenant adheres to the terms of the tenancy agreement.

9.3 Flexible Tenancy

If section 8.2 does not apply, a Flexible Tenancy of five years will be granted upon satisfactory completion of the Introductory period.

Between 12 and nine months before a Flexible Tenancy is due to end, the housing management service visits the tenant to review their circumstances in order to allow a decision to be made on whether a further tenancy will be granted.

The outcome of the review will be one of the following:

- A new Flexible Tenancy is granted for the tenant to remain in their current home.
- A new Flexible Tenancy is granted for the tenant to move to a different home.
- A Secure Tenancy is granted for the tenant to remain in their current home.
- The Flexible Tenancy is terminated.

There is a presumption in favour of renewing a Flexible Tenancy when the initial term comes to an end, and most tenants receive a new Flexible Tenancy to remain in their existing property.

However, in the following circumstances, a new Flexible Tenancy will be granted for the tenant to move to a different property:

- The property is now under-occupied by one or more spare bedrooms.
- The property has been adapted: the works cost £5,000 or more: and the person who needed the adaptations no longer lives there.

9.4 Ending Fixed Term Tenancies

A new Flexible Tenancy will not be granted if:

- The tenant now has gross annual income greater than the amount stipulated in the Council's Housing Allocation Scheme (currently £25,736 per year for a one bedroom property, £32,203 per year for a two bedroom property, £37,534 per year for a three bedroom property and £58,365 per year for a four bedroom property).
- The tenant has been served Notice as a result of anti-social behaviour.

If a new Flexible Tenancy is not to be granted, the tenant will be given at least six months' notice of this intention. This notice will be served in writing by the council's housing management service and will clearly state the reasons for the decision and notify the tenant of their right to appeal the decision. Details of our appeals process are contained in section 10 of this policy.

In the period immediately following this notice being given and prior to the tenancy ending, the council's Housing Solutions team signpost tenants to enable them to identify and access suitable alternative housing, which may include assistance to enable households to secure accommodation in the private rented or owner occupied sectors. The council will start eviction proceedings if the tenant refuses to move when the notice period expires.

10. How to appeal against a refusal to grant a further tenancy

If a Flexible Tenant disagrees with the refusal to grant a further tenancy, they may use the following appeals process. Tenants do not have the right to request a review of this policy, but they can ask for a review of the decision if they feel it is based on incorrect information or this policy has not been interpreted correctly.

10.1 Stage 1

Appeals must be submitted in writing to the housing management service by the tenant within 15 working days of receiving the letter informing them of the decision not to grant a further tenancy. This letter should clearly state the reasons for the appeal and set out the reasons for the appeal and which aspect/s of this policy they feel have not been applied correctly.

The case will be reviewed by a manager in the housing management service who was not involved in making the original decision. A written response will be issued to the appellant within 10 working days of the Stage 1 appeal being received or, in some cases where this is not possible because further information is required, the appellant will be informed of this and given a revised date by which they can expect to receive a response.

10.2 Stage 2

If, after receiving the outcome of their Stage 1 appeal, the appellant remains dissatisfied, they may request a further review. This must be submitted in writing within 15 working days of the appellant receiving the decision on their Stage 1 appeal. This appeal will be dealt with by senior officers from the housing management service and a senior council officer (usually the housing management service's Operations Manager and the Head of Housing and Community). They may seek further information in order to reach a decision, which may include asking for further evidence from the appellant, other officers from the housing management service, or specialist advice where required.

The outcome of the Stage 2 appeal will be issued to the appellant in writing within 10 working days of the Stage 2 appeal being received or, in some cases where this is not possible because further information is required, the appellant will be informed of this and given a revised date by which they can expect to receive a response.

The council's procedures for bringing tenancies to an end comply in full with the Equality Act 2010 and the Human Rights Act 1998.

11. Tenancy sustainment

The council wants its tenants to have a successful tenancy and the housing management service supports tenants to enable them to sustain their tenancies through the following interventions:

- A new tenancy visit conducted within six weeks of the tenancy start date to ensure that all new tenants are receiving any support they require.
- Additional home visits, if necessary, during the first 12 months of the tenancy to assess the way in which the tenancy is being conducted and identify any additional support needs.
- Regular tenancy audits to update tenant profiling information and ensure properties are being maintained in accordance with the Tenancy Agreement.
- Signposting tenants to other agencies that can assist with the provision of advice and support in relation to other services such as welfare and benefit advice, including, but not limited to:
 - Social Services
 - Citizens Advice Bureau
 - Canterbury Housing Advice Centre

12. Tenancy Management

12.1 Sole tenancies and joint tenancies

A sole tenancy is in the name of one person only and a joint tenancy is in the name of two

people. Where two adults living as a couple apply for housing together, the council will usually grant a joint tenancy.

If an existing Canterbury City Council tenant applies through the Housing Need Register for rehousing, any future offer of a home will be based on the current tenancy. Therefore, if a tenant is currently a sole tenant, even if their new application for housing includes a partner, any new tenancy will be granted in the name of the existing sole tenant only.

12.2 Requests to change a sole tenancy to a joint tenancy

A sole tenant does not have a legal right to be granted a joint tenancy. Where an existing sole tenant requests that a joint tenancy be granted to them and another person, this will be considered on a case by case basis at the council's discretion. Such requests are granted very rarely to minimise the risk of tenancy fraud.

If the additional person proves that they have been living with the existing sole tenant for at least 12 months or is their spouse or civil partner, it is usually unnecessary to grant such a request because they are protected by a right of succession, if this has not already been used. If a sole tenant marries, their name on the tenancy will be changed to their married name.

The Council will not usually grant a new joint tenancy if:

- The existing sole tenant has rent arrears.
- The existing sole tenant has breached the terms of their tenancy agreement.
- The existing sole tenant owes any other housing debt to the Council.
- There is a valid Notice in place for any breach of tenancy or a County Court Order has been obtained as a result of such a breach.
- The tenancy is already a joint tenancy.
- There is evidence that one or both parties do not intend to use the property as their main and principal home.
- The proposed joint tenant owes the council money.
- The proposed joint tenant has been evicted by another landlord for breaching the terms of their tenancy.
- The proposed joint tenant holds a tenancy elsewhere.
- The proposed joint tenant is subject to immigration control.

This list is not exhaustive and all other circumstances relevant to the case will also be taken into account.

If a new tenancy is granted, the type of tenancy will be determined by the criteria set out in sections 8.1 to 8.6 of this policy.

The council will always inform the applicant of its decision in writing.

12.3 Requests to change a joint tenancy to a sole tenancy

When either or both joint tenants give notice to the council that they wish to end the tenancy, the tenancy comes to an end for both joint tenants.

However, if one joint tenant serves notice and vacates the property, leaving the remaining joint tenant in occupation, it may be possible for the remaining former joint tenant to become a sole tenant. In certain circumstances it may be possible to assign the tenancy. Section 13 of this policy explains when assignment is permitted.

In all other cases, the council will consider granting a new sole tenancy to the remaining tenant. This will usually be granted if:

- The property is the right size and type for the former joint tenant who wishes to become the sole tenant.

- Any adaptations made to the property are required by them.

The Council will not usually grant a new sole tenancy if:

- The tenant who wishes to remain would not be eligible for housing under the council's Housing Allocation Scheme.
- There are rent arrears.
- There are any breaches of the terms of the tenancy agreement.
- There is any other housing debt owed to the council.
- There is a valid Notice in place for any breach of tenancy or a County Court Order has been obtained as a result of such a breach.
- There is evidence that the person who wishes to remain does not intend to use the property as their main and principal home.
- The proposed sole tenant is subject to immigration control.

This list is not exhaustive and all other circumstances relevant to the case will also be taken into account.

The council will always change a joint tenancy into a sole tenancy if instructed to do so by the County Court after a divorce or legal separation.

If a new tenancy is granted, the type of tenancy will be determined by the criteria set out in sections 8.1 to 8.6 of this policy.

The council will always inform the applicant of its decision in writing.

13. Succession

13.1 The right to succeed

A council tenancy can only be inherited once.

If there is a joint tenancy and one tenant dies, the tenancy passes to the other joint tenant and this will count as the statutory succession.

If the tenancy was passed to the deceased tenant when a previous tenant died, no one else has the right to succeed or take over the tenancy.

13.2 For tenancies granted before 1 April 2016

Upon the death of the tenant, the tenancy may pass to the deceased tenant's husband, wife or civil partner if the property was their only or principal home at the time of the tenant's death.

If there is no husband, wife or civil partner when they die, the tenancy can pass to another member of the family who has been living with them for at least 12 months before the tenant's death. Family members include parent, grandparent, child, grandchild, brother, sister, uncle, aunt, nephew or niece, but does not include foster children.

If the property is too large for the needs of the household, the council will wait for a 6 month grieving period and then work with the successor to move to a smaller property that is suitable for their housing need; this has to be achieved between six and 12 months after the date of death.

13.3 For tenancies granted after 1 April 2016

The tenancy can only pass to the deceased tenant's husband, wife or civil partner, or a person who lived with them as if they were your husband, wife or civil partner at the time of the tenant's death.

13.4 If there is no right to succession

If there is no legal right for a person to succeed to a tenancy, the council may consider granting a new tenancy for the same property if the occupier has lived with the tenant for the previous 12 months and would have been a qualified successor if the previous succession had not happened, but only if the property is the right size for their household.

If the property is not the right size for the household, the council may consider granting a new tenancy of another property which is of a suitable size. In considering individual cases, the council will take into account whether any housing duty is owed under homelessness law and also the qualifying criteria for joining the council's Housing Allocation Scheme. If no housing duties are owed, the matter will be decided by the Head of Housing and Community who has delegated powers to exercise discretion.

Factors which will be considered in deciding whether to grant a discretionary succession include:

- The age of the person.
- The length of time they have lived in the property.
- The size of their family.
- Medical needs.
- The suitability of the property, including any adaptations which have been made.
- Income.
- Social and welfare needs.

This list is not exhaustive and all other circumstances relevant to the case will also be taken into account.

The Council will always inform the applicant of its decision in writing.

14. Assignment

In certain circumstances, Secure Tenants have the right to assign (pass) their tenancy to someone else. As assignments use up the right of succession and a tenancy can only be succeeded to once, someone who was granted their tenancy as a succession cannot carry out an assignment.

Secure Tenants have the right to assign their tenancy in the following circumstances:

- 1) A succession has not previously taken place on the tenancy
and
- 2) The proposed assignee would be eligible for housing under the council's Housing Allocation Scheme
and either
 - a) The proposed assignee would be eligible to succeed to the tenancy on the death of the tenant
or
 - b) An order is made by the Court

If an assignment takes place, this will use the right of succession and there will therefore be no further right of succession to the tenancy.

15. Mutual Exchanges

Mutual exchanges are an important tool to help tenants to improve their housing situation and for the council to make more effective use of the housing stock. Information about the exchange process is available online. Tenants are encouraged to register with the council's preferred online mutual exchange website to advertise their home to others.

Secure Tenants and Flexible Tenants have the right to exchange their home with another council tenant or tenant of a Registered Provider. The legal provisions are different for each type of tenancy. Introductory Tenants do not have the right to exchange.

An exchange may take place either by mutual assignment of the tenancies or by a surrender and re-grant of each tenancy in accordance with the relevant legal and regulatory provisions.

The introduction of Affordable Rents and Flexible Tenancies has implications for tenants who wish to exercise their right to mutual exchange. The Localism Act created a new mechanism for mutual exchanges to protect certain lifetime tenants.

If Assured Lifetime and Secure Lifetime tenants who were granted their tenancy before the 1 April 2012 exchange with a Flexible Tenant, then a new Tenancy is issued to each party and the tenant is granted another secure or Assured tenancy. The council grants the Flexible Tenant a new tenancy of equal status to the surrendered tenancy.

All tenants who are mutually exchanging are made aware of the implications to their tenancy, including:

- Any changes to their Secure or Assured status.
- Any change in rent level between Social Rent and Affordable Rent.
- Any gain or loss of the Right to Buy.

Tenants must receive the council's written permission and there are some grounds upon which an exchange can be refused, including:

- There are rent arrears.
- There are any breaches of the terms of the tenancy agreement.
- There is any other housing debt owed to the council.
- There is a valid Notice in place for any breach of tenancy or a County Court Order has been obtained as a result of such a breach.
- There is evidence that the person who wishes to remain does not intend to use the property as their main and principal home.
- The property is too large or too small for the household.

This list is not exhaustive and all other circumstances relevant to the case will also be taken into account.

If the application is refused, the reasons will be explained in writing.

16. The Assisted Moves Scheme

In 2019/20 the council developed an 'Assisted Moves Scheme', which provides practical support to help people living in the council's housing to downsize, helping to free up larger properties by:

- Providing encouragement and practical support for tenants who are older, vulnerable or disabled and under occupying social housing to move home.
- Ensuring that households have a home that meets their needs, enabling them to live independently, and makes best use of social housing.
- Encouraging tenants of adapted properties who no longer need an adaptation to move and free up the accommodation for those that need it.
- Improving the health and wellbeing of vulnerable residents by ensuring support and medical needs are met (reducing hospital admissions, falls, fuel poverty, isolation and improving mental health).

It has a target of 10 moves per year, which has been exceeded. This initiative is proving to be a cost-effective way of returning homes to family occupation and improving the quality of participants' lives.

17. Tenant Involvement and consultation

The council wants its housing services to continually improve, and the best way for this to happen is to benefit from tenants' experiences to:

- Influence service delivery arrangements
- Provide feedback and make recommendations on housing-related policies and strategies.
- Monitor performance data and make proposals to improve performance.
- Monitor resident feedback, including satisfaction, compliments and complaints.
- Identify improvements.

Tenants can become involved in a range of ways with different levels of commitment from simply sharing their views, participating in estate inspections or contributing to scrutiny reviews. More details are available from the housing management service.

The council consults and takes into account tenants' views on a wide range of matters affecting their home, including housing management. Tenants can make their views known within a reasonable, specified period and the council considers any representations very seriously.

18. Tenancy fraud

It is important that the people living in our properties are those that should be living in them. We are therefore committed to detecting preventing, detecting and tackling tenancy fraud, which became a criminal offence under the Prevention of Social Housing Fraud Act 2013. Tenants committing tenancy fraud risk a criminal investigation, prosecution and losing their tenancy.

Tenancy fraud includes:

- Giving false information, or failing to disclose information, when applying to join the council's Housing Need Register.
- Unlawfully subletting, renting the property to someone else without the council's knowledge or permission.
- Retaining a property after the tenant has died, where the person remaining in the property has no right to take over the tenancy.
- Carrying out a mutual exchange without the council's knowledge or permission.
- Selling the keys to a property.
- Giving false information on a Right to Buy application.

The council's Housing Solutions team and housing management service work closely together to identify potential cases of tenancy fraud and investigate them thoroughly. Routine checks include:

- Verifying the details supplied by the tenant when they submitted their application for housing.
- Checking information against other internal records.
- Carrying out random checks to verify the identities of people living in our properties.
- Keeping photographic records of all new tenants.
- Encouraging tenants to report suspected cases of tenancy fraud by providing easy to use on-line reporting tools and guaranteed confidentiality.
- Taking part in national and regional anti-fraud initiatives, such as key amnesties and whistleblowing campaigns.
- In the case of successful criminal or civil action, the Council may actively publicise the outcome in order to deter further tenancy fraud.

19. Making best use of the council's housing stock

The council is keen to support household mobility and make the best use of its housing stock, which is a valuable social resource. This can be for a number of reasons including health reasons, to reduce overcrowding and address under occupation. This is done in a wide a range of ways by:

- Adopting an effective Housing Allocations Policy, which is available on the council's website.
- Using five-year Flexible Tenancies, which provide regular opportunities to evaluate the suitability of the accommodation (sections 8.3 and 9.3).
- Carefully managing successions and assignments (sections 12 and 13).
- Encouraging and facilitating mutual exchanges (section 15).
- Enabling transfers through the Housing Needs Register. Information on eligibility and how the process works is available in the council's Housing Allocations Policy.
- Establishing an Assisted Moves Scheme (section 16).
- Providing advice about private sector housing solutions through the council's Housing Solutions team and during the review of Introductory and Flexible Tenancies.
- Addressing tenancy fraud to ensure council housing is available only to those that qualify and in greatest housing need (section 18).

20. Rents and service charges

Rent is the main source of revenue for the HRA, for the management, maintenance and modernisation of our existing homes. It is also the primary source of funds for repaying the loans that enabled us to leave the centralised subsidy system and to build or acquire new council properties. The HRA Business Plan 2019 sets out the council's aspirations and strategic direction for its housing stock. It explains in detail the financial challenges faced by the HRA and the need for a reliable rental income stream to maintain our housing stock to an acceptable standard and fund a financially viable development programme.

The Rent Setting Policy (May 2020) sets out the council's approach to rents and service charges. That policy seeks to balance the financial pressures on the HRA with the fact that the housing market in Canterbury District is unaffordable for many households.

In summary, the council sets rents for its residential accommodation in the HRA in accordance with the Policy Statement on Rents for Social Housing issued by the Secretary of State on 26 February 2019 and the Rent Standard 2020 issued by the Regulator of Social Housing, on 1 April 2020 and will take into account any subsequent amendments in legislation regulation or guidance.

The key points of this policy are:

- All existing general needs dwellings that become vacant and available for re-let, and all newly built or acquired general needs dwellings (that are not let at Affordable Rent) will be let at formula rent + 5% rent flexibility from 2020/21 onwards.
- All existing supported housing, including sheltered housing and other accommodation designated for older people, that becomes vacant and available for re-let will be let at formula rent. Rent flexibility will not be applied to this type of housing.
- The council will seek to enter into agreements with either Homes England or the Secretary of State to convert a specific number of existing general needs properties to Affordable Rent as they become vacant to help fund the construction of new council homes. Supported housing and accommodation for older people will be excluded from this agreement.
- The council will enter into an agreement with Homes England to build new homes at Affordable Rent to help fund investment in new council housing.
- Affordable Rents will not exceed 80% of gross market rent (including service charges) or Local Housing Allowance. The Affordable Rent will be the lower of these two figures.
- Formula rents and Affordable Rents will increase by CPI + 1% each year from 2020/21 for a period of five years.
- Service charges will be based, where reasonably possible, on actual expenditure for the preceding financial year.
- An asset management strategy and planned maintenance delivery programme will be put in place to enable services charges for leaseholders to be levied in advance, if appropriate. This will help leaseholders to budget for major items of expenditure.

- If service charges are less than actual expenditure they will be raised by CPI + 1% + up to a further £1 per week.

21. Use of the private rented sector

The council has a duty to provide accommodation for certain people who are homeless or about to become homeless through no fault of their own. Under the Homelessness Reduction Act 2018 the council can house homeless households in the private rented sector, which is a useful additional resource to both prevent and tackle homelessness, although this is not the council's default position.

The Private Sector Housing team will continue to work with landlords across the district to improve housing standards. In addition, the council has its own successful social lettings agency, Canterbury Lettings <https://canterburylettings.co.uk/> which offers a wide range of services to local landlords and enables local residents to rent good quality homes. There are plans to expand the scheme to improve the availability of and access to private rented housing in the district. The benefits of our scheme to landlords and tenants are:

- Guaranteed rental income to the landlord.
- Competitive pricing and fee structure.
- Flexible leasing arrangements.
- Housing Health and Safety Rating System inspections.
- Repairs and property management.
- Full inventory of the property with photographs.
- Extensive list of prospective tenants, quickly matched to the right home.
- Tenancy training and specialist tenancy support.

22. Policy review

The Council will review this policy annually and it will be reviewed as changes in legislation, regulation or guidance may dictate.

Minor changes which do not make a significant difference to service provision will be made to the document by delegated authority to the Head of Housing & Community.

Significant changes will be taken through the council's committee process for consideration.

23. Equality and diversity

We are committed to ensure that this policy does not impact disproportionately on different equality groups. This strategy has been subject to an Equalities Impact Assessment.