



Kennett Community Land Trust

Tenant Management and Sustainment Policy

Kennett Community Land Trust is a Community Benefit Society registered with the FCA under number 7443, registered office 66 Station Road, Kennett, Newmarket CB8 7QF

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1 Policy Statement

Kennett Community Land Trust (KCLT) is committed to providing affordable housing for rent.

We will offer the type of tenancies which best meet the housing needs of our tenants.

In developing our policy, we have had regard to the Tenancy Standard which Registered Providers must adhere to.

The objectives of this policy are to:

- provide appropriate housing for those in housing need
- address under and over occupation
- protect vulnerable residents.

2 Allocations

KCLT has developed an allocations policy which will be used to allocate housing including mutual exchanges in line with its allocations policy.

Mutual exchange

KCLT will put in place a service to allow relevant tenants to mutually exchange their homes.

3 Tenancy

KCLT will offer a tenancy in accordance with the applicable Renters Rights Act (at the time your tenancy commenced). As long as the tenant is able to demonstrate a good tenancy history then KCLT would be minded continuing the tenancy. If there are changes in circumstances the tenancy will be reviewed.

Changes in circumstances might include (but this list is not exhaustive):

- Residency status within the UK so that the applicant no longer has a legal right to social housing
- Ability to afford the property
- Development of support needs which could not be met within the tenancy
- Change in household composition leading to under or over occupation
- Good compliance with rent payments, or if there are arrears an agreement is in place and is being maintained and the housing team are satisfied that a reduction in the arrears will continue.
- Reports of ASB
- Unspent criminal convictions including being subject to a non-molestation order, an injunction order, an occupation order or a restraining order.
- Reports of the accommodation being used for immoral or illegal purposes such as drug dealing.
- Neglect, damage or abandonment of the property including allowing fittings and other installations to deteriorate due to ill treatment.
- Behaviour which could be considered to be a serious fire risk

- Abusive or threatening behaviour towards members of staff

4 Succession Rights

Individual succession rights are detailed in each tenancy agreement.

The following clauses in the tenancy agreement refer to tenants' succession rights:

Conditions for using your home

4.5 This tenancy belongs to you personally and you are not able to pass it on to any other person except in specific circumstances permitted by statute or by court order. Some of those specific circumstances are described in section 8. If you no longer wish to live in the home and you wish to pass the home to a family member, please ask us about how our allocations policy applies in that situation.

Additional rights

8.5 If you have not obtained this tenancy through succeeding from another person on their death, then there may be a right of succession to this tenancy. This means the tenancy may pass to your partner (the person you are married to, have lived with as if you were married, including same-sex partners) so long as he/she lived at your home at the time you die.

Proof of ability to continue the payments will be required.

If you have any further queries in relation to your succession rights, please contact the Secretary at hello@kennettclt.org

Addressing under and over occupation:

KCLT will work with the local authority and other housing providers to facilitate moves where households are affected by welfare reform and a smaller property would better meet their housing need

Over-occupation is also an area for concern where the lack of suitable housing forces families to stay in properties which are too small to meet their needs. In cases where the local authority has deemed the accommodation to be a Category One Hazard under the Housing Health and Safety Ratings System (HHSRS) then the fixed tenancy will not be renewed and the household will be aided to find appropriate accommodation which better meets their needs. This may be with another Registered Provider or in the private sector.

5 Protection for vulnerable residents

KCLT will build links with a range of local services to support vulnerable tenants to enable them to sustain their tenancy.

6 Appeals

An applicant or resident has the right to appeal against the decision to allocate a particular type of tenancy or licence, the length of the tenancy or licence offered, or the decision to end or not renew a tenancy or licence. This request will be considered by a Review Panel made up of the Chair and another member of the board. The officer who made the decision will present the case to the Panel. The customer will be given the right to attend in person to make their case and can be assisted by a friend, relative or advocate but not by a legal representative. Following the panel hearing the customer will be advised of the outcome of the appeal within ten working days.

7 Equality, diversity and inclusion

KCLT is committed to promoting equality, diversity, and inclusion in all aspects of its work. We believe that embracing diversity strengthens our community, enhances our services, and reflects our core values of respect, fairness, and integrity.

We aim to create an environment where everyone feels valued, respected, and empowered—regardless of their background, identity, or circumstances.

We will apply this policy consistently and fairly and will not discriminate against anyone based on any protected characteristics, including those set out in the Equality Act 2010

8 Complaints

Any resident or other stakeholder who is dissatisfied with how we have managed their properties is able to submit a complaint using our Complaints process. Once our Complaints policy is complete and if they remain dissatisfied, then they can contact the Housing Ombudsman.

Sustainment of Tenancy Policy

1 Introduction

Tenancy Sustainment is a generic term for the prevention of tenancy breakdown or a 'failed tenancy'. Failed tenancies are a waste of resources because each additional property becoming empty incurs significant costs. It can also have negative effects for the tenant who may become homeless or find it difficult to secure another tenancy because of issues relating to their former, failed tenancy.

We consider that a tenancy has not been sustained if it ends within 12 months and record instances to assess our effectiveness in this area.

We are particularly concerned to prevent tenancies ending by:

- Eviction – at any time
- Abandonment – at any time
- Early termination (a tenancy which lasts under 12 months)

We recognise that there may be other less obvious reasons why people give up their tenancies such as domestic abuse and other forms of harassment. We also recognise that people may terminate their tenancy early for positive reasons such as purchasing a home, finding a new job or moving in with their partner.

The cost of a failed tenancy is high for both the tenant and the CLT.

Every failed tenancy represents:

- Abortive resource commitments
- Rent loss during the time property is empty
- Costs incurred associated with the re-letting of a property in some cases:
- Legal Expenses
- Costs incurred by other agencies or authorities who subsequently take responsibility for accommodating the former tenant
- The cost to the person who again finds themselves in need of accommodation and may now have additional issues to overcome, such as former tenancy debt or rechargeable repairs

There are known risk factors in relation to early tenancy failure, and particular household types may need help or assistance in sustaining their tenancies. The following list is not exhaustive:

- Mental health issues
- Learning difficulties
- Drug and alcohol addiction problems
- Disabilities
- Leaving care
- Domestic violence
- Poverty and fuel poverty
- Being under 25 or in a first tenancy
- Young parents
- People with support needs

Other causes of tenancy breakdown are:

- Dissatisfaction with property condition
- Antisocial behaviour
- Debt problems
- Lack of support with resettlement and setting up home Isolation
- Insufficient information sharing and partnership working

This policy recognises that it is not our role to carry out detailed assessment of needs or to case manage tenants with specific needs, but that we must be proactive in signposting and referring tenants to external agencies or anyone within the Trust who may have the expertise to assist.

By implementing a Tenancy Sustainment Policy, we seek to prevent tenancy failure and homelessness.

2 Tenancy Sustainment in Practice

Prevention

Taking steps prior to and from the commencement of a tenancy which will identify issues and assist in sustainment. We operate an allocations policy which reduces the risk of applicants accepting an inappropriate tenancy through offers of property being made that the applicant does not want but then may feel pressured to accept. We aim to identify support needs at the point of registration and at the pre-tenancy interview, and to ensure that, wherever possible, any appropriate support is in place at the start of the tenancy.

We carry out accompanied viewings to all our empty properties. This provides an opportunity to explain the characteristics of the property and the local area, and for the prospective tenant to raise any concerns or issues. It also provides another opportunity to ensure that any support needs are identified and addressed to allow the tenant to move in and be able to live in the property.

We aim to ensure that our new tenants fully understand their tenancy obligations at the time of signing their agreement and highlight some of our key housing management policies which emphasise early intervention and prevention and adopt a customer centred approach.

Tenancy Support

Being proactive in identifying prospective and existing tenant vulnerability issues and ensuring the appropriate support is put in place to sustain a tenancy.

Any visits may be programmed as necessary if it is apparent that the tenant may require support to keep to the conditions of tenancy. We will prioritise Tenancy Visits where tenants are considered to present a high risk of tenancy failure. If it is deemed during any visits that further support is required for the tenant to sustain their tenancy, then consideration will be given to a referral to an appropriate resource.

Partnership Working

Developing networks and partnership working with other agencies to address vulnerabilities and assist in sustaining tenancies. The Housing Manager will monitor the rent account and if the rent account falls within one month's rent arrears, then consideration will be given as to whether a referral is made to supporting agencies such as National Debt Line, CAB Rural Cambs., East Cambs. District Council drop -in clinics and 1:1 support.

We ensure that all information provided to applicants and tenants is in plain English, easy to understand and in a format suited to each individual. Any newsletters will include information about support agencies and services in our area of operations.

We provide a Tenancy Sustainment Service for our tenants and will ensure maximum take up of benefits wherever possible by referring to the appropriate advice agency. Our Rent Arrears policy emphasises the importance of arrears prevention and encouraging tenants to seek help before debt becomes unmanageable. Eviction is always a last resort.

We will ensure that appropriate staff are trained to identify potentially vulnerable households.

3 Performance Monitoring

We will occasionally carry out post occupation feedback surveys to gauge levels of satisfaction with our services and identify any areas where tenants feel we could do better. Exit interviews, when tenants decide to end their tenancy, are another valuable source of information. The information gathered is used to identify where we may need to improve our services to applicants and tenants.

4 Policy Review

This Policy will be reviewed in 3 years or earlier if trends in complaints, customer feedback, or legislative changes necessitate this

Related Policies and Documents

- Tenancy Agreement
- Tenancy Management Policy
- Equality, Diversity, and Inclusion Policy
- Anti-Fraud, Bribery and Corruption Policy
- KCLT Allocations and Lettings Policy
- Privacy Policy
- Customer Feedback and Complaints Policy

5 Policy Review Record

Version Number	Status	Revision Date	Summary of Changes
Version 01	Approved	September 2025	New Policy