

FORTH HOUSING ASSOCIATION LIMITED

TENANT MANAGEMENT POLICY

Governance:	Housing Management
Code:	HM 31
Approval:	March 2021
Review Date:	March 2024
Cross Reference:	HM 16 Scottish Secure Tenancy HM 24 Tenants Handbook HM 14 Rent Arrears Policy M 11 Rechargeable Repairs and works Policy GOV 27 Equal Opportunities Policy
Regulatory Standards Of Governance and Financial Management	Standard 4 - 4.1, 4.2 Standard 7 - 7.5



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1.0 Introduction

Forth Housing Association aims to deliver high quality tenancy management services, with the intention of ensuring that tenants can maintain a successful tenancy. Our approach to tenancy management reflects best practice, complies with legislation and protect the rights of tenants to ensure that they maintain successful tenancies.

At the same time, we have a duty to manage and protect our stock and the environment in which our stock is situated from damage and neglect.

Our approach to tenancy management is covered in our Scottish Secure Tenancy Agreement (SST) and Housing Management Policies, but on occasions there are tenancy issues that arise that are not covered under the SST or other policies.

This policy therefore provides examples of issues that are not covered elsewhere and sets out the principles on how we engage with tenants, the type of information and advice that we will provide and the circumstances under which we will take legal advice before we take any enforcement action.

Examples:

- Malicious damage to our property
- Non-payment of large rechargeable repairs
- Any other tenancy issues that arise that are not covered by our Housing Management Policies.

2.0 Housing (Scotland) Act 2001

2.1 Tenants of Forth Housing Association sign a Scottish Secure Tenancy Agreement when they become a tenant which makes it clear what is expected of them in relation to responsibilities and management of the tenancy.

3.0 Engagement with tenants when tenancy issues occur

3.1 We will engage with our tenants and provide support and advice when any issues arise to, wherever possible, ensure the sustainment of successful tenancies.

3.2 For example, if a tenant has a large amount of re-chargeable repairs, we will follow the principles set out in our Rents Arrears Policy to support the tenant to pay the re-chargeable repairs by allowing the setting up of a repayment agreement and making referrals to appropriate external agencies if required.

3.3 If a tenant maliciously damages our property, we will make it clear to our tenant what action they have to take to rectify the damage. We will offer support and provide advice as required.

3.4 In the event of any other tenancy issues arising that are not covered by our Housing Management Policies, we will liaise and communicate with our tenant with the aim to satisfactorily resolve the issue for both parties.

3.5 We will ensure at all times that tenants are informed about the possible consequences of their actions when we are dealing with tenancy matters.

3.6 In the examples described above, which are not exhaustive, we will take legal advice before we decide on the next best course of action to take, if the tenant fails to address the issue.

3.7 In accordance with advice from our Solicitors, we will seek to take court action to protect our property and prevent further damage, and we reserve the right to recover rechargeable repair costs. We may also seek court action to recover our property.

4.0 Complaints

4.1 Any tenant who is dissatisfied with the management of their case will be advised of our Complaints Policy.

5.0 Policy Review and Period

5.1 Management Committee will review this policy at least every 3 years, and staff are responsible for ensuring that they meet legal and good practice requirements.