

Standard: Tenure

TSA Standard	How we meet the TSA standard	Existing commitments/Standards
<ul style="list-style-type: none"> ✚ Registered providers shall offer and issue the most secure form of tenure compatible with the purpose of the housing and sustainability of the community. They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements. 	<ul style="list-style-type: none"> ✚ We have recently reviewed our secure tenancy agreement and we involved all tenants in this process. ✚ We provide Introductory Tenancies for new tenants to create a probationary period after they move in. ✚ We provide support to help tenants keep their tenancies and have recently improved our sign up process for new tenants to reduce the number of tenancies failing in the first year. ✚ We provide a high level of tenancy management for those in their first year of tenancy and try to avoid enforcement actions. We try to address any issues through parenting orders and acceptable behaviour contracts. ✚ The tenancy agreement clearly 	<ul style="list-style-type: none"> ✚ Covered in related standards – see - Neighbourhood Management and Anti-Social Behaviour standard. ✚ Our existing commitments in relation to rents and rent arrears are – if you want advice about your rent, need help because you are in rent arrears or want benefit advice we will ✚ Regularly monitor all accounts and contact you if there are any issues with payments ✚ Offer you a variety of ways to pay your rent including in person, by post, cash, cheque, debit card, standing order, direct debit, internet or Pay.net ✚ Provide you with accurate benefit advice and where appropriate arrange specialist debt advice for you

Registered providers shall set out in an annual report for tenants how they are meeting these obligations and how they intend to meet them in the future. The provider shall then meet the commitments it has made to its tenants.

sets out rights and responsibilities and provides robust information on all policies and services. We are reviewing our Tenant's Handbook.

We provide a robust sign up procedure for new tenants with tailored support to help with tenancy sustainment. We also offer support for tenants who are at risk of losing their home for whatever reason in an effort to assist them sustain their tenancy.

We provide information to tenants in respect of how and when to pay their rent at sign up and within their welcome pack. We provide various choices of payment methods and promote this at every opportunity to new and existing tenants.

When tenants fall into arrears we provide the necessary support and advice around debt, welfare benefits and repayment options. We continue to support tenants

We will give you details of organisations that can offer you independent, impartial advice about debt


Agree a repayment plan with you that you can afford if you are in arrears

Inform you of any debts on former tenancies within 28 days of you ending your tenancy

Take legal action against you if you fail to maintain you repayment agreement

Our Service Standard is

We will send a quarterly rent statement showing details of all rent payments due and payments received

	<p>through the arrears recovery process with advice and referrals to agencies to assist with financial circumstances and employment opportunities. We served 2,013 notices of seeking possession on tenants for rent arrears last year but only 57 of these progressed to the stage where we needed to evict.</p> <p> We host a money management section as part of our website to help tenants alongside all the other financial inclusion initiatives we offer.</p>	
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