



Housing & Neighbourhood Management Policy

POLICY TITLE:	Housing & Neighbourhood Management Policy
LEAD OFFICER:	Head of Housing Management
DATE APPROVED:	1 February 2026
APPROVED BY:	SLHD Board
IMPLEMENTATION DATE:	1 February 2026
DATE FOR NEXT REVIEW:	1 February 2029
ADDITIONAL GUIDANCE:	
ASSOCIATED CUSTOMER PUBLICATIONS:	<p>CDC Tenancy Strategy</p> <p>Corporate Plan 2024-2028</p> <p>CDC Allocations Policy</p> <p>SLHD Rechargeable Repairs Policy</p> <p>SLHD Repairs & Maintenance Policy</p> <p>SLHD Damp and Mould Policy</p> <p>CDC Sustainable Tenancies Fund Policy</p> <p>SLHD Equality, Diversity & Inclusion Policy</p> <p>Secure Tenancy Agreement</p>
TEAMS AFFECTED:	Safeguarding and ASB Team, Housing Management Area Teams, Tenancy Sustainability Team, Repair & Maintenance Teams, Assets Team, Customer Access Team, Access to Homes and Corporate Services.
THIS POLICY REPLACES WITH IMMEDIATE EFFECT:	Housing Management Policy.

DOCUMENT CONTROL

For guidance on completing this section please refer to the document version control guidance notes

Revision History

Date of this revision:	New & incorporated policy
Date of next review:	Feb 2029
Responsible Officer:	Head of Housing Management

Version Number	Version Date	Author/Group commenting	Summary of Changes
01	January 2026	Head of Housing Management	Replaced Housing Management Policy Now incorporates Neighbourhood Management, Respect Standard, Good Neighbour Charter, clarified Infestations process and added in a new section regarding Armed Forces Veterans.

Policy Creation and Review Checklist

ACTION	RESPONSIBLE OFFICER	DATE COMPLETED
Best practice researched (Housing Ombudsman Spotlight Report and associated determinations, HouseMark, HQN, NFA, RSH, general websites)	Head of Housing Management , Tenancy Sustainability Manager and Safeguarding & ASB Service Manager	June 2025
Review current practices from similar organisations (NFA)	Head of Housing Management	July 2025
Review customer satisfaction / complaints data from the area the policy relates to	Head of Housing Management	December 2025
Undertake customer consultation if applicable (One Voice Forum and GIG)	Head of Housing Management	December 2025
Staff consultation through Trade Unions if applicable	N/A	N/A
Trade Union consultation if applicable	N/A	N/A
Other stakeholder consultation if applicable	Head of Housing Management	December 2025

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Equality analysis carried out through the intranet for all new policies or fundamental changes	Head of Housing Management	1 December 2025
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NB. The above table must be completed on all occasions. The policy will not be accepted or approved by EMT without this information completed.

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Housing & Neighbourhood Management Policy

Introduction - Housing and Neighbourhood Management Policy

Housing and Neighbourhood Management - *Creating Successful, Thriving and Sustainable Tenancies!*

At St Leger Homes of Doncaster (SLHD), we are committed to creating safe, well-managed, and thriving neighbourhoods. We believe that Housing and Neighbourhood Management is everyone's responsibility.

We work in partnership with our customers, colleagues, and partners to ensure our homes and communities are places where people feel supported, respected, and proud to live. By taking a proactive, customer-centred approach, we address issues quickly, promote positive neighbourhood standards, and empower tenants and residents to play an active role in shaping their communities.

Introduction

This policy sets out our approach to delivering high-quality housing and neighbourhood management services that meet the needs of our tenants and communities. It aims to:

- Ensure homes and neighbourhoods are safe, well-maintained, and supportive of sustainable living.
- Promote tenant engagement, respect, the Good Neighbourhood Charter (**see Appendix 4**) and inclusion while tackling issues that affect quality of life.
- Provide a consistent framework for managing properties and neighbourhoods in line with legal, regulatory, and organisational standards.

The policy is divided into two sections:

- 1. Housing Management** – covering tenancy management, allocations, rent collection, and support for tenants.
- 2. Neighbourhood Management** – focusing on estate maintenance, community safety, and initiatives to improve the local communities in partnership with partners.

SECTION 1: HOUSING MANAGEMENT

1.1 St Leger Homes of Doncaster (SLHD) aspire to deliver first class, efficient and effective housing management with a mission of providing homes in neighbourhoods where people are proud to live and within safe and clean estates and communities. The Support to Sustain model is designed to identify

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tenants support needs and provide the right level of support to provide confidence, skills, and capacity to manage and sustain tenancies.

We also aim to deliver fairness and equality across all the services we deliver, and a full and comprehensive Equality Impact Assessment has been undertaken of this policy.

The Secure Tenancy Agreement sets out the rights and responsibilities of both the landlord and tenant and ensures services are delivered within the Housing Act 1985.

1.2 Purpose

To ensure that SLHD carries out a robust, effective, and inclusive housing management function and set down details of how we will deliver our housing management responsibilities, adhere to the legal framework, and deliver our vision.

1.3 Scope

1.3.1 The policy applies to all council tenancies managed by SLHD and impacts on the wider communities including private residents on our estates who may be affected.

1.3.2 The policy applies to all leaseholders within buildings managed by SLHD.

1.3.3 The policy relates to and delivers against the following:

- Secure & Introductory Tenancy Agreements 2026
- City of Doncaster Council (CDC) Tenancy Strategy 2025
- City of Doncaster Council (CDC) Community Safety Strategy 2022-25

1.4 Responsibilities

1.4.1 SLHD employees must adhere to the principles set out in this policy. Detailed procedures sit underneath this policy to ensure our workforce deliver services aligned with this policy and in an effective and consistent way.

Overall responsibility for the effective delivery of this policy is with the Director for Housing and Customer Services and Head of Housing Management.

1.5 Tenancy Types

1.5.1 The CDC Tenancy Strategy 2025 sets out the types of tenancy that the Council will offer:

- Secure tenancies
- Introductory tenancies
- Secure 'fixed term' tenancies
- Licenses which do not have the legal status and protection of a tenancy

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SLHD will offer tenancies as per the circumstances set down in the Tenancy Strategy and Council's Allocations Policy.

1.5.2 Introductory Tenancies

All new tenancies will be introductory tenancies unless the applicant is an existing secure tenant of: -

- City of Doncaster Council (CDC)
- Any other Council; or is
- A tenant of a private registered provider of social housing such as a Housing Association and is on an assured tenancy with them.

A minor (person under 18) who cannot hold a secure tenancy will be granted a licence agreement and, in most cases, will have a suitable person to act as a guarantor until they reach the age of 18 years. At the age of 18 years, he or she will be required to sign an introductory tenancy agreement, this will usually last for 12 months and automatically transfer to a secure tenancy if there have been no tenancy related issues.

Minors who succeed tenancies following the death of a tenant will be allocated a tenancy on trust until they reach the age of 18 years. The identified trustee will also be asked to act as guarantor.

All introductory tenancies will last for 12 months unless they are extended. The tenancy can be extended for up to a maximum of 6 months, making the introductory period 18 months. All extensions to introductory tenancies will comply with the law and the tenant will be given the right of appeal against the extension.

1.5.3 Joint Tenancies

Where possible SLHD will offer joint tenancies when the tenancy is first signed, unless not appropriate to do so. A joint tenancy is when two or more persons are named on a tenancy as the tenants of the property. All persons named on the tenancy have equal security of tenure and are joint and severally liable for adhering to the terms of the Tenancy Agreement. In law, up to four people can be joint tenants of a property. Under the CDC Tenancy Strategy which was reviewed in 2025 the Council expects housing providers to encourage new tenants to take up joint tenancies where appropriate.

Joint tenancies can be granted to: -

- Married couples or those living in civil partnerships
- Applicants living together as a couple
- Two or more people having originally joined the housing register together, if both or all applicants are moving into the property.
- Age designated accommodation where one party is not eligible: spouses and registered civil partners only will be considered.
- A person on the register wants a joint tenancy with someone who has also made an application.

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A joint tenancy can be changed into a single tenancy in the following circumstances: -

- By a court order (property adjustment order / transfer order Matrimonial Clauses Act 1973 & 1983).
- Where one tenant dies, the right of survivorship takes effect, passing the deceased tenant's interest in the property to the other joint tenant. This uses up the one legal right of succession, therefore nobody has the right to succeed to the tenancy in future.

Either joint tenant has the right to terminate the tenancy and should give vacant possession of the property. If a joint tenant wishes to remain in the property after the termination of the tenancy, SLHD would need to grant a new tenancy. The decision as to whether a new tenancy should be granted is based on the circumstances of the case and whether the individual qualifies for the tenancy under the Doncaster Council Allocations Policy. The decision will be made by the area housing team and escalated to Housing Assessment Panel (HAP) for complex cases or those outside the Allocations Policy. All circumstances will be considered including vulnerability and affordability with the objectives of the best use of housing stock and prevention of homelessness.

An existing sole tenant can apply to change the tenancy to a joint one.

SLHD will not unreasonably refuse such requests but will assess the circumstances and will refuse in the following circumstances: -

- If the applicant has not resided in the property for 12 months
- If the applicant is a homeowner.
- If the property has been adapted, then consideration must be given as to whether a joint tenancy can be granted if the adaptations are not required by the applicant.
- Age designated accommodation where the applicant does not meet the age criteria for the property.
- If a tenancy has been created by way of a succession or assignment, then a joint tenancy will not be granted at any point during the tenancy period as this would give a second right to succession or assignment which is not permitted by law under Section 91 of the Housing Act 1985
- If by granting a joint tenancy and the current tenant dies that the property would either be under-occupied or is age designated.
- The applicant is named on any other tenancy.
- There is a demotion order in place.
- A Possession Order is in place.
- A Suspended Possession Order is in place.
- There are breaches of tenancy for which action is ongoing.
- On Introductory or Licence tenancies unless in exceptional circumstances

1.5.4 Secure 'Fixed Term' Tenancies

The Localism Act 2011 introduced a new duty on local authorities to publish a tenancy strategy setting out how the Council will make best use of flexibilities with tenancy types and terms. The CDC Tenancy Strategy was reviewed in 2025 following the Localism Act 2011, which placed a greater duty on local

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authorities to consider fixed term tenancies rather than issuing secure tenancies. The City of Doncaster Council has been utilising flexible tenancies since 2015 for larger 4, 5, and 6-bedroom properties. There are around 100 such tenancies, managed by St Leger Homes alongside the rest the council tenancies.

Length of fixed-term tenancies

Fixed-term tenancies should be for a minimum term of five years with shorter periods only permissible in extreme and exceptional circumstances such as:

- The property is part of a leasing arrangement and is not in the ownership of the provider and will revert into private ownership.
- Supported housing schemes where the tenant will move on to settled accommodation within a period of less than five years.
- Lettings carried out for management reasons. e.g. tenants moving into properties to allow emergency works on their home.
- Regeneration areas where property demolition or disposal is expected to take place within five years.
- Where properties have been built using Government funding for Rent to Buy.

In line with the CDC Tenancy Strategy, SLHD recognise that some tenants may have concerns that their tenancy will end at the end of the 5-year period. To address this, SLHD will use the following process for reviewing fixed-term tenancies:

- Review tenancies 6-9 months before the end of the term of tenancy.
- Renew the tenancy for a further 5-year flexible term, unless there are specific grounds not to do so in accordance with the CDC Allocations Policy. The considerations which will be taken are set out below. The terms and how to appeal against decisions are clearly set out in the Flexible Tenancy Agreement.

Where the fixed-term tenancy is deemed suitable for renewal, it should be renewed for a further 5 years on the flexible terms.

Where a fixed-term tenancy is not to be renewed, SLHD will provide a robust programme of support, advice and assistance and will always look to offer a tenancy in alternative accommodation. This aspect may have a cost implication and SLHD will give due regard to the cost of issuing fixed term tenancies.

When reviewing a fixed-term tenancy and deciding whether to renew or not, SLHD must follow its decision-making process which includes consideration of the following:

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- The household make up, particularly where the household includes dependents of pre-school age or in full-time education, with the recognition that children stay with their parents well beyond school age for valid reasons and these should be considered on an individual basis and should include dependants who are temporarily living away from home such as those attending University.
- The circumstances in which the tenancy was originally offered, such as vulnerabilities (e.g. fleeing harassment or domestic violence, is under a witness protection programme, was a person leaving Local Authority care or has mental health problems) and whether the household is still classed as being vulnerable.
- Whether the property has been adapted to meet the needs of a disabled person and that person still resides in the property and needs the adaptations.
- The support needs of the household and what is currently in place and whether this would be jeopardised by a decision to end the tenancy.
- The occupancy levels of the household and whether they still require the size of property. Consideration should also be given in this regard to whether the property was under-occupied at the time of granting the tenancy and whether those circumstances have changed, whether the tenant can afford the rent with any benefit deductions and the demand and stability of the area. Consideration should also be given to households where dependent children are temporarily living away from home, such as those attending University.
- Health needs of household members, in particular where a household member is seriously or terminally ill.
- Any caring responsibilities of the tenant to a member of the household and/or relatives/neighbours within proximity.
- The conduct of the tenant, in particular whether the tenant is/has engaged in anti-social activities and is in breach of the tenancy conditions or property neglect or rent arrears.
- Whether the main tenant's circumstances still qualify for the property based on the Council's current allocations policy. A Housing Allocations Panel, including political representation, should be established to review exceptional cases.

All decisions will be confirmed in writing to the tenant.

1.5.5 Licence Agreements

SLHD will issue licence agreements to 16/17-year-olds with a guarantor. The joint protocol for care leavers with CDC Children's Services enables care leavers to be granted a licence with the trust acting as guarantor. All licences

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will be transferred into introductory secure tenancies at the eighteenth birthday of the licensee, unless grounds exist to refuse or defer this.

1.5.6 Armed Forces Veterans

St Leger Homes is committed to supporting the Armed Forces Veteran Community in line with the Doncaster Armed Forces Covenant Board (DAFCB). As part of our housing management responsibilities, we will actively identify Armed Forces Veterans at key stages of the tenancy lifecycle, including sign ups and KIT visits, and ensure that appropriate advice, support, and signposting is offered.

Where a tenant identifies as an armed forces veteran, this will be recorded within our systems to enable effective support, informed decision making and partnership working. Housing Management teams will maintain awareness of available services through ongoing training and organisational updates.

1.6 Tenancy Support and Sustainability

1.6.1 Our Tenancy Support Team provides targeted support to tenants who may be at risk of tenancy failure due to financial hardship, mental health challenges, or other vulnerabilities. The service includes:

- Casework and referrals to specialist services
- Financial inclusion support and benefit maximisation
- Mental health navigator support for complex cases

To achieve our objective of sustaining tenancies we have implemented a Tenancy Sustainability Model which is designed to identify those tenants at risk of losing their tenancies or posing a high risk of not sustaining their tenancy. We will undertake a RAG rating assessment of tenants as we come into contact with them and deliver support based on each category:

Red – Intensive Category – intensive tenancy support for up to three months

Amber – Housing Plus Category – medium level support with no time limit

Green – Sustainable Tenancy Ready Category – universal services

Intensive support will be provided for a period of 3-6 months until the tenant is either ready to be stepped down, referred to accommodation support for longer term support or, as a last resort, subject to enforcement action.

The Support to Sustain – Tenancy Sustainability Model is **detailed at 5**.

1.7 Compliance & No Access

1.7.1 To address ongoing challenges with gaining access for essential compliance visits such as gas servicing, electrical checks, fire safety, and asbestos inspections, a dedicated Access Team has been established within the Housing and Customer Services Directorate who will:

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- Improve access rates for statutory and safety-related visits.
- Reduce failed appointments and associated risks.
- Support tenants to understand and meet legal access requirements.

To strengthen this approach, a No Access Policy has been implemented to ensure a clear, consistent, and proportionate escalation process when access is not granted for statutory compliance checks. This includes improved communication with tenants, early identification of support needs, and targeted interventions for households repeatedly failing to provide access. Alongside this, access performance will be monitored through enhanced data analysis across all compliance areas, enabling the service to track trends, identify high-risk properties, and allocate resources more effectively. Insights from this data will inform operational decision-making and support continuous improvement across the service.

1.8 Ending Tenancies

1.8.1 Ending a sole tenancy

On termination of a tenancy, all tenants must provide a minimum of four weeks' notice and hand the keys in to any housing office. If a tenant hands the keys in without giving the correct notice SLHD will continue to charge rent until the property is re-let up to the maximum four-week notice period from the date the keys were returned.

The notice period will be waived for tenants going into residential care once a permanent residence has been agreed.

A Notice to Quit (NTQ) must expire on either the first or last day of the period of the tenancy/licence. SLHD tenancy periods run from Monday to Sunday and therefore notice periods are calculated 28 days from the following Sunday after the valid NTQ is received. For example, the notice period of a valid NTQ received from a tenant on Tuesday 6th January would commence on Monday 12th January and expire on Sunday 8th February. The tenancy will end at the end of the notice period. If the tenant remains at the property after the expiry of the notice period then they are no longer a tenant but will be liable to pay a daily use and occupation charge up until the date when possession of the property is obtained by City of Doncaster Council.

The tenant must hand the property back in good condition with all items and rubbish removed. The garden should be cleared, and all unauthorised external structures removed.

Vacant possession must be provided to allow the tenancy to be ended.

Any alterations or improvements made by the tenant should have had permission granted from SLHD. If alterations are found with no permission, SLHD will ask these to be restored to the original condition or may charge for this work to be carried out.

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SLHD will reasonably recharge for costs associated with rectifying properties to re-let in accordance with our Rechargeable Repairs Policy.

If a tenant wishes to retract their notice after serving it they are not legally permitted to do so. In these circumstances SLHD will consider all the relevant circumstances before deciding whether it is appropriate for the tenant to remain in the property and if so, issue a new introductory tenancy.

1.8.2 Ending a joint tenancy

Where there is a joint tenancy, any person named on the Tenancy Agreement can terminate the tenancy without the consent of the other joint tenant/s. If one tenant terminated the joint tenancy, the remaining tenant/s would no longer hold a tenancy. In this situation SLHD will consider the circumstances and whether the remaining tenant qualifies for a sole tenancy under the terms of the Allocations Policy. There would be no automatic right for the tenant to remain in the property.

Joint tenants are required to give a minimum of four weeks' notice as in sole tenancies and tenancies will end on a Sunday after the 28 days' notice.

If the above scenario takes place and there are rent arrears, SLHD will handle the arrears in the following way: -

- The level of rent arrears will be considered as part of the decision to award a sole tenancy. The expectation is that all arrears will be paid prior to the commencement of a new sole tenancy and all joint tenants are liable for this.
- Should the decision be made to award a sole tenancy where rent arrears exist, the whole debt will be transferred to the remaining sole tenant as part of their new tenancy.
- The debt will be enforceable against the new tenancy via repossession, however any existing Notice of Seeking Possession or court order will be void and would require reissuing against the new sole tenancy.

For terminations under any circumstance, the property must be left in good condition. This includes removing all items from the property and garden, including the loft space (which should not be used for storage), ensuring that the property is clean and left in good decorative order throughout. This includes any fixtures and fittings.

1.8.3 Power of Attorney and Termination of Tenancy

Where a valid Power of Attorney is in place which includes authority for both property/financial affairs and housing-related decisions, the appointed attorney may request and complete the termination of a tenancy on behalf of the tenant. In cases where a tenant may lack the mental capacity to end their tenancy and no Power of Attorney exists, we will work closely with Adult Social Care to assess the tenant's circumstances and identify the most appropriate and least restrictive way forward. As a last resort—where no alternative lawful route is available—St Leger Homes will consider seeking authorisation from the Court of Protection to progress the termination in the tenant's best interests.

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1.8.4 Storage of contents

Tenants must remove all contents from a vacated property. If a tenant leaves contents in a property after vacating it (either abandoning it or having been evicted) an inventory will be undertaken, and an estimated value placed on the belongings. Items deemed to have low, or zero value or which are perishable will be disposed of. Other items will be stored for a period of 28 days. We will serve a notice under the provisions of Section 41 of the Local Government (Miscellaneous Provisions) Act 1982 and will send this to the last known address or forwarding address if one has been provided.

If the items are not collected, we will donate to charities or our own Garage 32 recycling scheme. The removal and disposal of items and rubbish left within the property or garden following a tenancy ending, including disinfestations, and washing down of dirty walls or fixtures and fittings will be carried out by SLHD. SLHD Rechargeable Repairs Policy sets out the circumstances in which we will recharge costs to tenants.

For your safety and to comply with tenancy conditions you must not store any items in the loft area. Lofts are not designed for storage and may contain electrical or structural hazards. Any items found in lofts may be removed and you may be recharged for the cost.

1.8.5 Abandoned Tenancies

If a tenant ceases to occupy a property as their only or principal home and they have not given notice or handed in the keys, SLHD will, if after thorough investigation conclude they have no intention to return, deem the tenancy abandoned and accept this as implied surrender of the tenancy, following all reasonable attempts to locate the tenant.

Wherever possible we will serve a notice to quit and apply to court for possession and will take all reasonable steps to locate the tenants' whereabouts to do this. If we are unable to locate the tenant, we will serve a Notice to Quit (NTQ) at the property as their last known address.

If all reasonable enquiries have been made and it is obvious that the tenant has left the property, the tenancy will be treated as surrendered and the locks will be changed as a matter of urgency. Evidence can include, for example, the contents having been removed, the tenant not being seen by neighbours, and the dustbin being empty. In this situation the final decision must be made by a Service Manager.

Four weeks rent will be added to the rent account in these circumstances from the date the NTQ is served. SLHD will change the locks for security purposes and will commence the relet process but may provide them back to the tenant should they return within the notice period, as long as they have a valid reason for absence.

Under such circumstances, we will undertake a detailed inventory of any belongings left in the property and keep photographic evidence. We will store the tenant's belongings, where appropriate to do so. If we are aware of the

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tenant's whereabouts, we will write to the tenant advising of the need to recover their belongings within 28 days.

If we are unaware of the tenant's whereabouts, we will store for a minimum period of 28 days. After this period the belongings will be dealt with as per paragraph 1.6.3.

We will recharge to the tenant any costs associated with the storage and disposal of tenant's belongings at their last known address.

If we identify any concerns about the safety or security of the property, and we believe the property or the wider community may be at risk, we will change the locks, even if the tenant's whereabouts are known.

1.8.6 Deceased Tenants

In the event of a sole tenants' death where no one is entitled to succeed to the tenancy, the tenancy will need to be terminated. That can be done either by a person who the tenant has chosen to be the executor of their estate or a person who has applied to administer the estate and has been given the power to end the tenancy. In the absence of either an executor or an administrator St Leger Homes will take the necessary legal steps to serve a notice to quit and end the tenancy that way. Rent continues to be payable after the death and until deceased tenant's tenancy has been validly ended.

SLHD will provide a period of grace for relatives to clear the property and appreciate the time immediately after a relative's death is a difficult time. We will allow up to two weeks rent-free following the death.

SLHD will seek proof of the death by way of the deceased residents list from the coroner. Should the tenant have passed away out of the area, they will not be included in this list and SLHD will request a copy of the death certificate from the next of kin before the tenancy is ended.

For more information see our fact sheet [here](#).

1.9 Tenancy Changes

1.9.1 Successions

Automatic succession rights will be limited to spouse or partner only. This will only apply to tenancies which started on or after 1st April 2012, as per the Localism Act 2011.

Applications from other family members will be considered if they can evidence continuous residence in the property as their only or principle home for a five-year period immediately preceding the death of the tenant and providing there has been no previous succession and there is no spouse or partner remaining.

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If other family members claim succession but cannot evidence the five-year residency, and if appropriate, a new introductory tenancy may be granted for the remaining occupant under the Councils Allocations Policy.

For tenancies granted before 1st April 2012, the following will apply: The right to succession in the event of your death the following people have the right to succeed your tenancy:

- Your spouse or civil partner as long as there have been no previous successions to this tenancy
- Or if there is no qualifying spouse/civil partner, any member of your family (as defined by the Housing Act 1985) that, at the time of your death, has been living with you at the property as their only or principal home for the previous twelve months. Additionally there must have been no previous successions to this tenancy.
- Exceptions to this rule are that if the property has been adapted for a disabled person or it is bound by an age limit. Council tenancies can only be succeeded once under Section 91 of the Housing Act 1985

1.9.2 Assignments

The rights of tenants to assign or exchange their tenancy is legislative and outlined in the Housing Act 1985, amended 1996. SLHD will only approve assignments in the following circumstances:

- The assignee is a qualifying individual i.e., 'would be successor';
- The tenant is residing in the property as their only and principal home.
- The assignee is residing in the property as their only and principal home – if they aren't a spouse or civil partner the assignee must have been living in the property for 12 months at the time of application.
- The rent account is clear.
- The property is suitable for the assignee in relation to size and type and is not adapted or age designated.

1.9.3 Mutual Exchanges

The correct legal term for a mutual exchange is an assignment by way of exchange. We will process applications within the statutory timescale of 42 calendar days from the date of the application. Failure to decide within the maximum period of 42 days will result in approval of the exchange by default.

Exchange requests will be refused for any of the grounds set out in Schedule 3 of the Housing Act 1985, the main grounds are: -

- Where there is a valid Possession Order (legal action for eviction) against one of the tenants or a Notice Seeking Possession has been served and is still in force.
- The exchange would result in either under occupation or overcrowding of one or both properties.
- One of the properties has been designed or adapted for special housing needs and these facilities would not be required by the incoming tenant.

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- The premises were let in consequence of employment and form part of or are in the grounds of a non-housing building.
- Ground 2a – S191 Housing Act 2004 also allows a landlord to withhold consent for a mutual exchange if one of the tenants has an injunction, demotion order, ASBO or possession order granted on the grounds of anti-social behaviour in force or court action is pending.
- Where the rent lawfully due from the tenant has not been paid or an obligation of the tenancy has been broken or not performed (section 92(5)). In this case consent can be given subject to a condition.

If there are no grounds to refuse the exchange outright conditional consent will be given. This means that the exchange can be agreed in principle but delayed until certain conditions are complete. In this case, we will notify the tenant in writing before the end of 42 days from receiving the application. Our letter will specify the actual breaches of the Tenancy Agreement, the action required to remedy those breaches and a timescale to remedy the breaches.

Where conditional consent is given, the exchange will only be allowed to take place when all the conditions have been satisfied.

1.9.4 Mutual Exchanges between flexible tenants and secure tenants

The Localism Act 2011 provides that if a secure or assured tenant whose tenancy commenced before 1 April 2012 wishes to exchange their property with a tenant holding a flexible or fixed term tenancy, the exchange will be achieved by surrender and re-grant of new tenancies.

Section 158 Localism Act 2011 provides that surrender and re-grant will take place where:

- at least one of the tenants who wishes to transfer has a secure or assured tenancy which commenced before 1 April 2012.
- at least one of the tenants has a flexible tenancy or fixed term assured short hold tenancy.

All existing tenants retain the security of tenure enjoyed under their original tenancy before exchange. However, they will only be able to retain this security once because should they ever exchange again, they will fall outside the requirements of s158 in that the tenancy would have commenced after 1 April 2012.

Surrender and re-grant do not apply where a secure or assured tenant exchanges with:

- tenant with a fixed term tenancy of less than two years.
- affordable rent tenant (the landlord can charge up to 80% of what it would cost if you were renting the property privately).
- intermediate rent tenant (tenants who pay rent levels below the normal market rent level in that area, although rents are higher than what a tenant would normally expect to pay in social housing).
- mortgage rescue tenant (typically where a housing association buys their property and rents it back to them as assured short hold tenants).

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Secure or assured tenancies granted after 1 April 2012 will not retain security of tenure (not protected by s158) if they exchange and mutual exchange will take place by deed of assignment which means, if a secure or assured tenant wants to exchange with a fixed term tenant, they lose their security of tenure.

1.9.5 Transfers

Applicants who are existing tenants, who have lived in their property for over 12 months and are not eligible to be included in any category of the Housing Register will be placed onto the transfer list after a satisfactory inspection of their home and confirmation of satisfactory tenancy conduct. We will carry out a pre-transfer inspection of the property prior to transfer applicants being allowed to bid and will not allow applicants to bid if their property is not up to an acceptable standard.

We will also carry out a technical inspection of the property at the time of an offer of a transfer and will not allow transfers to proceed if the property is not up to an acceptable standard. Exceptions to this will be considered on an individual basis and normally only medical grounds will be considered.

Applicants with rent arrears or other housing related debt equivalent to eight weeks rent arrears will not qualify to join the register until their arrears reduce. This includes current or former tenant arrears.

If a customer is registered with housing related debt, it is expected that they will clear the arrears in full before any offer of accommodation is made. If a tenant is moved due to extenuating circumstances such as fleeing violence and has rent arrears, we will transfer the arrears from the former tenancy to the new tenancy. We will continue to actively recover this debt and expect the tenant to make and keep to an arrangement to clear the debt.

Current tenants affected by under-occupation restrictions to housing benefit under Welfare Reform will be assessed separately by the Tenancy Sustainability team and can be rehoused with rent arrears and/or housing related debt where there are issues of affordability and sustainability. We will transfer and manage arrears in the same way as the paragraph above.

1.9.6 Lodgers

Although a tenant must have permission to take in a lodger, they do not need SLHD permission when someone comes to live with them if there is no intention for them to live with the tenant for more than four weeks. If the tenant intends the lodger to live with them for more than four weeks, they must ask for SLHD permission, which is at the landlord's discretion.

If, at any time, the tenant is not sure how long they will live with them, the tenant should obtain SLHD permission immediately.

1.9.7 Subletting

The Tenant must not sublet the whole of their property. This is a criminal offence under the Prevention of Social Housing Fraud Act 2013. Should the

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tenant want to sublet part of the property, then they must obtain prior written permission from SLHD.

1.10 Tenancy and Estate Management

1.10.1 Enforcement of tenancy conditions

SLHD adopts a zero-tolerance approach to breach of tenancy conditions and will take all necessary steps to ensure tenants are able to live in quiet enjoyment of their property. We have robust processes and procedures in place to take quick and effective enforcement action and will, utilise all tools and powers available to us. Cases are categorised as follows: -

- Anti-Social Behaviour
- Tenancy Breach
- Safeguarding

We respond to different types of problem based on the level of priority, as follows:

- **High Priority Category – within 1 working day (usually same day)** - e.g., cases involving threats of physical assault, hate crime, safeguarding, serious intimidation or harassment, racial incidents, criminal activity and domestic violence. Serious damage to St Leger Homes of Doncaster property or insecure premises.
- **Medium Priority Category – within 3 working days** – e.g., allegations of verbal abuse, youth nuisance, noise nuisance, harassment.
- **Low Priority Category – within 5 working days** – e.g., Minor neighbour disputes, minor breaches of tenancy, access/boundary disputes, garden nuisance.

SLHD will carry out a thorough investigation into all complaints received to ensure the most appropriate action is taken to resolve the issues.

Unless in exceptional or extremely serious circumstances SLHD see eviction as a last resort and will make every effort to work with perpetrators of anti-social behaviour and obtain the necessary support to improve their behaviour. However, if such efforts fail, we will take the necessary legal steps to repossess a tenancy should the tenant continue to breach their agreement.

We will liaise with mental health services where vulnerability and mental health exist and will work with partners to try and resolve issues prior to any enforcement action being undertaken – see section 11.8 on mental health and equalities assessments.

For more information on our antisocial behaviour policy, see [here](#).

1.10.2 Fire Safety

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Fire safety is paramount to the safety of our tenants and communities, and we will ensure we comply fully with the Building Safety Act 2022. We will carry out fire safety checks as per our Fire Safety Management Plan. We will take legal action to gain entry if access is denied.

We liaise and work closely with South Yorkshire Fire and Rescue and will request fire safety visits and checks as required.

We ask that any tenant who has an oxygen tank fitted to let us know and this is in the tenancy agreement. We will advise South Yorkshire Fire and Rescue when properties are fitted with an oxygen tank and when they are removed. Tenants/other residents must ensure that they only use oxygen tanks in strict compliance with any safety instructions or could put themselves and others at risk. As a last resort, SLHD will take enforcement action if safety instructions are not being adhered to and the actions are putting themselves or others at risk of significant harm.

The Building Safety Act defines higher-risk buildings as those which are 18 metres or higher and/or have at least 7 storeys. More information on this is contained within the Tenancy Agreement.

1.10.3 Parking / Vehicles

Section 2.4 of the Secure Tenancy Agreement clearly states where tenants are permitted to park and not permitted to park on and around the property and estate. We will take appropriate enforcement action on anyone breaching these tenancy conditions after taking all circumstances into consideration.

Tenants are not permitted to park any vehicle on the property except where there is a hard standing, driveway or paved area intended for parking and tenants must not park any vehicle on a shared driveway.

Additionally, tenants must not park on, or cross any footpath, open plan or communal area without obtaining consent for and installation of an approved vehicular access which includes a dropped kerb, hard standing and double gates, where appropriate.

1.10.4 Gardens and Trees in enclosed gardens

Tenants are responsible for the upkeep of their garden. Section 2.6 of the Secure Tenancy Agreement states the tenant obligations with regards maintenance of the garden, boundaries, and encroachment.

SLHD will take enforcement action against the tenant if the garden is not maintained to an acceptable standard. We will always try to support and assist and assess the most appropriate action which could include:

- Carry out the remedial work by default by our in-house team and recharge the cost to the tenant.
- Seek an injunction through the court. If the Injunction is obtained and not complied with, then SLHD will consider possession proceedings or an application to court for committal of the tenant to prison for contempt.

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- In serious cases apply for possession of the tenanted property.
- Work with CDC Environmental Health in cases where the condition is prejudicial to health.

Tenants must not prune or plant their own trees in enclosed gardens due to this work requiring an arboricultural specialist.

Tenants of new build properties where shrubbery has been installed to discharge planning regulations must not remove this. If tenants do remove it SLHD will reinstate and recharge the tenant for the cost.

1.10.5 Pets and Animals

The Tenancy Agreement outlines the obligations for tenants with regards pets and animals kept on the premises. These obligations include the type of animals permitted and the behaviour and any nuisance caused by animals. Tenants are wholly responsible for animals kept on their premises.

Tenants must not keep pets in any housing schemes that have a 'no pets' policy, this includes high-rise blocks. We will allow assistance dogs or for medical reasons, but tenants will need to obtain prior permission in writing and provide evidence.

SLHD will require all dog owners in flats to sign a Responsible Dog Owner contract and abide by the requirements. We will take enforcement action against the tenant for nuisance caused by animals in or around the property.

1.10.6 Infestations

It is the tenant's responsibility to report any mice and rat infestations in their home to SLHD. We will deal with any reports by contacting CDC Pest Control Team to carry out an inspection and appropriate treatment.

If CDC through inspection indicate the infestation is due to tenant lifestyle choices, the tenant will be recharged for CDC's pest control services. All other infestations such as cockroaches, bed bugs, ants, fleas and bee and wasp nests etc, the tenant will be responsible for any charges relating to the removal and treatment of the infestation.

SLHD will also deal with infestations in communal areas.

1.10.7 Communal Areas

The Tenancy Agreement outlines the obligations for tenants with regards communal areas.

Tenants must not store items in communal areas and areas are to be kept clean, sterile, and safe always. Communal area doors must not be propped open and must be always closed.

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SLHD will ensure communal areas are cleaned on a regular basis. High rise buildings will be cleaned and checked daily Monday to Friday by our in-house caretaker team.

SLHD officers will inspect every communal area every quarter as a minimum standard. Some areas which are deemed higher risk will be inspected more regularly. Items stored or left in areas which are causing an obstruction or fire risk will be removed without notice.

1.10.8 Grounds Maintenance & Arboriculture

SLHD manage Housing Revenue Account (HRA) land on behalf of City of Doncaster Council (CDC) as part of the delegated responsibilities in the management agreement. This includes open plan land, hedges, footpaths, unadopted roads and play areas.

The land is detailed in a schedule agreed and reviewed between SLHD and CDC on an annual basis. The maintenance of these areas is undertaken by CDC via a Service Level Agreement (SLA). Maintenance standards are contained within the SLA and provide a minimum standard of thirteen visits per year. Each visit includes litter picking and blowing grass cuttings off the paths onto the grassed area. Standards are monitored by SLHD via:

- Tenant Mystery Shopping
- Estate Walks
- Transactional surveys
- Complaints

SLHD are responsible for and will maintain all trees on HRA open plan land and those in tenant's enclosed gardens. SLHD have adopted the Council's policy with regards the management of trees and will only prune, remove or treat trees if they are dangerous and/or a health and safety risk. Exception to this is conifers, which can be removed if they are causing a nuisance.

1.10.9 Estate walks

SLHD carry out estate walks on every estate in the borough at least once a year. Estates are categorised and inspected as follows as a minimum:

- **Low** – once a year
- **Medium** – once every 3 or 6 months
- **High/Hot Spot** – to be agreed following assessment but will be monthly as a minimum and normally weekly or fortnightly

Additional estate inspections can be undertaken as ad-hoc or in response to an issue or incident.

The estate inspection programme is published on the website, in Houseproud and via Tenant and Resident Associations (TARAs). Tenant representatives, ward members and partners are encouraged to attend. The programme of estate walks can be found [here](#).

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The results of estate inspections are summarised in a report and all issues identified are actioned accordingly.

1.10.10 Mobility Scooters/Electrical Charging Appliances

This section sets out how SLHD will consider requests from tenants and leaseholders to use, store and charge mobility scooters on land managed by SLHD.

SLHD is committed to maximising choice and independence and recognise the value of mobility aids such as mobility scooters to tenants in maintaining their independence.

However, at the same time, SLHD has a duty to ensure high standards of health and safety within all properties at all times, for tenants, leaseholders, staff and visitors. SLHD has limited storage facilities for mobility scooters, which are becoming more common, especially in age-designated properties and high-rise accommodation and have no obligation to provide this.

In addition to causing an obstruction, the storage of mobility scooters within communal areas and pathways creates an additional safety risk within designated escape routes.

The Tenancy Agreement states that communal areas must be kept free from the storage of any items including mobility scooters. Tenants were consulted on this addition to the tenancy agreement as part of the review along with the fire service.

Tenants and leaseholders who wish to use, store, and charge a mobility scooter on land managed by St Leger Homes of Doncaster must apply to SLHD and a risk assessment will be carried out and help and support be provided to seek alternative solutions.

Permission to store mobility scooters in communal areas will not be granted for the reasons stated above and SLHD will take the appropriate enforcement action against tenants and leaseholders who breach this either via injunction and/or enforcement of the tenancy agreement. SLHD reserve the right to take steps to remove the mobility scooter and may recharge any costs associated with the enforcement action and removal costs.

SLHD also recognise that other electrical charging equipment and appliances such as lithium battery scooters can be stored and charged in tenant's homes. We fully expect tenants to ensure such items are charged in a safe and responsible way, considering fire safety risks.

1.11 Garage Management

The allocations and estate management function, including enforcement and rent recovery, is performed by the Housing Management Area Teams. Repairs, maintenance, and site improvement are carried out by Property Services or its approved contractors.

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The Asset Management Team is responsible for the management of future investment in the sites and sale of sites deemed surplus to requirements. Decisions over the future investment or sale of a site are made by the Executive Management Team (EMT) and CDC.

1.11.1 Use of Garages

- Garages are for the use of housing a private motor vehicle, motorbike or mobility scooter, or storage of appropriate personal belongings
- Garages must not be used to keep livestock
- Vehicles and motorbikes must be taxed and insured, or the owner should have made a Statutory Off-Road Notification (SORN).
- SLHD will on occasions use a garage for its own purposes such as the storage of equipment & other contents.
- SLHD will not take responsibility for any loss or damage to the contents of a garage because of any criminal action and tenants are advised to take out the appropriate insurance cover.
- Tenants must not cause a nuisance to surrounding tenants or residents on the garage premises, access road or forecourt. This includes causing an obstruction on the garage site access or in front of neighbouring garages.
- Tenants must not keep flammable materials on the garage premises including petrol, diesel, or oil except for those liquids within the vehicle.
- Tenants must not sublet the garage or allow anyone else to use the garage.
- Tenants must not make any structural alterations or additions to the garage without the prior written consent of SLHD. This includes the fitting of additional security locks and shelves. SLHD will always take into consideration the risk posed by asbestos.
- Garages cannot be used for business premises or for any sort of trading or vehicle repairs
- Tenants must not use the garage to display any sort of advertising, billboard, or nameplate.
- The tenant of a garage must allow access for repairs and periodic inspections of the garage by SLHD. This is to ensure that the garage is safe and maintained to a satisfactory standard, and any potential breaches of the Garage Tenancy Agreement and Plot Agreement are investigated and dealt with accordingly.
- The tenant will be charged for the cost of repairing any wilful damage to the garage and the cost of replacing garage door locks due to lost or stolen keys.
- If the tenant moves to another residential property more than one mile from the rented garage, they may be asked to vacate the garage. The final decision on this matter will be made by the Area Housing Manager or Team Leader considering demand for garages on the site and any other relevant factor. If the tenant refuses to give up possession when requested, a 7-day Notice to Quit (NTQ) will be served.
- On termination of the garage the premises must be left clean and tidy and completely cleared of all belongings. Any items left in the garage will be disposed of by SLHD and the costs will be recharged to the tenant. All keys for the garage must be returned to an Area Housing Office.
- Upon termination of a garage plot the garage and all its contents must be removed from the plot, failure to do this will result in the tenants being recharged for the cost of any clearance. Tenants do not have the right to

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pass the keys onto another person for their use without the prior written permission of SLHD. Any items left in the garage will be disposed of by SLHD and the costs charged to the tenant.

1.11.2 Use of Garage Plots

- The rules regarding the use of SLHD purpose-built garages also apply to garages constructed privately on plot sites.
- Before building a garage on a plot site the tenant must firstly obtain written permission from SLHD to ensure that the garage to be constructed is of a professional standard. If required, the tenant should also obtain any necessary planning permission from DMBC.
- The tenant of a garage plot must allow SLHD access to the premises for the purpose of inspecting its condition and contents.
- If the tenant of the plot moves to another residential property more than one mile from the garage, they may be required to either remove the garage from site or transfer it / sell it to another resident nearby. If the tenant wishes to transfer or sell the garage to another resident, they should first obtain written permission from SLHD. The final decision on this matter will be made by the Area Housing Manager or Team Leader.
- Tenants of garage plots are responsible for keeping their plot & garage in a good state of repair, failure to do so could result in SLHD carrying out the work in default. This work can include demolition and removal of the garage. The tenant will be recharged the full cost of the work.

1.11.3 Allocation of Garages

Relevant checks will be undertaken to ensure an applicant is eligible to join the register. Applicants considered not to be eligible will be notified in writing of the reason. Applicants are not limited in the number of sites they can choose.

Applicants are not allowed to join the register if:

- They do not reside in the locality of the garage site; locality refers to within 1 mile of the site, however this rule can be relaxed if it is a low demand site.
- The applicant has a housing related debt, for example, rent arrears, sundry debt or former tenant arrears.
- The applicant has a history of anti-social behaviour or other tenancy breaches to be determined by the Area Housing Manager or Team Leader

1.11.4 Allocating Garages

Garage sites are managed by the Area Housing Offices, therefore all enquiries regarding a site or application should be made to the local office.

Allocation Priority

Tenants and residents of Doncaster can join the waiting list for a garage or plot, but must live near their chosen site and will be considered in the following priority:

1. Tenant losing a garage/plot due to redevelopment/demolition.

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2. Tenant with mobility needs (or carer), living locally, with proof of benefit/blue badge.
3. Tenant needing storage for a mobility scooter (with proof of mobility benefit).
4. Tenant of flats/maisonettes with integral/on-site garages.
5. Tenant longest on list, within 1 mile, no existing garage.
6. Resident with mobility needs (or carer), within 1 mile, with proof of benefit/blue badge.
7. Resident needing storage for a mobility scooter (with proof of mobility benefit).
8. Resident of flats/maisonettes with integral/on-site garages.
9. Resident longest on list, local, no existing garage.
10. Tenant longest on list, local, already has a garage.
11. Resident longest on list, local, already has a garage.
12. Eligible tenant/resident needing garage for approved use, any distance.

1.11.5 Garage Commencement and Terminations

All garage agreements commence on a Monday and rent will be charged on a weekly basis; any terminations will end on the Sunday after the notice expires.

SLHD will serve a 7-day Notice to Quit (NTQ) if it wishes to terminate a garage tenancy. If the tenant wishes to terminate their garage tenancy, they must also give 7 days in writing or complete a form at their local area housing office. Notice can be given to a tenant for several reasons including rent arrears, site redevelopment or misuse including anti-social behaviour.

SLHD will serve a 28 days' NTQ if it wishes to terminate a garage plot. If the tenant wishes to terminate their garage plot, they must also give 28 days' notice in writing or complete a form at their local area housing office. Notice can be given to a tenant for several reasons including rent arrears, demolition of the site or misuse of the site.

On demolition sites, the same notice periods apply as stated above.

1.11.6 Encroachment/Rights of Way

Tenants are not entitled to encroach on any land owned by the Council and managed by St. Leger Homes of Doncaster. This includes altering the boundaries to their garden or installing exit and entrance points directly on to land owned by the Council and managed by SLHD, thus creating rights of way.

SLHD will request these situations to be rectified at the cost of the tenant in a timely manner and may either rectify us and recharge the cost to the tenant or take legal enforcement action.

1.11.7 Maintenance & Inspection of sites

SLHD Caretakers will inspect every site on a quarterly basis and will prioritise each site based on need. SLHD Caretakers will ensure sites are clean, tidy, free from rubbish and undertake work to cut grass, hedges, and sweep areas.

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Where the removal of graffiti and fly tipping is required, this may involve the use of a Specialist Contractor or CDC.

Our community caretakers will remove fly tipping from open plan land we manage. We will not remove fly tipping within an enclosed garden. Where the person(s) responsible for fly tipping can be evidenced, we will recharge them for the cost of removing and disposing of it.

1.11.8 Investment, Options Appraisals, Demolitions

As part of the Housing Revenue Account (HRA) Land and Asset Review all garage sites are reviewed to identify any re-development potential and note any constraints, for example any encroachments and unauthorised use. This will help to inform the future utilisation of sites.

Investment is an ongoing process that involves consultation with SLHD staff, CDC, elected members and customers and forms the basis for decisions over the future investment of the sites. A plan identifies future investment requirements for garage sites across the borough; this helps to make decisions about retaining and investing, demolition and the provision of new parking sites.

Demolitions are circumstances where for the health and safety of the public dictates the emergency demolition of a garage, for example, anti-social behaviour and storm damage. All demolitions whether emergency or planned will be co-ordinated/ overseen by the SLHD Asset Management Team.

1.11.9 New Build

New homes may include features designed to protect and enhance local habitats, in line with CDC's 2021 Local Plan. Removal of any of these features without permission may result in a recharge for replacement.

- Tenants must help maintain and protect these features as part of their tenancy, as detailed in the information sheet provided to them.
- Tenants should not plant any plants on the open plan areas without first seeking permission from SLHD. If this is done without permission, we may ask them to remove them or remove them and recharge.
- Tenants must not encroach on any land owned by the Council and managed by St. Leger Homes of Doncaster. This includes altering the boundaries to their garden or installing exit and entrance points directly on to land owned by the Council and managed by St. Leger Homes of Doncaster.
- Tenants must not light fires in their garden or on any other land owned by the Council and managed by St. Leger Homes of Doncaster that would cause nuisance and annoyance to others, in the opinion of St. Leger Homes of Doncaster.

Section Two: Neighbourhood Management

2.1 Neighbourhood Management is a key role of social housing providers. The Regulator of Social Housing requires us to publish a policy setting out how, in

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consultation with customers, we will maintain and improve the neighbourhoods around their homes. This was further strengthened in the Housing Regulation Bill 2023, which brings about a new proactive consumer regulation regime, including 22 mandatory Tenant Satisfaction Measures.

2.2 To ensure we better engage with all our customers, not solely those reporting issues, we will undertake a Keeping in Touch visit with all tenants at least once every 3 years. These visits will be used to build relationships between tenants and their Housing Officer, identify and discuss any support needs and provide an opportunity for early intervention where issues may be identified.

2.3 To promote respectful and considerate living environments across our housing stock, this policy provides a framework for managing neighbour relations and everyday noise concerns distinct from the ASB Policy. It aims to foster proactive engagement, early resolution, and community cohesion and covers aspects of neighbourhood management such as:

- Promoting respect in our communities
- Early intervention and mediation
- Everyday household noise (e.g. footsteps, washing machines, children playing).
- Lifestyle differences.
- Low-level disputes not amounting to ASB.
- Preventative and restorative approaches to neighbour relations.

2.4 Principles

This policy ensures that the following are consistently considered when dealing with neighbourhood management issues that should not be treated as ASB:

- **Fairness:** Avoid misclassifying household noise as ASB. To do this we will:
 - i) provide neighbourhood management services in a fair and consistent way, recognising individual circumstances, including vulnerability.
 - ii) make reasonable adjustments where needed to ensure tenants can access our services and engage with us on an equal basis.
 - iii) balance consistency with flexibility, responding proportionately to the needs of tenants and their households.
- **Proportionality:** Match the response to the nature and impact of the issue.
- **Empowerment:** Equip residents to resolve issues informally where possible.
- **Transparency:** Clear communication and expectations.
- **Prevention:** Promote awareness and neighbourly behaviour.
- **Respect:** Tackle social housing stigma and embedding dignity, fairness and inclusion in all interactions as set out in the Respect Standard at **Appendix 3**.

2.5 Respect Standard

By incorporating the Respect Standard, into this section regarding expectations, we set out what it means in practice. It is important that tenants and leaseholders understand the need to respect and tolerate the different lifestyles of others, as long as these differences do not have an unreasonable impact. Everyone has

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the right to the peaceful enjoyment of their home, estate, and community without worrying that unnecessary or unjustified complaints will be made against them.

Tenants, leaseholders and their household members are expected to:

- Treat neighbours with respect and courtesy, regardless of their background, beliefs, or lifestyle.
- Avoid unnecessary or excessive noise, particularly during evenings and early mornings.
- Ensure their home and garden is clean, tidy, and well-maintained.
- Dispose of waste responsibly, using the correct bins and avoiding fly-tipping.
- Control pets, ensuring they do not cause nuisance or distress to others.
- Park vehicles considerately, without blocking access or using unauthorised spaces.

2.5.1 We encourage tenants and leaseholders to:

- Try and resolve minor issues directly with your neighbour where safe and appropriate to do so.
- Get involved in community activities.
- Celebrate positive contributions through tenant awards and recognition schemes.

2.6 Neighbourhood Management Charter

2.6.1 Our St Leger Homes Good Neighbourhood Charter is a co-created agreement that sets out clear standards and shared responsibilities for creating safe, clean, and inclusive communities. Developed with tenants and staff it reflects our commitment to partnership, accountability, and mutual respect. The Good Neighbourhood Charter is detailed at Appendix 4.

The charter guides how we work together to maintain neighbourhood quality, respond to concerns, and promote wellbeing across our estates. Through this Good Neighbourhood Charter, we aim to:

- Define Standards
- Empower Residents
- Promote Collaboration
- Provide Clear Routes for action

Together, we will build neighbourhoods that are inclusive, well-maintained, and resilient places where people feel heard, supported, and proud to call home.

2.7 Grounds Maintenance and Caretaking

We maintain open plan green space we are responsible for under a service level agreement with the City of Doncaster Council (CDC) for them to deliver this work.

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We have a programme of winter maintenance to cut back shrub beds on open plan land we manage. This work is undertaken by our in-house Garden Service staff.

Trees located on land we manage are maintained under a service level with CDC for them to deliver this work. We will not request healthy trees be removed.

2.8 Vandalism

Vandalism will be repaired in line with our repairs policy. Anything which is a health and safety risk will be made safe within 24 hours. We will investigate any reports of vandalism and action will be taken where those responsible are identified.

2.9 Vehicles and Parking

Any customer seeking permission for a driveway will need to ensure a dropped kerb and an appropriate hard standing are in place. The relevant permission will need to be obtained in line with the current Customer Own Improvement Policy.

2.10 Noise

2.10.1 In line with the Housing Ombudsman's guidance on the issue, not all noise nuisances should be classified and dealt with as ASB.

We expect a reasonable level of tolerance between neighbours, and we'll consider fairly the views of each party. We expect tenants to try and resolve minor issues directly with neighbours where safe and appropriate to do so.

As people's lifestyles can be very different, it's unlikely we will take formal tenancy action on the following types of disputes:

- Normal household noise such as children playing outside, babies crying, reasonable television or music noise, DIY sounds at reasonable hours, toilets being flushed and washing machines being used.
- Leaving and returning from work at unsociable hours.
- Concerns which do not breach the tenancy agreement such as smoking, cooking odours or people looking at each other.
- Concerns where customers or members of their families (including children) are not friendly towards each other.
- Inconsiderate parking
- A one-off party

2.10.2 We ask customers to be considerate of others this includes:

- Telling your neighbours if you are planning a party or doing some noisy DIY.
- Checking with them if your music is too loud.
- Keeping dogs and pets under control.
- Be aware of where your children are playing and what they are doing.

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2.11 Violence & Aggression towards staff

SLHD operates a zero-tolerance policy towards any form of violence, aggression or abusive or offensive language towards our employees, Council employees, ward members or contractors working on our behalf.

SLHD also operates in accordance with the Unacceptable Behaviour Policy and the Facebook Protocol, both of which are published on our website. These documents set out the standards expected from tenants and the actions we will take where staff are subjected to aggression, intimidation, or abusive conduct.

We will take swift action and use the most appropriate tools and legal powers. Where necessary and appropriate we will share information on potentially violent persons with partners and register on our potentially violent persons database.

2.12 Options for Maintaining Good Neighbourhood Relationships

Neighbourhood Management options in this policy outline the practical steps we take to keep estates safe, clean, and welcoming. They cover services such as estate inspections, grounds maintenance, community safety initiatives, and partnership working to resolve local issues.

Appendix 1 shows our suite of options for maintaining good neighbourhood relations.

2.13 Decision Making Matrix

The matrix set out in **Appendix 2** assesses the most appropriate option based on the nature and impact of the issue and whether the scenario should be considered a tenancy breach or ASB.

2.14 Diversity and Inclusion Implications

There are no apparent equality and diversity implications from this policy. The policy ensures fair treatment for all members of the community regardless of race, ethnic origin, nationality, gender, disability, religion, marital status, maternity, sexuality or sexual orientation, or age.

Making sure that our policies are inclusive and ensure fair treatment for all is important to us. We have completed an Equality Impact Assessment against this policy and identified any potential impacts on protected groups.

2.15 Monitoring, Compliance and Effective Implementation of the Policy

SLHD have an overarching performance management framework with a suite of Key Performance Indicators (KPIs), service standards and relevant Tenant Satisfaction Measures (TSMs) to measure the delivery of services under this Policy. These are monitored and reviewed within the performance meeting framework within SLHD and CDC.

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We will review this Policy regularly to ensure that it is fair, consistent, and effective and will use feedback from customer consultation, compliments, and complaints to help inform any revisions.

We will publish this Policy on our website as part of the implementation and make it available to anyone who requests it.

We will comply with the General Data Protection Regulations (Data Protection Act 2018) with regards how we collect and store personal data. We have several privacy notices, and these are published on our website at Privacy Notices. These documents explain how we look after and protect customer's personal information. The documents also outline under what circumstances we will share information without consent. Alongside this we have several data sharing protocols with partners outlining the information we will share and the legitimate reasons for doing so:

- Safer Doncaster Partnership Information Sharing Protocol
- Stronger Families Information Sharing Protocol

2.16 Information Sharing and Data Protection

SLHD is committed to respecting and protecting tenants' privacy by complying with UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018. We have a number of privacy notices and these are published on our website at [Privacy Notices](#).

These documents explain how we look after and protect customer's personal information. The documents also outline under what circumstances we will share information without consent. Alongside this we have a number of data sharing protocols with partners outlining the information we will share and the legitimate reasons for doing so: -

- Safer Doncaster Partnership Information Sharing Protocol
- Stronger Families Information Sharing Protocol
- Welfare & Housing Benefit Information Sharing Protocol

2.17. Workforce development

SLHD will ensure all employees delivering housing management services are sufficiently skilled and knowledgeable to deliver a high-quality service and meet the Government's Professionalism Agenda, as a minimum we will deliver the following training to our staff: -

- Housing Professional Qualification appropriate to the role to meet the professionalism agenda and Conduct and Capability Standard
- Housing Law and legal tools and powers
- Procedures
- Welfare Reform / Benefits / Financial Inclusion
- Supporting tenants
- Effective case handling including investigation, witness statements, preparing for court

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- Building resilience
- Handling aggression and violence
- Health and Safety
- Customer Experience

2.18. Partnership Framework

Partnership working is key to delivering our objectives and priorities within our communities. Team Doncaster is the umbrella for four strategic theme boards with various multi-agency subgroups and boards below, which SLHD play an integral part:

- Safer & Stronger Doncaster Partnership Board
- Health & Wellbeing Board
- Children & Families Strategic Board
- ASB Theme Group
- Substance Misuse Theme Group
- Crime & Reoffending Theme Group
- PREVENT
- Thrive Partnership Meetings
- Children & Adults Safeguarding Boards
- Early Help Strategy Group
- MARAC (Multi Agency Risk Assessment Conference)
- MAPPA (Multi Agency Public Protection Arrangements)

2.19 Performance Management

SLHD have an overarching performance management framework with a suite of Key Performance Indicators (KPIs), service standards and relevant Tenant Satisfaction Measures (TSMs).

Underneath this there are several local indicators and measures using a balanced scorecard approach for housing management. These indicators are reviewed annually to ensure they remain relevant.

Key Performance Indicators and Customer Service Standards

KPI No.	Measure
KPI 1	Current rent arrears as % of annual rent debit
KPI 2	Percentage of rent lost through void properties (Void rent loss %)
KPI 6a	Stage 1 complaints per 1,000 homes
KPI 6b	Stage 2 complaints per 1,000 homes
KPI 8	Tenancy Turnover
KPI 9	Percentage of scheduled estate walks completed
KPI 10	Percentage of KIT (Keeping in Touch) visits completed

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KPI No.	Measure
KPI 19	ASB cases per 1000 properties
KPI 19a	Hate related ASB per 1000 properties

SLHD Service Standards	Measure
	95% of low risk antisocial behaviour reports responded to within five working days
	95% of medium risk antisocial behaviour reports responded to within three working days
	90% of high-risk antisocial behaviour reports responded to within one working day
	60% of customers satisfied with the way their antisocial behaviour complaint was handled
	Make assessments of tenancy support needs and respond to all referrals within 12 working days

Tenant Satisfaction (TSM)	Measure
TP01	Overall satisfaction
TP05	Home is safe
TP06	Listen to Views and acts upon them
TP07	Keeps informed
TP08	Treated fairly and with Respect
TP10	Communal areas
TP11	Contribution to Neighbourhood
TP12	Approach to ASB

These Key Performance Indicators are directly aligned with the objectives of the Housing and Neighbourhood Management Policy. They provide measurable outcomes that ensure:

- Financial Sustainability – Rent arrears monitor income management
- Customer Satisfaction and Compliance – Complaint handling and response times demonstrate accountability
- Community Safety and Engagement – ASB resolution rates, estate walks, and KIT visits reflect our commitment to safe, well-maintained neighbourhoods and proactive tenant support.

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Monitoring & Review

Performance and compliance are monitored through supervision and case reviews on a regular basis.

2.20 Feedback

SLHD welcomes feedback from our staff, customers and partners and will use comments and suggestions to help us improve services. If you have any feedback for SLHD please contact our Customer Access Team on 01302 862862 or online at www.stlegerhomes.co.uk. Alternatively you can make contact with your local Housing Officer direct – you can find your officer here (add website link to housing officers)

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Appendix 1

Option	Description	When to Use
Information & Advice	Provide customer factsheets or online guidance on acceptable noise levels and neighbour etiquette.	Early-stage concerns or general awareness.
Self-resolution Support	Encourage residents to speak directly with neighbours using respectful communication.	Low-level, one-off issues.
ASB App, Noise Diary & Monitoring	Support residents in recording incidents to identify patterns and assess impact.	For ongoing issues.
Community Engagement Activities	Organise community meetups, forums, or campaigns promoting respect and inclusion.	Preventative or post-resolution reinforcement.
Tenancy Support Interventions	Provide support to vulnerable residents whose lifestyle may unintentionally affect others.	Where support needs are identified.
Policy Reminder Letters	Send neutral letters reminding residents of expected behaviours.	To keep issues in tenant's minds to prevent reoccurrence.
Good Neighbourhood Charter	Facilitate voluntary agreements between neighbours on acceptable behaviours.	Informal measure for recurring lifestyle clashes.
Enforcement action	Tenancy breach or legal action.	Formal measure where a breach of tenancy is alleged or identified.

Appendix 2

Criteria	Low Impact	Moderate Impact	High Impact
Frequency	One-off	Occasional	Persistent
Type of Noise	Everyday living	Lifestyle clash	Potential ASB
Resident Vulnerability	None	Some	Significant
Relationship History	Positive	Neutral	Negative
Previous Attempts to Resolve	None	Informal	Escalated
Recommended Action	Info & Advice / Self-resolution	ASB App / Evidence Diary / Support / Breach of tenancy action	ASB App / Evidence Diary / Support / Breach of tenancy action / Legal action if thresholds are met

Appendix 3

Our Respect standard

Our Definition

Respect means treating every individual customer, colleague, or partner – with dignity, fairness and compassion, regardless of their background, housing status, or personal circumstances.

Our Commitments

- Listening actively and without judgement.
- Communicating clearly, kindly, & without bias.
- Valued lived experience and recognising the impact of stigma .
- Ensuring consistency & transparency in service delivery.
- Upholding the right of every person to feel safe, heard & valued.

Organisational commitments

- Create a sense of belonging for all communities.
To develop a progressive and diverse workforce, in a workplace free from discrimination and harassment.
To engage customers effectively, encourage and promote good relations and advance equality in our local communities.
- To understand our customers, support their needs and sign post as appropriate.
- To ensure the organisation is a leader in inclusion and fairness

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Good Neighbourhood Charter



Our Good Neighbourhood Charter is a co-created agreement that sets out clear standards and shared responsibilities for creating safe, clean, and inclusive communities. Developed with tenants and staff it reflects our commitment to partnership, accountability, and mutual respect.

At St Leger Homes of Doncaster (SLHD), the charter guides how we work together to maintain neighbourhood quality, respond to concerns, and promote wellbeing across our estates. Through this Good Neighbourhood Charter, we aim to:

- Define Standards
- Empower Residents
- Promote Collaboration
- Provide Clear Routes for action

Together, we will build neighbourhoods that are inclusive, well-maintained, and resilient places where people feel heard, supported, and proud to call home.

SLHD Commitments

Respect and Responsiveness

- ✓ We will treat all tenants with dignity and respect in line with our CORE values and RESPECT Standard (detailed at appendix 1), tackle stigma by promoting inclusion and lived experiences, respond promptly and empathetically to concerns, foster positive neighbourly relationships through early intervention, and take a zero-tolerance approach to discrimination, harassment, and hate incidents.

Visibility and Accessibility

- ✓ We will maintain a visible presence in our neighbourhoods through regular estate walks, community engagement, and proactive outreach.
- ✓ We will ensure our services are accessible to all, including those with additional needs, and make reasonable adjustments where required.

Collaboration and Co-Design

- ✓ We will work in partnership with tenants, community groups and agencies to co-design local solutions, share updates, listen to feedback, and improve services through active participation in joint meetings and working groups.

Accountability and Transparency

- ✓ We will be transparent and accountable by clearly defining roles and decision-making processes, and regularly reporting on performance, action plans, and neighbourhood outcomes.

Safety and Wellbeing

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- ✓ We will take reasonable steps to keep communal areas safe, clean, and welcoming through regular inspections.
- ✓ We will act quickly on anti-social behaviour, hate incidents, and safeguarding concerns in partnership with relevant agencies.
- ✓ We will handle low-level noise issues separately from ASB, encouraging tenants to speak with their neighbours in the first where appropriate.

Continuous Improvement

- ✓ We will commit to continuous improvement by learning from feedback, adapting practices, and contributing to policy and service reviews.

Neighbourhood and Housing management

- ✓ We will carry out specific actions related to the upkeep of neighbourhoods, such as managing green spaces, enforcing tenancy conditions, dealing with noise nuisance and addressing anti-social behaviour.
- ✓ We will involve residents in design planning housing or regeneration projects

Tenant Commitments

As tenants, we commit to working with SLHD and the wider community to create safe, and respectful neighbourhoods by sharing responsibility for positive behaviours and community standards, this includes:

Respecting Our Community

- ✓ Treating neighbours, staff, and visitors with respect, courtesy and consideration.
- ✓ Discouraging anti-social behaviour and promoting tolerance.
- ✓ Taking pride in our homes, communal areas and shared spaces by keeping them clean, safe, and well-maintained.
- ✓ Tenants living in flats or maisonettes to be considerate of everyday noise, such as the use of washing machines, and to be mindful of how lifestyle choices may affect neighbours
- ✓ Reporting repairs, hazards, or concerns promptly

Engaging and Communicating

Providing feedback, ideas, and concerns to help shape services and make our neighbourhoods better.

- ✓ Taking part in surveys, forums, and consultations where possible including the One Voice Forum and tenant-led reviews.

Supporting Each Other

- ✓ Looking out for vulnerable neighbours and contribute to a culture of kindness and mutual support.
- ✓ Promoting positive stories and challenge stigma around social housing.

Being Accountable

- ✓ Understanding and following the terms of the tenancy agreement.
- ✓ Working with staff and partner agencies to resolve issues and improve services where required

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Championing Inclusion

- ✓ Respecting diversity and ensure everyone has a voice in shaping neighbourhoods.

Monitoring and Evaluation

SLHD are committed to ensuring our Neighbourhood Charter delivers real impact by:

- ✓ **Using Key performance indicators (KPIs)** to track delivery of the charter, including:
 - Response times to ASB reports (low, medium, and high risk)
 - Satisfaction with complaint handling
 - Timeliness of tenancy support assessments
 - Accessibility and responsiveness of services
- ✓ **Gathering Tenant feedback:** through surveys, forums, and complaints analysis to monitor satisfaction with neighbourhood services
- ✓ **Key Learning:** using insights from complaints, Ombudsman reports, and tenant engagement to review policies and services, ensuring alignment with the Housing Ombudsman's recommendations and the Regulator of Social Housing's Neighbourhood and Community Standard.

Fact sheets

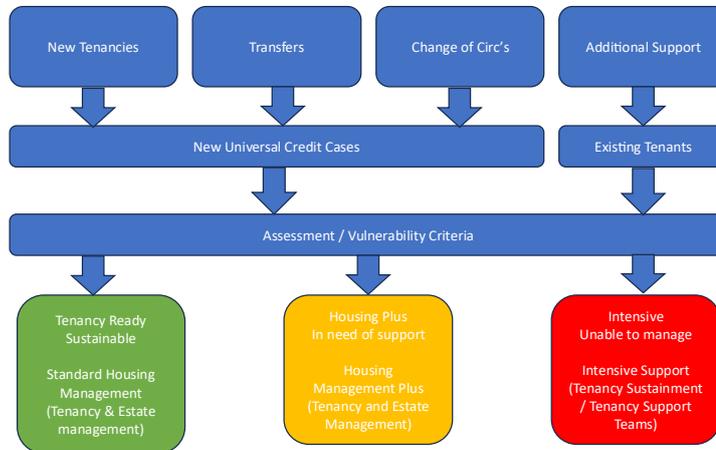
- ✓ We provide a range of fact sheets available to help our tenants manage their homes more confidently, offering practical information and guidance on a variety of topics. These can be found on our website at www.stleger.homes.co.uk

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Appendix 5 – Support to Sustain Model – Tenancy Sustainability Model



Support to Sustain Model



People Homes Communities Partnership

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