

Tenancy Standard
Effective from 13 Nov 2024
Owner: Dawn Hill

When completing this self-assessment you must also read the relevant parts of the [Code of Practice](#) which help us understand what is expected and how we might deliver the outcomes of the standard.
For self-assessments being reported to Board, you do not need to provide the physical evidence – this is required for the end of year annual review.
Evidence for the end of year review will be checked by the internal Audit & Risk Team. Provision of evidence is a requirement from an internal audit.

Requirements of the Standard	Assurance None Partial Full	How is the standard met (description/comments)	Evidence to support how the standard is met (attach files or hyperlink to evidence that is published online/intranet)	Detail any ongoing work or action needed to enhance compliance	Internal Audit Team Assurance Review and comments
1. Required Outcomes					
1.1 Allocation and lettings					
1.1.1 Registered providers must allocate and let their homes in a fair and transparent way that takes the needs of tenants ¹ and prospective tenants into account.	Full	<ul style="list-style-type: none"> Choice Based Letting (CBL) schemes Lettings policy Nominations Agreement Specialist accommodation policy and SLA 	<ul style="list-style-type: none"> Lettings policy Choice Based Letting (CBL) schemes Lettings policy Nominations Agreement Specialist accommodation policy and SLAs 		
1.2 Tenancy sustainment and evictions					
1.2.1 Registered providers must support tenants to maintain their tenancy or licence. Where a registered provider ends a tenancy or licence, they must offer affected tenants advice and assistance.	Full	<ul style="list-style-type: none"> Tenancy Sustainment process and fund in place Tenancy Sustainment team in place to provide relevant one to one support and signposting Homeless Support team Work in partnership with third sector agencies to provide support to our tenants Multi-agency meetings to minimise risk, including links with LA for Discretionary Housing Payments Financial Risk Action Group Policies and procedures – income, ASB, lettings exceptions, evictions, review procedure Specialist CAB advisor for financial, energy and debt advice 	<ul style="list-style-type: none"> Lettings policy Income collection policy and procedures Hardship fund Signpost to external funding, e.g. SAFFA Citizen’s advice bespoke contract around advice and support 		
1.3 Tenure					
1.3.1 Registered providers shall offer tenancies or terms of occupation which are compatible with the purpose of the accommodation, the needs of individual households, the sustainability of the community and the efficient use of their housing stock.	Full	<ul style="list-style-type: none"> Lettings policy Tenure policy Tenancy management policy Rent to buy policy Leasehold management policy Shared ownership policy Specialist accommodation policy Nomination agreements 	<ul style="list-style-type: none"> Lettings policy Tenure policy Tenancy management policy Rent to buy policy Leasehold management policy Shared ownership policy Specialist accommodation policy Nomination agreements, e.g. Myos House 		
1.3.2 They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation.	Full	<ul style="list-style-type: none"> The Tenure policy sets out the types of tenancy used and the circumstances under which each are offered 	<ul style="list-style-type: none"> Tenure policy 		

¹ Throughout the consumer standards ‘tenants’ means tenants and other occupiers of social housing which includes licensees and shared owners (unless explicitly stated)

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1.4 Mutual Exchange					
1.4.1 Registered providers must support relevant tenants living in eligible housing to mutually exchange their homes.	Full	<ul style="list-style-type: none"> Mutual Exchange policy Subscription to Homeswapper, the national, free to access mutual exchange service 	<ul style="list-style-type: none"> Mutual Exchange policy 		
2. Specific Expectations					
2.1 Allocations and lettings					
2.1.1 Registered providers must co-operate with local authorities' strategic housing function and assist local authorities to fulfil their duties to meet identified local housing need. This includes assistance with local authorities' homelessness duties, and through meeting obligations in nominations agreements.		<ul style="list-style-type: none"> Registered to relevant Local Authorities (LA) CBL schemes in all areas of operation Lettings policy in place – appendix within to show all areas of operation and nomination agreements in place Home Choice Lincs Board partner (North and North East Lincolnshire) Adhere to relevant scheme policy in relation to nominations (see appendix in Lettings Policy for all areas of operation) Applicants are able to bid for properties and shortlists are created from those bids; priority is determined by the LA based on housing need and time waiting on register Ongo participates in multi-agency public protection arrangements to house high-risk offenders transitioning into community living Developments for housing are determined by local need identified through LA housing strategies Provide homes for refugee resettlement programmes that the LA have responsibility for providing Decision making criteria is detailed within the specific scheme CBL policies and our own Lettings Policy and Allocations Procedure which includes for transfers Involved in North Lincolnshire Council's changing lives, changing futures partnership board Direct-let pathway with North Lincolnshire Council to reduce reliance on temporary accommodation 	<ul style="list-style-type: none"> Registered to relevant LA CBL schemes in all areas of operation and data on % delivered vs target Lettings policy in place – appendix within to show all areas of operation and nomination agreements in place Home Choice Lincs Board partner (North and North East Lincolnshire) minutes Service Level Agreements (SLAs) around homeless pilot schemes SLA around resettlement programmes 		
2.1.2 Registered providers must seek to allocate homes that are designated, designed or adapted to meet specific needs in a way that is compatible with the purpose of the housing.		<ul style="list-style-type: none"> Provide general needs, retirement living and specialist housing (homelessness, LD, dementia, physical disabilities, safe accommodation) Homeless service – projects linked with Doncaster Metropolitan Borough Council and North Lincolnshire Council who are homeless or at risk of homelessness or where there are barriers to access housing where the behaviour impacts their tenancy sustainment likelihood for example Specialist Accommodation policy in place Alternative nomination agreements for specific specialist homes that LA provide direct nominations for General needs stock that has been significantly adapted (e.g. through floor lift) that will always go through the CBL scheme to those most in need of that type of adaptation. This is covered in the Lettings policy to 	<ul style="list-style-type: none"> Regular reports to Ongo's development board so reports and minutes Specialist accommodation policy Nomination and section 106 agreements in place 		

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		<p>ensure the person most in need of this adaptation type is prioritised – this links to the specific scheme policy</p> <ul style="list-style-type: none"> • Take into account local areas policies in relation to adaptations when advertising / allocating specialist / adapted homes 			
2.1.3 Registered providers must develop and deliver services that seek to address under-occupation and overcrowding in their homes. These services should be focused on the needs of tenants.		<ul style="list-style-type: none"> • Pick up issues re. under-occupation through monitoring of rent arrears • Provide maximum occupation on property adverts • Overcrowding assessed through LA CBL schemes when applying for banding purposes • Lettings policy refers to what we would consider to be bedroom need (based on HB criteria) • Allows under-occupancy for Mutual Exchanges but generally advertise properties to the actual bedroom need (e.g. 2 bed need only, not 1-2 bed need). This is different for retirement living homes • Sustainability Fund process allows us to provide financial assistance where tenant wants to down-size • Lettings Exception procedure in place for instances where CBL policies aren't working / appropriate 	<ul style="list-style-type: none"> • Adverts providing maximum occupation levels so prevention • CBL policy • Lettings policy refers to what we would consider to be bedroom need (based on HB criteria) • Sustainability / hardship fund enables funds to move 		
2.1.4 Registered providers must take action to prevent and tackle tenancy fraud.		<ul style="list-style-type: none"> • Tenancy fraud reference within Tenancy Management policy • Verify identity, Right to Rent, take photos of new tenant and store, get references from other landlords (RPs / LAs) to determine tenure at let • Right to rent checks completed on all new lets with homeless service • Verify details for Universal Credit (UC) claims – once a year, same for Housing Benefit (HB) • Tenant verification on contacts • Starter tenancy – carry out home check visits. Frequency of checks vary dependent on risk • Housing assessment form completed during allocation to understand who will be residing in the property • Misuse of tenancy procedure – advice to illegal occupants 	<ul style="list-style-type: none"> • Tenancy management policy • Allocation procedure • Income procedure • Starter tenancy report • Homeless Service Referral to move procedure. 	<ul style="list-style-type: none"> • Risk-based property inspection process – would highlight tenancy fraud • Explore the National Fraud database initiative • Eyes wide open training to be rolled out to front line teams and within induction training for new colleagues 	
2.1.5 Registered providers must have a fair, reasonable, simple and accessible appeals process for allocation decisions.		<ul style="list-style-type: none"> • Appeals section within Lettings Policy and specific appeals procedure for allocation decisions in place • Banding decisions / appeals are the responsibility of the LA and process / policy covered in their own docs 	<ul style="list-style-type: none"> • Appeals section within Lettings Policy and specific appeals procedure for allocation decisions in place 		
2.1.6 Registered providers must record all lettings and sales as required by the Continuous Record of Lettings (CORE) system.		<ul style="list-style-type: none"> • Completed digitally through the CORE website on every let • OH can run report of CORE submissions against lets completed and the split out between general needs and supported accommodation • Homeless service included in this 	<ul style="list-style-type: none"> • Bespoke reports • CORE data 		

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2.2 Tenancy sustainment and evictions					
2.2.1 Registered providers must provide services that support tenants to maintain their tenancy or licence and prevent unnecessary evictions.		<ul style="list-style-type: none"> • Tenancy Sustainment process in place for where identified as higher risk tenant along with all pre-tenancy work incl. risk assessments completed, affordability etc. • Multi-agency meetings carried out to minimise risk • CAB Advisor funded through Ongo, fast tracked for Ongo tenants. Remit to provide independent money advice for tenants and to refer them to debt advice where relevant • Income procedures in place that work towards preventing escalation to court / need for court action, only done as a last resort. Principles are based on tenancy sustainment • Pre-Court Protocol in place where required • Rent monitoring analytics to pick up rent arrears at earliest opportunity to allow support / advice etc. to be given at earliest point • Financial Risk Action Group • Quarterly tenancy failures – tenancy sustainability group • Tenancy sustainment fund procedure in place • Link in with LAs for Discretionary Housing Payments • Income policy • ASB policy • Lettings exceptions process • Evictions procedure • Review procedure • Ongo Communities team works closely with tenancy sustainment coaches and tenancy officers to provide tailored support to help sustain tenancies. This is determined by an individual person-centred plan and can include: <ul style="list-style-type: none"> ○ employment support from our personal development coaches to help work towards labour market, including live jobs through our internal social enterprise employment agency ○ counselling from our mental health specialist team and referrals to other providers ○ training opportunities; from confidence building, employment focused training to signposting to local college and training providers, including apprenticeships ○ money management courses and one to one support 	<ul style="list-style-type: none"> • Tenancy Services team in place with specific functions around tenancy support. • Low eviction numbers via our balance scorecard • Income Policy • Tenancy sustainment fund procedure in place • Use or hardship / sustainment fund and Housing Perks app. • Pre court action protocol • Income policy • Eviction procedure • Tenancy management procedure • ASB policy and toolkit • Teams action tracker from FRAG • Lettings exception procedure • Balanced scorecard communities PIs • Communities board report 	<ul style="list-style-type: none"> • Further enhance our own analytics platform • Continue to explore and pilot smart tech for tenancy sustainment 	
2.2.2 Registered providers must provide tenants required to move with timely advice and		<ul style="list-style-type: none"> • Homeless service has referral move-on procedure in place to support clients, taking into account move-on to permanent accommodation or eviction • Eviction procedure in place 	<ul style="list-style-type: none"> • Homeless service has referral move-on procedure • Eviction procedure in place 		

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assistance about housing options before the tenancy or licence ends.		<ul style="list-style-type: none"> • Signpost to relevant advice and agencies with the statutory duties when at risk of homelessness (e.g. Housing Advice Team in North Lincs) • Rent to buy tenancies annual review and visit to determine housing options • Misuse of tenancy procedure – advice to illegal occupants 	<ul style="list-style-type: none"> • Signpost to relevant advice and agencies with the statutory duties when at risk of homelessness (e.g. Housing Advice Team in North Lincs) • Rent to buy tenancies annual review and visit to determine housing options • Misuse of tenancy procedure – advice to illegal occupants • ASB policy and toolkit • Tenancy management procedure 		
2.3 Tenure					
<p>2.3.1 Registered providers shall publish clear and accessible policies which outline their approach to tenancy management, including interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud, and set out:</p> <p>a) the type of tenancies they will grant</p> <p>b) where they grant tenancies for a fixed term, the length of those terms</p> <p>c) the circumstances in which they will grant tenancies of a particular type</p> <p>d) are exceptional circumstances in which they will grant fixed term tenancies for a term of less than five years in general needs housing following any probationary period</p> <p>e) the circumstances in which they may or may not grant another tenancy on the expiry of the fixed term, in the same property or in a different property.</p> <p>f) the way in which a tenant or prospective tenant may appeal against or complain about the length of fixed term tenancy offered and the type of tenancy offered, and against a decision not to grant another tenancy on the expiry of the fixed term.</p> <p>g) their policy on taking into account the needs of those households who are vulnerably by reason of age, disability or illness, and households with children, including through the provision of tenancies which provide a reasonable degree of stability.</p>		<ul style="list-style-type: none"> • Tenure policy published on website • Lettings policy published on website • Tenancy management policy published on website • Rent to buy policy published and section on website • Reasonable adjustments policy • Leasehold management policy on website • Shared ownership policy on website • Tenant responsibilities on the website 	<ul style="list-style-type: none"> • Tenure policy • Lettings policy • Tenancy management policy • Rent to buy policy • Leasehold management policy • Shared ownership policy • Reasonable adjustments policy 		

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h) the advice and assistance they will give to tenants on finding alternative accommodation in the event that they decide not to grant another tenancy. i) their policy on granting discretionary succession rights, taking account of the needs of vulnerable household members.					
2.3.2 Registered providers must grant general needs tenants a periodic secure or assured (excluding periodic assured shorthold) tenancy, or a tenancy for a minimum fixed term of five years, or exceptionally, a tenancy for a minimum fixed term of no less than two years, in addition to any probationary tenancy period.		<ul style="list-style-type: none"> The Tenure Policy sets out the types of tenancy used and the circumstances under which each are offered 	<ul style="list-style-type: none"> Tenure policy 		
2.3.3 Before a fixed term tenancy ends, registered providers shall provide notice in writing to the tenant stating either that they propose to grant another tenancy on the expiry of the existing fixed term or that they propose to end the tenancy.		<ul style="list-style-type: none"> We don't offer fixed term tenancies anymore, with exception of Rent to Buy We do give notice in writing and we have discussions 	<ul style="list-style-type: none"> Rent to buy notices where applicable. 		
2.3.4 Where registered providers use probationary tenancies, these shall be for a maximum of 12 months, or a maximum of 18 months where reasons for extending the probationary period have been given and where the tenant has the opportunity to request a view.		<ul style="list-style-type: none"> The Tenure policy gives information about probationary tenancies and under what circumstances these will be extended The Assured Shorthold Tenancy Agreement states this Tenancy Management policy sets out the right for tenants to request a review to either end or extend 	<ul style="list-style-type: none"> The Tenure policy The Assured Shorthold Tenancy Agreement Tenancy Management policy 		
2.3.5 Registered providers shall grant those who were social housing tenants on the day on which section 154 of the Localism Act 2011 comes into force, and have remained social housing tenants since that date, a tenancy with no less security where they choose to move to another social rented home, whether with the same or another landlord. (This requirement does not apply where tenants choose to move to accommodation let on Affordable Rent terms).		<ul style="list-style-type: none"> The Lettings policy and procedure sets out relevant checks prior to allocation 	<ul style="list-style-type: none"> Lettings policy 		
2.3.6 Registered providers shall grant tenants who have been moved into alternative accommodation during any redevelopment or other works a tenancy with no less		<ul style="list-style-type: none"> Decant policy and procedure 	<ul style="list-style-type: none"> Decant policy and procedure 		

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security of tenure on their return to settled accommodation.					
2.4 Mutual exchange					
2.4.1 Registered providers must offer a mutual exchange service which allows relevant tenants potentially eligible for a mutual exchange, whether pursuant to a statutory right or a policy of the registered provider, to easily access details of all (or the greatest practicable number of) available matches without payment of a fee.		<ul style="list-style-type: none"> • Mutual Exchange Policy • Direct tenants to Mutual Exchange platforms via the Ongo website, able to apply through the website too • Subscribe to Homeswapper, the national, free to access mutual exchange service to access all available matches • Rights to exchange are written into tenancy agreements where relevant • Fully trained colleagues available to provide support to tenants wishing to mutually exchange • Triage team to offer support at start of the journey 	<ul style="list-style-type: none"> • Mutual Exchange Policy (see previous column also) 		
2.4.2 Registered providers must publicise the availability of any mutual exchange services(s) it offers to its relevant tenants.		<ul style="list-style-type: none"> • Currently promote through the mutual exchange policy and the website 	<ul style="list-style-type: none"> • Direct tenants to Mutual Exchange platforms via the Ongo website and regular stories in tenant newsletter key news 		
2.4.3 Registered providers must provide support for accessing mutual exchange services to relevant tenants who might otherwise be unable to use them.		<ul style="list-style-type: none"> • Mutual Exchange policy • Offer face to face support where people are unable to access mutual exchange services in customer centre • Triage officer at point of contact that can provide advice and support • Advice and support offered and given over the phone and digitally 	<ul style="list-style-type: none"> • Mutual Exchange policy • Offer face to face support where people are unable to access mutual exchange services in customer centre • Triage officer at point of contact that can provide advice and support • Advice and support offered and given over the phone and digitally • Website 		
2.4.4 Registered providers must offer tenants seeking to mutually exchange information about the implications for tenure, rent and service charges.		<ul style="list-style-type: none"> • Mutual Exchange Policy – details within in relation to tenure • Service Charge policy • Verbally provide information to mutually exchanging tenants 	<ul style="list-style-type: none"> • Mutual Exchange Policy – details within in relation to tenure • Service Charge policy 		