



STARTING A TENANCY PROCEDURE

Version Number: 1

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Approved by: CEO

Next Review Date: September 2026

Responsible Officer: CEO

1.0 Introduction

- 1.1 This procedure outlines the steps undertaken by HYELM to manage the tenancy process, from initial enquiry through to move-in and review. It ensures that tenancies are allocated fairly and transparently, in accordance with HYELM's charitable objectives and in line with relevant legal and regulatory requirements.

2.0 Purpose and Scope

- 2.1 This procedure applies to all staff involved in the letting, allocation, and ongoing review of tenancies within HYELM-managed properties. It covers initial application, waiting list management, property offer, tenancy sign-up, settling-in, and ongoing reviews.

3.0 Legal and Regulatory Framework

- 3.1 This procedure complies with the following legislation and good practice guidance:
- Housing Act 1996
 - Anti Social Behaviour, Crime and Policing Act 2014
 - Environmental Protection Act 2014
 - Immigration Act 2014 (Right to Rent)
 - Equality Act 2010
 - UK GDPR and Data Protection Act 2018
 - Data (Use and Access) Act 2025 (DUAA)
 - Fraud Act 2006 and Prevention of Social Housing Fraud Act 2013
 - Tenancy Standard (Regulator of Social Housing)
 - National Housing Federation Code of Governance

4.0 Roles and Responsibilities

- 4.1 The Housing Manager is responsible for overseeing the allocation and management of tenancies in line with this procedure.
- 4.2 Housing Officers are responsible for administering applications, conducting eligibility checks, managing the waiting list, and carrying out tenancy reviews.
- 4.3 The CEO is responsible for ensuring this procedure remains compliant with legal and regulatory standards.
- 4.4 All staff involved in tenancy processes must adhere to this procedure and undertake relevant training.

5.0 Application Process

- 5.1 Individuals may express interest in HYELM accommodation via the following routes:
 - Share to Buy website (link to online application form)
 - HYELM website (online application form)
 - Telephone enquiry, in which case staff will send a link to the online application form
- 5.2 All applicants must complete the official HYELM Online Application Form and submit supporting documentation, including photographic identification.
- 5.3 Applications are reviewed by the Housing Officer and scored according to HYELM's Lettings Policy.
- 5.4 Applicants are notified of the outcome:
 - Successful applicants are informed and added to the waiting list.
 - Unsuccessful applicants are notified in writing with a brief rationale; their application is logged for auditing purposes.

6.0 Waiting List Management

- 6.1 Successful applicants are allocated to either the 'Keyworker' or 'Non-Keyworker' waiting list, which is maintained by the Housing Officer.
- 6.2 The waiting list is reviewed annually at the end of each financial year.
- 6.3 If an applicant has remained on the waiting list for over 6 months, they will be contacted to confirm continued interest. Applicants who do not respond, no longer

meet the eligibility criteria, or request removal will be taken off the list and sent written notification that they have been removed.

7.0 Offer of Accommodation

- 7.1 When an apartment becomes available, it is offered to the highest-ranked eligible applicant based on the points system. If there is a tie, priority is given to the longest-waiting applicant.
- 7.2 Applicants are invited by email and follow up telephone call, to view the apartment. Void works may or may not be completed at the time of viewing.
- 7.3 Applicant responses will be recorded as follows:
- Viewed and accepted
 - Viewed and declined
 - No response
 - Viewing arranged, but applicant did not attend
- 7.4 The applicant's name is moved to the 'Offered List' tab and updated accordingly.

8.0 Acceptance and Pre-Move Checks

- 8.1 Applicants who accept an offer must complete the following steps:
- 8.2 Submit documentation:
- Valid photo ID
 - Contract of employment or most recent payslip
 - Right to Rent Code (non-UK nationals)
 - Keyworkers: Employer confirmation letter
- 8.3 Pay a £150 holding deposit:
- Non-refundable if the applicant subsequently withdraws
 - Offset against rent on successful move-in
- 8.4 HYELM will issue a 'Next Steps' email outlining:
- Provisional move-in date
 - Pro-rata rent due before move-in
 - Payment instructions
 - Regular monthly rent amount
- 8.5 Payment must be received at least 24 hours prior to the agreed move-in date.

9.0 Tenancy Sign-Up

9.1 Tenancy sign-ups are conducted in person during normal business hours (Monday–Friday, 9am–5pm).

9.2 At the appointment, the applicant will:

- Review and sign the Tenancy Agreement
- Provide hard copies of ID
- Receive keys and fobs
- Be issued the Guide for Residents and related documents
- Have the opportunity to ask questions about their tenancy

9.3 Prior to the appointment, HYELM will email the following documents:

- Guide for Residents
- Energy Performance Certificate (EPC)
- Privacy Notice
- Housing Ombudsman Complaints Procedure
- Information on living in shared accommodation in the tenants guide and tenancy agreement.

9.4 Keys issued:

- 1 front door key
- 1 fob
- 1 postbox key

Tenants are informed that replacement keys cost £45.

10.0 Tenancy Start Process

10.1 Upon tenancy commencement, staff must:

- Verify that the right to rent is satisfied and confirm personal details (name, date of birth and legal status).
- Scan and upload identification documents, including next of kin and emergency contact details to the resident file (SharePoint)
- Enter tenancy data into the housing management system (Arthur)
- File signed agreements securely in hard copy form, in accordance with data protection policies

11.0 Tenancy Reviews and Residency Requirements

- 11.1 The tenant must move into the property within 6 weeks of signup and must be used as the tenant's principal home. Subletting or extended absence may result in investigation and potential termination of tenancy.
- 11.2 A 'Settling-In' meeting must take place within 4–6 weeks of move-in. The purpose is to:
- Confirm the property is being occupied
 - Identify any issues or support needed
 - Build rapport and ensure understanding of responsibilities
- 11.3 Annual tenancy reviews are carried out by the Housing Officer to:
- Review occupancy and well-being
 - Check continued eligibility
 - Discuss financial status
 - Review progress toward eventual move-on
 - Remind tenants that after 2 years, a request to extend must be submitted
- 11.4 Outcomes:
- If approved, the tenancy continues and is logged on file
 - If not approved, a formal 3-month Notice to Quit will be issued
- 11.5 All review documentation is scanned and stored in the tenant's digital file.

12.0 Linked Documents and Related Policies

- Lettings Policy
- Privacy Notice
- Guide for Residents
- Tenancy Review Form
- Complaints Procedure
- Data Protection Policy
- Application Form

13.0 Appeals and Complaints

- 13.1 HYELM recognises that applicants and new tenants may disagree with decisions made during the tenancy start process (for example, regarding eligibility, waiting list position, refusal of an application, or the outcome of tenancy checks).

- 13.2 Applicants and tenants have the right to request a review (appeal) if they believe HYELM has not acted in line with this procedure, the Lettings Policy, or relevant legislation.
- 13.3 Appeals should be submitted in writing within 14 calendar days of the applicant being notified of the decision. The appeal should set out the reason(s) for requesting a review.
- 13.4 Appeals will be considered by a manager not involved in the original decision. A written outcome will be provided within 21 calendar days.
- 13.5 If the applicant or tenant remains dissatisfied after the internal appeal, they may raise a formal complaint under HYELM's Complaints Policy, which is aligned to the Housing Ombudsman's Complaint Handling Code (2022).
- 13.6 HYELM will:
- Ensure complaints are acknowledged within 5 working days,
 - Provide a Stage 1 response within 10 working days,
 - Escalate to Stage 2 if the applicant/tenant remains dissatisfied, with a **further** 20 working days to respond.
- 13.7 If the matter is still unresolved, the applicant/tenant has the right to refer their complaint to the Housing Ombudsman Service, in line with the Housing Act 1996, Part VI (Allocation of Housing) and the Housing Ombudsman Scheme.
- 13.8 HYELM will ensure that all appeals and complaints are logged, monitored, and used as learning to improve services, in line with the Regulator of Social Housing's Tenant Involvement and Empowerment Standard.

Version Control Table

Status (draft/ approved)	Version #	Date	Amendment
Approved	1	Nov 2025	New Policy.