



Our commitment

We understand that life happens - your circumstances can change over time and these may affect your tenancy.



When you contact us about a tenancy change, we will be:

- 1 **Supportive.** We guide you through what can be a sensitive process.
- 2 **Clear.** We explain what changes are possible and what you need to do.
- 3 **Fair.** We make decisions consistently and in line with our policies.
- 4 **Respectful.** We treat your situation with understanding and sensitivity.
- 5 **Transparent.** We explain our decisions and next steps clearly.

How to request a tenancy change

- ✓ You can request a change to your tenancy by contacting your Housing Officer.
- ✓ If you are a leaseholder, our Leasehold Team will support you.

We can help with:

- **Succession requests.***
- **Assignment enquiries.****
- **Adding or removing occupants.**
- **Joint or sole tenancy changes.**
- **Other tenancy related matters.**

* Succession is when a tenancy is passed to another person after the tenant has died. This usually applies to a partner or, in some cases, a close family member who lived in the home.

** Assignment is when you transfer your tenancy to another person. This means they become the new tenant and take on all the rights and responsibilities for the home, and you are no longer responsible for it.





The different types of tenancy change

Succession

Succession is when a tenancy passes to someone else after a tenant dies.

We will:

- ✓ Handle your request with care, empathy and sensitivity.
- ✓ Explain clearly whether you are eligible.
- ✓ Guide you through the process step by step.
- ✓ Consider your housing needs, including whether the home remains suitable for you.

We will make sure you understand:

- ✓ Who may have the right to succeed.
- ✓ The evidence you need.
- ✓ The next steps you need to take and the next steps we are responsible for.



Assignment

Assignment is when a tenancy is legally transferred to another person while the tenant is still living.

We will:

- ✓ Explain whether assignment is possible in your situation.
- ✓ Clearly explain legal and practical steps involved.
- ✓ Confirm what this means for your responsibilities – whether you are taking on the tenancy or handing it over.

Adding or removing occupants

An occupant is someone who lives in your home but is not part of the tenancy agreement.

When adding an occupant, we will:

- ✓ Respond promptly to your request.
- ✓ Explain what information we need.
- ✓ Check that the home is suitable and will not be overcrowded.
- ✓ Confirm our decision clearly, providing a reason why if it's not possible.



Removing an occupant

We will:

- ✓ Update your tenancy records accurately.
- ✓ Confirm changes with you.
- ✓ Ensure you are clear about your ongoing responsibilities.



Joint and sole tenancy changes

Where changes are requested to move between joint and sole tenancies, we will:

- ✓ Explain what options are available based on your tenancy.
- ✓ Set out the information we need and who needs to approve it.
- ✓ Support you through any changes to documentation.

Our response times

Timescales will vary depending on:

- ✓ The type of tenancy change requested.
- ✓ Your circumstances and how complex they are.
- ✓ Any legal checks needed.

We will:

- ✓ Keep you updated throughout the process.
- ✓ Let you know if timescales change.
- ✓ Explain clearly what stage your request is at.

How we can work together to meet this standard

To help us process your request as smoothly as possible, we ask that you:

- ✓ Contact us as soon as your circumstances change.
- ✓ Provide accurate and complete information and respond promptly when asked for documents or evidence.
- ✓ Engage with the process and any follow up actions.
- ✓ Treat our colleagues with courtesy and respect.



Tailoring our service to you

We want to provide homes and services that meet your needs.

If you need us to communicate with you in a particular way or offer extra support when delivering services, please contact our **Customer Service Team** to let us know.

We recognise that tenancy changes are often linked to significant life events. We will:

- ✓ Provide information in clear and accessible formats, including any different formats needed.
- ✓ Take account of your personal circumstances, including bereavement, health, or vulnerability.
- ✓ Offer additional support where situations are complex or sensitive.
- ✓ Treat you with dignity, empathy and respect at all times.

If we don't meet this standard

If you feel we have not met the commitments set out in this standard, you can:

- ✓ Contact our **Housing Manager** through our **Customer Service Team**.
- ✓ **Make a complaint** – find out what to expect from our **Complaints Service** [here](#).

How we check we're meeting this standard

- ✓ **We monitor** the timeliness of tenancy change requests.
- ✓ **We use feedback** from surveys, compliments, complaints and general comments to improve our service, acting on specific concerns and identifying trends.
- ✓ **We support** the Resident Scrutiny Panel and other customer involvement groups with any reviews they carry out and explore and implement actions they recommend.
- ✓ **We review** these standards in line with the policies which sit behind them. We will also update them based on customer feedback and best practice.