

Policy on lettings, tenancy changes and managing empty homes



Overview

As one of four management teams within Tai Cymdogaeth, the New Homes Teams are responsible for letting all available general needs properties on behalf of Grwp Gwalia. These are either re-lets of existing properties that people have left, or new developments. The New Home Teams provide services to applicants for housing and new tenants or existing tenants, as well as managing empty properties. This policy also covers the letting of Category II sheltered housing.

This Policy is governed by relevant legislation, the Welsh Assembly Government Regulatory Code and Regulatory Guidance. This policy has adopted accepted good practice and the principles and recommendations of Best Value.

All applications and lettings in Carmarthenshire are made through the 'Carmarthenshire Housing Choice Register', and are governed by a separate policy called the 'Access to Social Housing Policy'. The Carmarthenshire Housing Choice Register and associated policy are the result of a partnership between Carmarthenshire County Council, Tai Cymdogaeth and the other Housing Associations operating in Carmarthenshire.

Our aims for this policy

Tai Cymdogaeth aims to let available properties to people with a need for housing, and who are less able to meet these needs through access to the open market. This policy and any associated strategies and partnerships will aim to let properties in such a way that meets these needs, whilst making the most effective use of the housing available and contributing to the development of sustainable communities in the areas that we operate.

We are committed to managing empty homes efficiently in order to make them available as quickly as possible whilst ensuring that high standards of maintenance, decoration and cleanliness are achieved.

Tai Cymdogaeth will, wherever possible, maximise choice, and aim to provide the highest possible levels of service to people who apply for tenancies with us and throughout the whole process of starting those tenancies.

What this policy covers

This policy outlines how Tai Cymdogaeth lets and manages new and existing empty homes for rent by describing:

- Who can and who can't apply for housing with Tai Cymdogaeth
- How people's personal choice is managed
- How we prioritise people according to their needs
- How we prioritise different types of applicants eg. people who require a transfer
- When people can swap their tenancy (mutual exchanges)
- When tenants can be added to or removed from a tenancy
- When other tenancy changes can occur (successions and assignments)
- How Tai Cymdogaeth manages properties that are currently empty.

How to apply for a Tai Cymdogaeth Tenancy

Anyone wishing to apply for a Tai Cymdogaeth tenancy must complete a *Housing Application Form*. These are available from any of our offices, from partner organisations and through www.cymdogaeth.com.

The application form is used for the following reasons:

- Contact and household information
- Information about needs, preferences and choices
- Information used to assess eligibility

We will ask you for details about previous addresses and tenancies that you have held. Any previous landlords (Council or Housing Association) will be asked to provide details about your tenancy with them and this information will be used to determine whether or not the 'Sustainable Tenancy Assessment' will be applied (see section 6). Under certain circumstances, you may be asked to provide a copy of your criminal record.

As well as direct applications for housing, Tai Cymdogaeth also offers tenancies to the following people who may not have approached us directly:

- People who have been nominated by the Local Authority
- People who have been referred to us by a partner organisation under a particular agreement
- People who are moving from another area through MoveUK or the Home Office Witness Protection Scheme.

Tai Cymdogaeth works in partnership with Trothwy Cyf and other organisations who provide support to people to help them live independently in their own

homes. We will receive referrals from these organisations as well as referring new and existing tenants for support where appropriate. These arrangements are governed by Partnership Agreements where appropriate.

How we decide priority for lettings

Tai Cymdogaeth undertakes housing needs assessments using a points systemⁱⁱ, to assess every applicant's particular circumstances. This is used to ensure that we are letting properties to those who need them most, and assesses people's needs according to:

- Security of current accommodation
- Overcrowding
- Inadequate or shared facilities
- Disrepair in current accommodation
- Medical conditions or disabilities that are made worse by current living circumstances
- Threats of or actual violence or harassment including domestic abuse
- Access to support networks
- To access or maintain employment

We will also take into account the time people have been waiting for a tenancy, and their age.

When offering tenancies, Tai Cymdogaeth will take into account people's own needs and preferences as well as those of current tenants and existing communities. Tai Cymdogaeth aims to balance these needs in order to ensure wherever possible that people's tenancies are successful.

In order to fulfill our obligations to Local Authorities, and to meet the needs of our existing tenants and partner organisations, we will let properties to different categories of applicantsⁱⁱⁱ in the following proportions:

- Transfer applications – 15%
- Referrals from partner organisations - 10%
- Mobility applications – 5%

The remaining lettings will be made to direct applicants and council nominations according to the Nominations Agreement that applies in that particular Local Authority area.

Where lettings are made to referrals from partner organisations, priority between applicants referred will, where necessary, be decided according to the particular agreement that is in place with that organisation. Otherwise, our own lettings policy will be applied.

In order to make the best use of our resources and meet people's needs better, Tai Cymdogaeth will let properties with physical adaptations to households on our own waiting list who need those facilities and can make best use of them. These households may not necessarily have the highest needs assessment. These lettings may be carried out through participation in a particular project such as the ADAPT Project in Swansea. Tai Cymdogaeth will also receive referrals from the ADAPT Project or other agencies where appropriate.

Refusals – if an offer of a tenancy is refused, the reasons will be noted and any application details such as areas of choice amended. If persistent refusals occur, an application may be referred to the Head of New Home Team and following contact with the applicant, the application may be suspended or removed from the waiting list.

Who we can accept, and who we can't?

Tai Cymdogaeth operates an open waiting list for housing. Anyone is encouraged to apply by completing an Application Form. Unfortunately, there are some people who we are unable to consider for a letting.

These are as follows:

- Anyone who's needs assessment is below certain thresholds for each area
- Anyone under the age of 16
- Person's subject to Immigration control (within the meaning of the Asylum and Immigration Act 1996)
- Anyone who by virtue of their previous tenancy history or offending behaviour is deemed unsuitable to be a tenant.
- Anyone who requires an accommodation type and/or area that we cannot fulfil either now or in the near future.
- Anyone who persistently refuses reasonable offers in the areas of their choice.

Tai Cymdogaeth is guided by the Regulatory Guidance from the Welsh Assembly Government and our 'Sustainable Tenancy Assessment' when determining any exclusion or suspension from the waiting list.

'Sustainable Tenancy Assessment' – This will be applied to applications under the following circumstances:

- People who have incurred rent arrears either in a Tai Cymdogaeth tenancy or a tenancy with another landlord.
- People who have not conducted their tenancy satisfactorily.
- People who have a history of offending.
- Young people.
- People who have not held a tenancy or lived independently before.

This assessment will determine whether the application can no longer be considered, or when the application will be suspended or given what is termed 'no preference'. If the application is suspended, the Sustainable Tenancy Assessment will consider what plan needs to be put in place to proceed with the application.

Any appeal against exclusion or suspension should be in writing to the Chief Executive, Tai Cymdogaeth.

Types of Tenancy Agreement that we use

The majority of new tenants will be offered a Tai Cymdogaeth "Starter (Shorthold) Tenancy Agreement". This is an introductory agreement for the first 12 months of the tenancy, at which point, the agreement automatically converts to a Tai Cymdogaeth "Assured Tenancy Agreement". Some new tenants will have an "Assured Tenancy Agreement" immediately if they are moving from an existing Tai Cymdogaeth tenancy through transfer or from another Housing Association or Local Authority, and they have already been a tenant for 12 months or more.

Standard Assured Shorthold Tenancy Agreements (for six months) will be used under certain circumstances usually in the case of move-on or supported tenancies. These will be through agreement with Tai Cymdogaeth and the support provider and be authorised by the Head of New Home Team.

Anyone who is 16 or 17 years old when they commence occupation will be given a Licence Agreement. This will revert to a "Starter Shorthold Tenancy Agreement" or an "Assured Tenancy Agreement" (whichever is appropriate) when the licensee reaches 18 year of age.

The Tai Cymdogaeth Transfer Scheme

We aim to ensure wherever possible that existing Tai Cymdogaeth tenants are able to move to another Tai Cymdogaeth property depending on their individual needs and preferences. In order to achieve this, we will offer 15% of our lettings to transfer applicants who are eligible to apply through the *Tai Cymdogaeth Transfer Scheme*.

In order to apply through the *Tai Cymdogaeth Transfer Scheme*, the following criteria must be satisfied:

- You have held your current tenancy for at least 6 months
- Your rent account is clear at the time of applying for a transfer
- Your rent account has been conducted satisfactorily from the date that you applied up to when we make you an offer of alternative accommodation.
- Your tenancy has otherwise been conducted satisfactorily

- The property is in an acceptable condition at the time of applying.
- The property is in an acceptable condition when we make an offer of an alternative tenancy.
- Any damage, which is the tenant's responsibility, has been repaired satisfactorily.
- Any charges levied under the re-chargeable works policy and any sundry debts incurred have been paid up in full.
- Tai Cymdogaeth has suitable properties in the areas that have been chosen, and that the transfer application is realistic.

Exceptional circumstances: If any exceptional circumstances apply, one or more of the above conditions may be waived. This must be authorised through the Head of New Home Team.

Transfer applications are assessed using the transfer housing needs assessment^{IV} in order to determine priority between transfer applicants. The points system takes into account the following:

- Overcrowding or under occupation
- Children in flats above ground floor
- Medical circumstances
- Employment
- Harassment from neighbours
- A satisfactory conduct of tenancy, measured over five or ten years
- Length of time on the transfer scheme

We will consider each application that is accepted according to the household and property types outlined in section 8.

Management transfers – under certain circumstances, a transfer may be needed in order to ensure someone's personal safety. These are usually in response to specific recommendations from the Police, but may also be sanctioned following recommendation from a statutory authority or a non-statutory support agency. Management transfers are carried out following authorisation from the Chief Executive, Tai Cymdogaeth and are afforded priority over other applicants.

Offers - If one reasonable offer has been made and subsequently refused, the Management Transfer status will be commuted to a normal transfer, and the conditions of the transfer scheme including eligibility and points will apply. A reasonable offer constitutes one that is in the applicants area of choice and a suitable property type.

Mutual exchanges and Succession

Mutual Exchanges

Most Tai Cymdogaeth tenants have the right to exchange (or swap) their tenancies with another Tai Cymdogaeth tenant or a tenant of a Local Authority or Registered Social Landlord (Housing Association).

Permission must be given by Tai Cymdogaeth and the other landlord (if applicable).

Permission can only be refused under certain circumstances as follows:

- If legal proceedings have commenced against any party
- If the property involved is unsuitable for either party because for example it is,
 - Excessively large for the incoming household (where there would be more than one spare bedroom)
 - Too small for the incoming household and would cause overcrowding
 - Has adaptations that are not needed by the incoming household
 - Has been developed for a specific client group which is not relevant for either party.
- If a tenancy condition has been broken that has not or cannot be rectified. (An example of a tenancy condition being rectified would be rent arrears being cleared, or damage being paid for).
- If one of the tenancies involved is a Starter (Shorthold) tenancy.

Exchanging tenants must accept each others properties in the condition left by the previous tenant. They are responsible for all redecoration, garden tidying, rubbish clearance and for any damage caused by the previous tenant. Tai Cymdogaeth will be responsible of any outstanding repairs.

If an exchanging tenant is coming from another landlord, Tai Cymdogaeth will seek a tenancy report from that landlord and make any other enquiries deemed appropriate to ensure that the exchanging tenant complies with the conditions for authorising the exchange as outlined above.

Succession

If a tenant dies, the tenancy can pass to certain people through succession. These are as follows:

- A joint tenant
- The tenant's spouse or partner
- Another member of the tenant's immediate family

The succession can only take place once. Apart from joint tenants, the person succeeding has to have been living with the tenant at the time of their death and for at least 12 months before their death.

If a tenant dies who has previously succeeded to the tenancy, a member of that tenant's household may be able to remain in occupation of the property under a new tenancy. In these circumstances, each case will be considered on its merits according to:

- Length of occupation at the property
- Suitability of the property for that person or household
- Ability to secure alternative accommodation
- Involvement in any nuisance or anti-social behaviour

A tenancy of an alternative property may be offered to this person if the current property is not suitable for them. For example, if it too large or developed specifically for a particular client group.

Other tenancy changes

Any Tai Cymdogaeth tenant can apply to change their tenancy from a sole (one-person) tenancy to a joint tenancy or from a joint (two or more person) tenancy to a sole tenancy. All tenancy changes are through Deed of Assignment and must be authorised by Tai Cymdogaeth unless specified in a Court Order. Tai Cymdogaeth reserves the right to refuse authorisation to change a tenancy from joint to sole or sole to joint.

Sole to Joint tenancy

In order to create a joint tenancy, the following conditions will apply:

- There must be good reason to create the joint tenancy for example;
 - Marriage
 - Co-habitation of couples

- A support relationship
 - Creation of multi-person households
- The person wishing to become a joint tenant must be 'eligible' to be a tenant with Tai Cymdogaeth according to section 6 above.
 - The person wishing to become a joint tenant must already be living in the property in question as their only and principal home.
 - Tai Cymdogaeth must be satisfied that it is in the interests of the current sole tenant and the wider community that a joint tenancy is created.

Joint to sole tenancy

A joint tenant can transfer the tenancy into a sole tenancy through agreement of all joint tenants involved and following authorisation by Tai Cymdogaeth. The tenancy change must be in the best interests of all parties involved and Tai Cymdogaeth.

If there are rent arrears, there must be appropriate contractual arrangements for clearance of the arrears.

Relationship breakdown – Following relationship breakdown, a tenancy may be changed from joint to sole if appropriate. Under certain circumstances, consideration will also be given to consenting to assignment from a sole tenant to their partner, should that partner wish to remain in occupation of the property. Each case will be considered on its merits under these circumstances, and the remaining partner will have to demonstrate their occupation of the property as their principal home.

Consideration will be given to the housing needs of the party leaving the tenancy, and assistance given with suitable alternative accommodation if appropriate.

Households and property types

Tai Cymdogaeth will exercise as much flexibility as possible when considering preferences of type and size of property. This will depend on the patterns of availability and demand in each area, as well as the applicant's household type, size and circumstances.

As a minimum applicants will be considered for the following size and type of property.

- Single applicant with no dependent children or other dependent (depending on area) 1 bed flat/bedsit
- Couple with no dependent children or other dependants 1 bed flat

- Couple who require separate bedrooms for medical reasons 2 bed flat
- Couple or single applicant expecting a child 2 bed flat or house
- Single applicant or couple with 1 child 2 bed flat or house
- Single applicant/couple with 2 children of same sex 2 bed house
- Single applicant/couple with 2 children of different sex 3 bed house
- Single applicant/couple with 3 or 4 children 3 bed house
- Single applicant/couple with 5 children 4 bed house
- Single applicants and couples over 55 years of age will also be eligible for sheltered accommodation.

A single person or couple with shared custody or care of a child or children will be considered for property types suitable for their individual circumstances.

Community Lettings Policies

Community Lettings Policies will be adopted under certain circumstances when individual properties, small groups of properties or wider communities have been affected by neighbourhood management problems, anti-social behaviour or high levels of crime. These policies will be adopted when these factors have adversely affected the well being of individual households or the wider community and will be adopted as and when they are required. Lettings will be carried out according to certain criteria outlined in the policy and therefore, tenancies will not necessarily be offered to households with the highest housing need.

A Community Lettings Policy for any property or area will be formulated through the following if applicable:

- Consultation with individual tenants, groups of tenants or the wider community
- Consultation with all affected management teams within Tai Cymdogaeth
- Consultation with the Grwp Gwalia Community Initiatives Team
- Consultation with the local Crime and Disorder Partnership, the Police or any other relevant statutory or non-statutory organisation.
- Compilation of community profiling information.

The Community Lettings Policy may include one or more of the following depending on individual circumstances:

- Under-letting of properties to reduce the number of children living in an area
- Offering tenancies to households with local or family connections in an area to strengthen the community
- Offering tenancies to economically active households

- Offering tenancies to households that are making a positive contribution to the community through providing support or undertaking voluntary work
- Not offering tenancies to individuals or households with a history of tenancy management problems or anti-social criminal activity

Details of Community Lettings Policies including monitoring information will be reported to the Tai Cymdogaeth Board.

How we manage empty properties

We aim to re-let properties that become empty, and new properties being let for the first time, as quickly as possible in order to minimise rent lost and the time that new tenants have to wait to move in. Our Board of Management sets targets each year for the time it takes to re-let properties and for the number of empty properties we have at any one time. We also aim to ensure that the property is prepared to a good standard of repair and decoration according to our specified service standards.

All tenancies must be ended according to the Tenancy Agreement, and left in clean and tidy condition, free from rubbish and undamaged. Some work carried out after a tenancy has ended may be re-chargeable (further details are contained in the policy on re-chargeable works).

Some empty properties will benefit from up grading work or conversion. In a small number of cases, disposal will be considered if there are no other viable options for that particular property. All of these options will be considered in line with the 'Void (Empty Property) Management Strategy'.

How we treat people fairly

Tai Cymdogaeth is committed to Equal opportunities. Anyone who applies or who is referred to us for housing will be treated fairly and will not receive less favourable treatment on the grounds of:

- Gender
- Age
- Marital status
- Sexual orientation
- Disability
- HIV status
- Religion
- Race
- Colour
- Nationality
- Ethnic origin

We will monitor our waiting list and lettings to ensure that any particular group is not treated less favourably.

Tai Cymdogaeth will take any necessary steps to ensure that our services are accessible to people, and that they are delivered in an appropriate way that is sensitive to people's needs. This may be due to disability, culture or language issues.

Appeals

Any appeals against decisions made under this policy whether about assessments of housing need or exclusions from the waiting list can be made through Tai Cymdogaeth's formal Complaints Scheme. A Complaint Form and copy of the policy can be obtained from any of our offices or through our website www.cymdogaeth.com

Confidentiality

All applicants' details are confidential. We hold information on our computer systems, which are secure and only available to staff. We keep the original application form and any supporting documents on file, which is kept in lockable storage and accessed only by Tai Cymdogaeth staff. During official Audits the National Audit Office can make random checks on applicants files to ensure that correct procedures are being followed.

We treat all information received by us as confidential but when this is highly sensitive, very personal or private it will be kept by a senior manager of Tai Cymdogaeth and will be made available by that person on a need to know basis.

We have a separate Confidentiality Policy, which can be provided on request.

Monitoring and review

We monitor and regularly report information on applications and lettings to the Tai Cymdogaeth Board of Management. We also provide statistical information on a regular basis to Local Authorities and the Welsh Assembly Government on any aspect of the service that we deliver.

This policy will be reviewed every 2 years, or when there are any relevant legislative changes.

Consultation will take place with Tenants, the Tai Cymdogaeth Board, Senior Management, Staff and relevant external organisations.

Appendices

I General Needs Properties

This policy covers all properties managed by Tai Cymdogaeth on behalf of Grwp Gwalia which are let under Assured, Assured Starter (Shorthold), Assured Shorthold tenancies or Licences and which are subject to the Regulatory Code issued by the Welsh Assembly Government.

II Housing Needs Assessment

PHYSICAL HOUSING NEED		Points
1	<p>Family Apart Through Force of Circumstances:</p> <p>Couple / parents / children living apart who would normally live together (Does not include access arrangements).</p>	10
2	<p>Children in unsuitable properties.</p> <p>First floor flats.</p> <p>Flats above first floor.</p>	5 10
3	<p>(i) Absence of secure accommodation</p> <p>Including</p> <p>Bed and breakfast Temporary lodgings due to homelessness (including Homeless Persons Hostel) In hospital or residential care and awaiting discharge Women's Refuge</p> <p>(ii) Other temporary accommodation</p> <p>No fixed abode Received a written Notice to quit Possession Order (not suspended) Compulsory Purchase Order Impending release from prison Caravan/mobile home Tied accommodation/HM Forces Holiday let Licensee, Assured Shorthold Tenancy, or temporary tenancies Living with friends or family who require you to leave</p>	25 15

4	Under-occupation: applies only when living in council or housing association accommodation, or any Registered Social Landlord (per bedroom spare)	10 (max 20)
5	<p>Overcrowding: (per bedroom lacking)</p> <p>Separate bedroom required for:</p> <ul style="list-style-type: none"> (i) Single person (ii) Couple living together (iii) Single parent/couple-sharing bedroom with child under 2 years. (iv) Two children of the same sex under 16 years (v) Two children of opposite sex under 5 years (vi) Couple who need a separate bedroom for medical reasons (vii) Mixed generation sharing 	20
6	<p>Shared Facilities: (per shared facility)</p> <p>Bathroom or toilet Kitchen Living room</p>	5
7	<p>Lack of basic amenities (per amenity lacking)</p> <p>No bath/shower No inside WC Inadequate kitchen facilities No electricity No hot water No living room</p>	10 (max 30)

8	Disrepair	
	(i) High level of disrepair: Considered as unfit for human habitation	35
	(ii) Medium level of disrepair All rooms affected	20
	(iii) Low level of disrepair At least one room affected	5
MEDICAL HOUSING NEED		
9	(i) High medical priority: Wheelchair bound person living in unsuitable property Progressive or severe illness Mental illness or learning disability (depending on severity)	35
	(ii) Medium medical priority Heart condition, hypertension Asthma Under threat of nervous breakdown	20
	(iii) low medical priority Other illness/condition causing minor disability	5
SOCIAL HOUSING NEED		
10	Harassment & Nuisance	20
	Victims of/or under threat of violence, mental cruelty. Intimidation Racial harassment Sexual harassment Child abuse Domestic violence Other cases of harassment and nuisance	5

11	Social/employment mobility: Firm offer of employment requiring relocation Secure housing required to maintain current employment Specialist medical/education/health needs To care for a relative, or to be cared for Vulnerable due to age (over 70 years old)	15
FINANCIAL		
	No savings or less than £10,000	5
	No property/property valued at less than £60,000	5
LENGTH OF TIME ON WAITING LIST An additional 10% per year of the total of points in all categories above (max. 4 years)		

III Definitions for lettings categories

Council nominations – any letting carried out under a nomination agreement held with a Local Authority.

Direct applications – any letting carried out from the waiting list to a direct applicant who applies from within the same Local Authority area as the property to be let.

Transfer applicants – any letting carried out to an existing Tai Cymdogaeth tenant who is able to move through the ‘Tai Cymdogaeth Transfer Scheme’ (including ‘Management Transfers’). Any temporary lettings to tenants for decants.

Referrals from partner organisations – any letting made to a referral from another organisation under a referral, partnership, move-on or management agreement.

Mobility applications – any letting made to an applicant who applies from outside the Local Authority area of the property in question. This category can include direct applicants, applicants referred under the Witness Protection Scheme, applicants applying through MoveUK.

IV Transfer Housing Needs Assessment

PHYSICAL HOUSING NEED		POINTS
1	<p>Family apart through force of circumstances</p> <p>Couple/parents/children living apart who would live together on rehousing.</p>	10
2	<p>Children in Flats</p> <p>First floor</p> <p>Above first floor</p>	5 10
3	Under-occupation: (per bedroom spare)	10 (max 20)
4	<p>Overcrowding: (per bedroom lacking)</p> <p>Separate bedroom required for:</p> <p>(i) Single person</p> <p>(ii) Couple living together</p> <p>(iii) Single parent/couple sharing bedroom with child under 2 years</p> <p>(iv) Two children of same sex under 16 years</p> <p>(v) Two children of opposite sex under 5 years</p> <p>(vi) Couple who need separate bedroom for medical reasons</p> <p>(vii) Mixed generation sharing</p> <p>(viii)</p>	20
HEALTH / DISABILITY		
High or medium points only awarded where rehousing will improve quality of life		
1	<p>(i) High medical priority:</p> <p>Wheelchair bound person living in unsuitable property.</p> <p>Amputee or stroke victim</p> <p>Progressive or severe illness</p> <p>Mental illness or mental handicap (depending on severity)</p>	35
	<p>(ii) Medium medical priority:</p> <p>Health condition, hypertension</p> <p>Asthma</p> <p>Under threat of nervous breakdown</p>	20
	<p>(iii) Low Medical priority:</p> <p>Other illness / condition causing minor disability</p>	5

SOCIAL HOUSING NEED		POINTS
1	Harassment & Nuisance Victims of/or under threat of violence, mental cruelty or intimidation Racial harassment Sexual harassment Child abuse Domestic abuse Other cases of harassment and nuisance	20 5
2	Social/employment mobility: Firm offer of employment requiring relocation. Specialist medical/education/health needs. To care for a relative, or to be cared for. Vulnerability due to age (over 70 years old)	15
3	Lack of savings No savings or less than £10,000	5
MANAGEMENT GROUNDS		
	Two tenancies into one Moving from house to flat	20 10
LENGTH OF TIME ON THE TRANSFER LIST An additional 10% per year of the total of points in all categories above (max. 4 years)		
	Plus	
SATISFACTORY CONDUCT OF TENANCY		
	Five years continuous tenancy without 1. Serious rent arrears (over 4 weeks rent owing) 2. Serious/continuous complaints of nuisance or anti-social behaviour/Notice Seeking Possession served for nuisance or anti-social Behaviour Ten years continuous tenancy without (1) or (2)	5 10

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