GRANVILLE
Community
Homes



TENANCY SUSTAINMENT & SUPPORT POLICY

Version: 0.2
Approved: 01/08/2026
Review Date: 01/08/2028
Policy Reference: TM11

Contents

Section 1
Policy Statement

Section 2
Policy Context
Purpose……2
Scope……2
Definitions……3
Legal & Regulatory Framework……3

Section 3
Roles & Responsibilities
Board of Directors……3
CEO……3
COO……3
Housing Manager……3
Managing Partners……3

Section 4
Procedures
Early Warning Signs & Response……4
Multi-Agency Coordination……4
Monitoring, Reporting & Assurance……4

Section 5
Equal Opportunities……4

Section 6
Related Documents……4

Section 7
Revision History & Document Control……5

Section 1 – Policy Statement

Granville is committed to supporting residents to maintain successful and sustainable tenancies wherever reasonably possible. Signs that a tenancy may be at risk will be identified and responded to at the earliest opportunity, recognising that issues such as rent arrears, anti-social behaviour, missed appointments or support sessions, property condition concerns, self-neglect or changes in a resident's wellbeing may indicate wider difficulties requiring support.

Granville and its managing partners will take a coordinated approach to tenancy sustainment, considering the resident's circumstances as a whole rather than treating individual concerns in isolation. Where appropriate, contact will be made with the resident to understand the reasons behind emerging difficulties, identify any vulnerabilities or additional needs and agree reasonable steps to help prevent the tenancy from breaking down.

Support and intervention will be proportionate and tailored to the individual resident. This may include reviewing existing support arrangements, making reasonable adjustments, providing additional tenancy-related support, agreeing manageable arrangements for rent arrears or helping residents access relevant advice and services. Where needs extend beyond the support available through the managing partner, Granville will encourage and facilitate appropriate involvement from external agencies, which may include health, social care, mental health, safeguarding, benefits or specialist support services.

Enforcement action will not automatically be the first response to tenancy difficulties where reasonable opportunities exist to resolve the underlying issues. However, Granville will balance the needs of the individual resident with the safety, wellbeing and rights of other residents and the effective management of its homes.

Where a tenancy cannot reasonably or safely be sustained despite appropriate intervention, Granville will seek to identify this at an early stage and work with the resident, managing partner and relevant agencies to explore a planned, safe and supported move wherever possible.

Section 2 – Policy Context

Purpose

This policy sets out how Granville and its managing partners work to sustain tenancies for vulnerable residents, reducing avoidable tenancy failure and the harm that comes with it.

Scope

Granville Community Homes ("Granville") lets homes as exempt/supported accommodation, with many residents holding licences or tenancies linked to a support package delivered by a managing partner, and many residents being vulnerable. This

policy applies wherever a resident is at risk of losing their home, whether due to arrears, behaviour, or reduced ability to cope independently.

Definitions

Tenancy sustainment: proactive support to help a resident maintain their tenancy, addressing the underlying cause of difficulty rather than only the symptom (e.g. arrears).

Legal & Regulatory Framework

This policy is drafted to give effect to, and should be read alongside, the following:

- RSH Tenancy Standard
- RSH Safety and Quality Standard (resident welfare)
- Care Act 2014, where a resident's needs meet the eligibility threshold

Section 3 – Roles & Responsibilities

Board of Directors: Approves this policy; oversees Granville's approach to tenancy sustainment; receives reports on tenancy outcomes and emerging risks; holds the CEO accountable for ensuring effective tenancy sustainment practices across the portfolio.

CEO: Holds overall accountability for tenancy sustainment and support; ensures appropriate resources, procedures, and oversight arrangements are in place to minimise avoidable tenancy breakdowns and promote positive outcomes for residents.

COO: Oversees the implementation of tenancy sustainment procedures; monitors emerging risks and escalated cases; ensures effective collaboration between Granville, managing partners, and external agencies; oversees compliance with tenancy sustainment obligations within partnership agreements.

Housing Manager: Monitors tenancies identified as being at risk; works collaboratively with managing partners to identify early warning signs, coordinate appropriate interventions, and review support arrangements; maintains accurate records of tenancy sustainment activity and escalates significant concerns where necessary.

Managing Partners: Identify and respond promptly to early warning signs of tenancy difficulties; provide appropriate tenancy-related support and coordinate referrals to external services where required; maintain regular communication with residents and escalate serious or ongoing tenancy risks to Granville, working collaboratively to prevent avoidable tenancy breakdown.

Role	Responsibility Under This Policy
Housing / Support Oversight Lead	Monitors sustainment themes across the portfolio and ensures partners are escalating at-risk cases appropriately.

Role	Responsibility Under This Policy
Managing Partners	Identify and respond to early warning signs, coordinate with external agencies, and escalate to Granville where a tenancy is at serious risk.

Section 4 – Procedures

Early Warning Signs & Response

- Arrears, ASB reports, missed support contact, and self-neglect indicators are treated as sustainment triggers, prompting a proportionate, needs-led response.
- A support plan review is triggered where multiple triggers occur together, rather than each being addressed in isolation.

Multi-Agency Coordination

- Where a resident's needs exceed the managing partner's offer, referral to external services (social care, mental health, substance misuse services) is made promptly, with consent sought wherever possible.

Monitoring, Reporting & Assurance

- Tenancy failure/turnover rates and their causes are reviewed at least annually to identify sustainment themes.
- Sustainment activity is reviewed as part of partner oversight.

Section 5 – Equal Opportunities

Granville Community Homes is committed to promoting equality, diversity and inclusion in all aspects of its work. We will provide equal opportunities in employment and service delivery and will not unlawfully discriminate against employees, residents, applicants, contractors or any other individual on the grounds of any protected characteristic under the Equality Act 2010.

Granville is committed to treating everyone fairly, with dignity and respect, and to making reasonable adjustments where required to support disabled employees, residents and others with additional needs.

This policy has been developed in accordance with the Equality Act 2010 and is intended to be applied consistently and fairly. An Equality Impact Assessment will be completed before the policy is submitted to the Board for approval.

Section 6 – Related Documents

The following laws, legislation, and standards have been considered in accordance with the composition of this policy:

- Housing Act 1988
- Protection from Eviction Act 1977
- Landlord and Tenant Act 1985
- Housing and Regeneration Act 2008
- Equality Act 2010

Other documents relevant to this policy from Granville's Policy Suite include:

- Rent Setting, Collection & Arrears Policy (TM12)
- Anti-Social Behaviour Policy (TM14)
- Safeguarding Adults Policy (TM01)
- Ending a Tenancy / Abandonment Policy (TM13)

Version	Date	Author	Summary of Changes	Approved By
0.1	06/07/2026	Policy suite build project	Initial draft – not yet approved	Pending Board approval
0.2	01/08/2026	Policy suite build project	Company branding and improved policy structure – not yet approved	Pending Board approval

Section 7 – Revision History & Document Control

This policy will be reviewed Annually, with an exercise at least every two years, or earlier if there is a relevant change in legislation, regulatory requirements, or Granville's operating model (including material change to the partner/lease-based portfolio).