Tenancy Policy

Our policy on types of tenancy offered and our approach to making these sustainable

The basics

This policy explains the different types of tenancies we offer at Leeds Federated so that our customers know and understand the choices they have. It applies to all Leeds Federated rented homes.

Our approach

Leeds Federated wants to support our customers and improve and maintain neighbourhoods as places that people want to stay in and that others want to move into.

It is important to us that we help people make a home, work towards their goals and build their futures. By providing good value housing that is affordable and provides security we support people to live independent lives. Our Corporate Plan describes how we will protect and make best use of our properties so that we can continue to provide good quality homes into the future.

This policy is applicable to:

- General Needs Housing (social and affordable rent)
- Housing for Older People
- Intermediate Rent Products – (i.e Rent to Buy housing)
- Supported Housing (provided by agency partners)
- Temporary Housing (where we have moved someone temporarily)

Leeds Federated offer these different tenancy types:

Assured (non Shorthold) Tenancies:
This is the most secure tenancy that we offer and will only be ended by Leeds Federated if the agreement is not followed. An Assured Tenancy provides a degree of stability and legal protections from eviction and arbitrary rent increases.

- This is offered to most new customers moving into one of our homes, unless the property falls into one of the categories below.
- Rent is charged weekly.
- All qualifying social and affordable rent customers will be offered this tenure.

Assured (Shorthold) for Social Rent Tenancies:
This tenancy type has a fixed minimum period of six months initially. They are only offered in specific circumstances.

- Rent is charged weekly
- Social tenancies where Leeds Federated has a lease agreement but a third party owns the Freehold.

- In certain types of supported accommodation where the support is limited to a specific period.
- In a small number of properties which are allocated for temporary accommodation for homeless families.
- For 16 and 17 years olds, while the property is held in trust until they turn 18 years old.

Periodic Assured Shorthold Tenancies:
From the 1st May 2026 these tenancies will be offered to customers who rent one of our Market Rent properties under our managing agents or are accessing the Rent to Buy scheme. Any existing Market rental or Rent to Buy tenancy will be converted to a Periodic Assured Shorthold Tenancy by the 1st May 2026.

- Rent to Buy.
- Market rentals.
- There is no fixed end date and the tenancy will continue to roll on a monthly basis until either party serves notice to bring it to an end.
- Rent is charged calendar monthly.

Licences/Contractual tenancies:
Leeds Federated lets properties by ‘Licence Agreement’ including ‘Excluded Licences’, mainly across our Supported Housing properties A ‘Licence Agreement’ is not a tenancy but a ‘licence to occupy’ and is used where the accommodation is let on a temporary basis and there is no intention to create a tenancy. The Association does not normally issue licences, but sometimes it may grant permission for certain supported housing providers and/or agencies to issue licences.

Leeds Federated may use ‘Contractual tenancies’ for temporary situations (such as decants), where a tenant can’t stay in their home because we need to do work to the property, and we want to make sure we can keep them and their household safe. When this happens, the temporary address is not the customer’s ‘main and principal’ home, so we don’t need to give permission to stay there permanently. Customers will continue to pay rent on the existing tenancy if they have been temporarily decanted.

Secure Tenancies
Leeds Federated no longer offer Secure tenancies to new customers but if an existing secure tenant of Leeds Federated is offered a tenancy in a new home, they will retain their ‘Secure’ status.
Rent is charged weekly.

Succession Rights
All our tenancy agreements will explain what happens if a tenant dies and someone else who lives at the property wants to take over the tenancy. This is called ‘Succession’. We will always do what the law says we have to. We will look at whether the property meets the needs of the person who would like to stay there when we decide if someone can take over the tenancy. If the property isn’t right for them we might suggest a different one and let them have a tenancy there instead. We will support our customers going through this and there is more information about this in our Succession Policy.

Mutual Exchanges
We will support customers who want to do a mutual exchange. This is where 2 tenants swap properties and tenancy agreements. This means that the responsibility to put right any tenancy breach (customer alterations, any damaged fittings, poor decorative order, etc) is also passed on to the incoming customer.

Leeds Federated are a member of House Exchange which any of our customers can use when looking for someone to swap with. Once an application is received from a customer, Leeds Federated colleagues will support our customers through the process. This includes advice about the different tenancies, rent and service charges. For more information, please refer to our Mutual Exchange policy.

Key points for customers

We will do what we reasonably can to support customers in their homes and to make sure any property we offer matches their needs at the time. We want to sustain tenancies and prevent unnecessary evictions, through acting as soon as we need to and by tackling tenancy fraud. We will:

- Offer choice to applicants by advertising available homes through the local authority's choice-based lettings scheme clearly stating the rent and tenure at which the property is to be let.
- Provide advice and support to applicants who have been nominated by a Local Authority or referred to Leeds Federated for a tenancy.
- Complete an income and expenditure/benefit assessment to check that the tenancy is affordable and where more specialist advice is needed, make a referral to our Money Matters Team.
- Require all potential customers to give permission for relevant checks to be made before we make an offer of accommodation. These checks will include getting references from their current and most recent landlord, checking identification and confirming information given by applicants to follow the Right to Rent guidelines as well as prevent tenancy fraud.
- Subscribe to an internet based mutual exchange service such as House Exchange and tell our customers about this service.
- Give advice and assistance to customers who wish to exchange with another tenant with a less secure form of tenancy than they currently have and explain how this will affect the security of their tenancy.
- Make sure that our homes are designated, designed, or adapted to meet specific needs in a way matches the purpose of the housing.

When a customer has moved into one of our homes, we will carry out a settling in visit to help their tenancy get off to the best start. We will work with our tenants to support them to maintain their tenancies and provide help to prevent unnecessary evictions.

Appeals and Complaints
In line with the Regulator of Social Housing's Transparency, Influence and Accountability Standard, we must let our customers appeal a decision we make if they are not happy with it.

If a customer wants to appeal against what we have decided, they can contact the officer they have been dealing with or contact Leeds Federated by telephone or email or via our website. A senior manager will review the decision and any actions that have been taken and why.

If a customer wishes to complain about the service they have received under this Policy, this should be handled through our Complaints policy, which is governed by the Housing Ombudsman's Complaint Handling Code of Practice.

These associated policies are available on our website.

Key points for colleagues

Colleagues will implement this policy and all relevant legislation, and all regulatory standards relating to the allocation of our homes. This includes but not limited to:

- Lettings Policy
- Local Lettings Policies
- Mutual Exchange Policy
- Shared Ownership Policy
- Collecting Rent and Service Charges Policy
- Customer Engagement Policy

All colleagues must record all lettings and sales as required by the Continuous Recording of Lettings (CORE) system in a timely manner.

Key points for board/committee members and the regulator

Our Board and Customer Experience Committee are responsible for approving this policy and making sure it supports the Association's goals to:

- **Thrive**
- **Engage**
- **Evolve**

Through this governance, we consider the effectiveness of the policy through our:

- Corporate balanced scorecard and performance management
- Regulatory compliance and Tenant Satisfaction Measures
- Equality, diversity and inclusion policy

Policy updates

The Head of Housing is responsible for updating this policy.

Policy updated and approved 24th February 2026. Next review due 24th February 2028.