



Tenancy Audit Policy

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You can also contact us using our online reporting forms.

Please note our website is speech enabled and you can adjust the size of the text and translate it to other languages.

Gloucester City Homes Document Format Information

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact our Customer Services Team on 0800 408 2000.

Bengali

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Chinese

本文件可以翻译为另一语文版本, 或制作成另一格式, 如有此需要, 或需要传译员的协助, 请与我们联系。

Gujarati

જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઇન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારો સંપર્ક સાધો.

Polish

Aby uzyskać ten dokument w innym języku lub formacie, albo jeżeli potrzebujesz usług tłumacza, skontaktuj się z nami.

Urdu

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

[Translation reads: If you would like this document in another language or format or require the services of a translator, please contact us.]

STATUS (Draft / Approved / Updated / Archived)		REFERENCE
DRAFT		C:\Documents and Settings\rsh\Desktop\GCH Policy Procedure Template.doc
<p>Important Notice: Printed paper copies of this procedure are uncontrolled. The current version of this procedure is available on the Intranet</p>		

Documentation Master Sheet
Amendments to this Document are Detailed Below

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
1	7.1.2006	First Draft		GIH	
2	14.3.2006	Second Draft		GIH	
3	10.5.2006	Final version	09.05.2006	AG	Board
4	5.11.06	Added information	30.11.2006	RSH	
5	8.6.2007	Pre-Termination standard added		PA	
6	22/10/2010	Revision		RSH	

Summary of most recent changes:

Distinction between fraud visits and support visits made clear; and clarifies that fraud visits are unannounced.

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TENANCY AUDIT POLICY

1. BACKGROUND

Social housing is a valuable national asset that provides security and stability to people in housing need. Essentially, all social landlords therefore have a duty to make best use of public resources and ensure existing stock is properly managed. The Government has now launched a new national initiative to make sure that homes are let out to the people who need them and Gloucester has joined this initiative and secured extra funding to do all we can to identify housing fraud.

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2. OVERALL AIM

To carry out unannounced visits to our homes to identify possible tenancy fraud and breach of other tenancy conditions.

We will ensure that access is obtained and that relevant information relating to the tenancy is completed fully and is stored and maintained on our tenancy database and that appropriate action is taken to ensure that our homes are only occupied by those with a legal right to be in residence and that tenants comply with their tenancy conditions.

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2. SUPPORTING AIMS

Our objectives have been developed to complement those of the Council.

We will work with the Council to achieve its key priorities including tackling benefit fraud and meeting genuine housing need. See Gloucester City Council's Tackling unlawful subletting and other tenancy fraud Policy.

Our policy and procedure also ensures that we comply with the management agreement with the Council in section 2 high quality, easily accessible, customer focused services leading to improved satisfaction as well as section 4 developing modern effective and efficient services with sound financial management.

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3. RELEVANT LEGISLATION

Tenancy Agreement

They current tenancy agreement states 'Tenants shall occupy the property as their principal home and in a reasonable and responsible manner. Tenants shall not assign (transfer to another tenant) the tenancy, or sub-let or part with possession, (part or whole) of the property without the councils prior written permission'.

National Fraud Initiative

We participate in the Audit Commission's NFI (national fraud initiative)

Powers of Entry

The tenancy conditions require a tenant to give us access if appropriate written notice of this request has been given.

Tenants are not obliged to inform us of any changes to their household, as this is not a breach of tenancy conditions.

If you suspect a tenant has a breach of tenancy but the tenant refuses access or to co-operate then we can take appropriate legal action to enforce this.

Information obtained following a periodic tenancy audit is confidential and subject to our data protection policy

In the Housing Act 1985 Section 197 "Powers of entry"

1. A person authorised by the local housing authority or the secretary of state may at any reasonable time on giving 24 hours notice of his intention to the occupier and to the owner if the owner is known, enter the premises for the purpose of survey and examination.
 - (a) Where it appears to the authority that survey examination is necessary in order to determine whether any powers under this part should be exercised in respect of the premises.
 - (b) Where a repair notice has been served in respect of the premises.
 - (c) In the case of premises which the authority are authorised by part to purchase compulsorily.
2. Authorisation, for the purposes of this section, shall be in writing stating the particular purpose or purposes for which the entry is authorised.

Occupying as principle home

In the Housing Act 1985 Section 81 "The tenant condition"

The tenant condition is that the tenant is an individual and occupies the dwelling-house as his only or principle home; or where the tenancy is a joint tenancy, that each of the joint tenant is an individual and at least one of them occupies the dwelling-house as his only or principle home.

Lodgers and subletting

In the Housing Act 1985 Section 93 "Lodgers and sub-letting"

It is a term of every secure tenancy that the tenant.

- (a) May allow any persons to reside as lodgers in the dwelling-house but
 - (b) Will not, without written consent of the landlord, sublet or part with possession of part of the dwelling house.
- (2) If the tenant under a secure tenancy parts with the possession of the dwelling-house or sublets the whole of it (or sub-lets first part of it and then the remainder), the tenancy ceases to be a secure tenancy and cannot subsequently become a secure tenancy.

The Data Protection Act 1998

The Data Protection Act 1998 defines personal data as "data that relates to a living individual who can be identified from the data or from the data and other information which is in the possession or is likely to come into the possession of the data controller and includes any expression of opinion about the individual and any indication or the indication of the intentions of the data controller or any other person in respect of the individual.

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4. SERVICE STANDARDS

The Neighbourhood Services Team will carry out a 10% audit of our homes each financial year per full time Housing Officer, and 5% if part-time.

Photographs will be taken at sign ups to new properties and attached to the property on our Orchard Housing Management software system.

Introductory tenancies will receive four visits within the first year to ensure that everything is going well and set up to maintain that tenancy.

We will raise awareness amongst existing tenants via road shows and newsletters.

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5. PERFORMANCE TARGETS

A 10% audit of each patch is to be completed annually for the purposes of identifying Fraud.

- Customers will not be given notice prior to visit being carried out.
- The Housing Officer must send a letter following the tenancy audit in order to confirm the visit was satisfactory/unsatisfactory within 5 working days of home visit setting clear objectives and timescales relating to this.
- If work is required following tenancy audit a further property inspection must be carried out within 28 days after the initial home visit.
- Should any issues be identified concerning repairs follow-up appointments should be made no more than 10 working days following tenancy audit with a Maintenance Surveyor.
- Tenancy updates are input into database within 7 working days following tenancy audit.

Gloucester City Homes (GCH) has managed the council owned housing stock in Gloucester since December 2005.

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