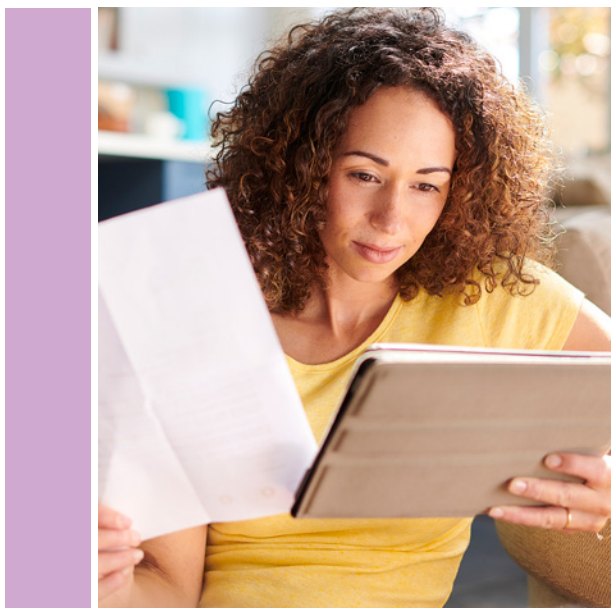


# Kensington and Chelsea

## Tenancy Strategy 2024 Summary and Frequently Asked Questions Easy Read

This is the **easy read** version of the Tenancy Strategy summary and FAQ document.

## Frequently asked questions



### 1. What is the Tenancy Strategy?

- A Strategy is a plan.
- The Tenancy Strategy gives advice to social landlords in the borough about letting their homes and helping people to live in their homes.
- Social landlords are housing associations/registered providers who let their homes to residents. Sometimes they are called 'social landlords'.
- The Council is also a social housing provider.
- All councils must have a Tenancy Strategy – our last Tenancy Strategy was written in 2013, which is why we have now updated this.
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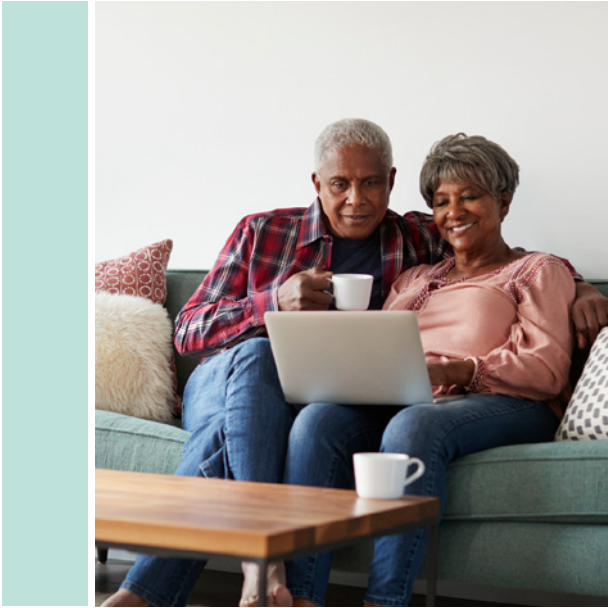




## 2. How is the Tenancy Strategy different to a tenancy policy and a tenancy agreement?

- A tenant is the person who rents the home and lives there. They will have a contract – called a tenancy agreement – with the social landlord who owns the home.
- The tenancy agreement explains the rights and responsibilities of the tenant and the social housing provider.
- Each social landlord will have their own tenancy policy – this will explain the types of tenancies they will use and how they will end a tenancy.
- The Council's Tenancy Strategy will help social landlords to write their own tenancy policy.





### 3. What are the key priorities in the Tenancy Strategy?

**Priority 1:** Promoting lifetime tenancies.

**Lifetime tenancies are the preferred option in the borough.**

- We want social landlords to use lifetime tenancies instead of fixed-term tenancies.
- Lifetime tenancies do not have an end date and tenants can live in the home for as long as they choose.
- Fixed-term tenancies usually end after five years but the tenant is normally given a new tenancy after this.





## **Priority 2:** Supporting tenancy sustainment and making the best use of housing stock.

**Residents are supported to live in their homes for as long as it remains suitable and social landlords make the best use of housing stock.**

- Housing stock means all the homes owned by a social landlord.
- We want residents to have the help they need to live in their home for as long as possible.
- We want social landlords to help residents move to a different home if their current home is no longer suitable for them.



## **Priority 3:** Preventing homelessness.

**Social landlords take a proactive approach to preventing homelessness where they decide to end a tenancy.**

- We want social landlords to do all they can to prevent residents from becoming homeless.







## **Priority 4:** Making rights and responsibilities clear.

**Residents understand their rights and responsibilities in relation to their tenancy, appeals and complaints.**

- We want social landlords to help residents understand their rights and responsibilities as a tenant.



## **4. How will the Tenancy Strategy be delivered and monitored?**

- We will work closely with the social landlords in the borough to make sure it is working well.

# Your Notes

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