



Tenancy Policy

Version Control

This is version 1 of the Tenancy Policy, effective from 19/05/2026

Approved by NewArch Homes Board: 19/05/2026

Next Review Date: 19/05/2028

Policy Owner: Georgia Kirby-Watt (Operations Director for NewArch Homes)

This policy applies to residents in NewArch rented homes

This policy has been written using recognised best practice and reflects our current approach at the time of publication.

Our approach to tenancy and tenure

At NewArch Homes, we're committed to making our approach to granting and managing tenancies clear and accessible to everyone living in our affordable homes. This policy ensures that we are offering the right types of tenancy for each home, tackling tenancy fraud and complying with legal and regulatory commitments.

We work hand-in-hand with carefully selected Management Partners who are responsible for putting this policy into practice in their day-to-day work. These partners will provide confirmation of their commitment and are expected to comply with our policy. NewArch will ensure the partners keep us updated on their adherence to the policy by requesting regular reporting related to its delivery.

Periodically, NewArch will review the partners performance on the policy by conducting internal audits. In doing so, they will ensure that tenancy services are delivered with care and transparency. Together, we're committed to offering homes that truly contribute to wellbeing, supporting vibrant and sustainable communities, and delivering maximum benefit from our housing. Above all, we want to make sure our social housing reaches those it's intended for — especially where private housing options may not be suitable or accessible.

What this policy means for you

This policy outlines the different types of tenancy NewArch offers to ensure that we deliver on our purpose and transfer the appropriate security of tenure to our customer.

This policy applies to all of NewArch's rental properties. Our trusted Management Partners will follow this policy when providing management and letting services, to ensure a consistent and fair service for all NewArch residents.

Where this policy uses the term 'we or us', it refers specifically to both Management Partners, who are responsible for putting this policy into practice on a day-to-day basis, and NewArch, who will be ensuring this is happening as expected by seeking regular assurance and reporting.

If you need help, have a question, or wish to report an issue, you should always contact your Management Partner in the first instance, as they are your main point of contact for managing your home.

Housing types and tenures – key definitions

Type	Definition
Social Rent Housing	Usually with a discount to market rent, because the rent is set using a government-defined calculation. This ensures rents are affordable to those on lowest incomes and consistent across similar properties. Service Charge often applies too. The Landlord must be a Registered Provider of Affordable Housing or a Local Authority.
Affordable Rent Housing	This type of housing must have a minimum of 20% discount from market rent, with no additional service charge. The Landlord must be a Registered Provider of Affordable Housing or a Local Authority.

If you'd like more detail on the definitions listed above, please refer to the appendix at the end of this policy.

Tenancy types

Social rent

New Tenants

When you move into a NewArch Social Rent home, you'll usually start with a Starter Tenancy. This is a short-term agreement that lasts for 12 months and gives both you and NewArch time to make sure the tenancy will be sustainable long-term.



Moving to a long-term tenancy

No later than nine months after the Starter Tenancy begins, NewArch will review how things are going. If everything is as expected, your tenancy will convert to a full Assured Tenancy, which gives you long-term security. If you've had tenancy issues during the first 9 months but there hasn't been enough time to show progress, NewArch may extend your Starter Tenancy by up to six months.



When a tenancy might not continue

In some cases, NewArch may decide not to offer a new tenancy at the end of the Starter Tenancy:

- The home is too big or too small for your household
- The property no longer suits your needs or has an adaption that is no longer needed
- There have been serious breaches of the tenancy agreement that haven't been resolved.

If your Starter Tenancy is extended or ended, you'll have the right to appeal that decision.

Existing NewArch tenants

For existing NewArch tenants moving permanently to another NewArch property, you'll be offered an Assured Tenancy – no starter period needed.

Transfer from other providers

If you're transferring from another social housing provider and already have an Assured (secure) Tenancy, NewArch will offer you an Assured Tenancy straight away – no starter period needed.

Affordable rent

New Tenants

When you move into a NewArch Affordable Rent home, you'll usually start with a Starter Tenancy. This is a short-term agreement that lasts for 12 months and gives both you and NewArch time to make sure the tenancy will be sustainable long-term.



Moving to a long-term tenancy

No later than 9 months after the Starter Tenancy begins, NewArch will review how things are going. If everything is as expected, your tenancy will convert to a full Assured Tenancy, which gives you long-term security. If you've had tenancy issues during the first 9 months but there hasn't been enough time to show progress, NewArch may extend your Starter Tenancy by up to six months.



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Important information about joint tenancies

Once a joint tenancy is created, both tenants then share full responsibility for the tenancy. This means:

- Neither tenant can transfer or give up their share of the tenancy to the other – this means it cannot be undone without the tenancy ending.
- Both tenants are jointly responsible for rent payments, rent arrears and any other tenancy obligations.
- Either tenant can serve a Notice to Quit (i.e. end the tenancy) without the consent of the other.

If circumstances change, only a court can decide to convert a joint tenancy into a sole tenancy—usually as part of family proceedings. NewArch will follow any court orders related to tenancy changes.

Outside of court orders, we generally allow only one change to a tenancy agreement.

If one joint tenant leaves and the other asks to take over the tenancy alone, we're unable to make that change without legal steps being taken. Both tenants remain responsible for the tenancy until it ends.

However, if one tenant serves a Notice to Quit, NewArch reserves the right to offer a new sole tenancy to the remaining tenant.

Please note: A new joint tenancy agreement may result in a change to your rent. We'll let you know about any changes before the new agreement is signed.

Protecting your home and our communities

At NewArch, we're committed to making sure our homes are lived in by those who genuinely need them. That's why we take steps to prevent tenancy fraud and ensure our properties are being used appropriately.

As part of our application and move-in process, we'll ask all new tenants to provide photo ID when collecting their keys. This helps us confirm who is living in the property and protects everyone in our housing community.

If we discover that a property has been obtained through dishonest means, we will take steps to end the tenancy.

Your tenancy agreement will clearly explain your responsibilities, including the requirement to live in the property as your main home, and the rules around subletting or transferring your tenancy. During routine visits, we may check who is living at the property to make sure the occupiers are the named tenant and their household.

If we suspect tenancy fraud, we may work with other organisations - always in line with the law - to investigate and take appropriate action.

Tenancy support

We're here to support you to comply with the terms of your tenancy and help you feel secure in your home. We do this by:

- Clearly explaining your responsibilities and what you can expect from us when your tenancy begins.
- Letting you know straight away if there's a potential tenancy breach, so we can work together to resolve it.
- Working closely with local support services to direct you to the right place for help when you need it.

Succession of tenancy

We understand that losing a loved one can be a difficult time, and we're here to support tenants and their families with clear guidance around tenancy succession.

For Social and Affordable Rent tenancies, we will allow succession of the Assured (secure) Tenancy by a tenant's partner. It doesn't matter if they were married or unmarried, and regardless of gender - but they must have been living in the property as their only or main home at the time of the tenant's death and at least six months prior. Succession can only happen once, so if the tenant who passed away had already succeeded the tenancy from someone else, no further succession can take place.

In all cases, the person taking over the tenancy should normally be at least 18 years old and must not own or rent another property. The home must be their principal residence.

Where the tenancy was held jointly, it will automatically carry on in the name of the surviving tenant. In law, this is treated as a succession, which means no further succession can take place when the surviving tenant passes away.

We know there may be times when someone living in the home doesn't have a legal right to take over the tenancy, but it wouldn't feel right to ask them to leave - for example, a close family member or someone vulnerable who has been part of the household. In these exceptional circumstances, and entirely at our discretion, we may offer them a new tenancy. This could be at the same property or a different one, depending on what's suitable, and we'll think carefully about their needs and housing situation when making our decision.

Temporary moves during redevelopment or major works

If we ever need to move you to alternative accommodation due to redevelopment or essential repair / improvement works, we want you to feel secure about your return. NewArch guarantees that when you come back, your new tenancy will offer the same level of security as your original one.

Our legal and regulatory commitment

We comply with the Tenancy Standard, set by the Regulator of Social Housing. This requires all housing providers to publish clear and accessible policies explaining how we manage tenancies and tenure.

We make sure this policy is well understood by our customers, team and partners through:

- Publishing on our website
- Including the policy in our contractual management arrangements
- Requiring acknowledgment that partners understand the requirements of this policy
- Quality assurance checks of completed tenancy agreements
- Internal audit
- Appeals and Complaints feedback

Appeals and complaints

At NewArch, we aim to be open and fair in how we apply our policies. You have the right to appeal if you disagree with a decision we've made about:

- The type of tenancy you've been offered
- The length of your tenancy
- A decision not to renew your tenancy
- A decision to extend or end a Starter Tenancy

Appeals should be submitted in writing within 14 days, and we'll respond in line with our Complaints Policy.

Policy assurance

Reporting to the board will include:

- Outcome of tenancy audits

Who's responsible

- Management Partners – Day to day implementation, fair application and reporting
- Internal Audit & NewArch's Operations Director – Overseeing implementation, monitoring and control
- NewArch's Board – Ensuring policy meets legal and regulatory requirements, overseeing outcomes

Related policies

This policy works alongside the following policies/legislation:

- Our Rent Setting Policy
- Our Complaints Policy
- Housing Act 1985
- Housing Act 1988
- Housing Act 1996
- Localism Act 2011
- Housing and Regeneration Act 2008
- Social Housing (Regulation) Act 2023
- Landlord and Tenant Act 1985
- Homes (Fitness for Human Habitation) Act 2018
- Protection from Eviction Act 1977
- Anti-Social Behaviour, Crime and Policing Act 2014
- Equality Act 2010
- Domestic Abuse Act 2021
- Data Protection Act 2018 / UK GDPR
- Tenancy Standard
- Neighbourhood and Community Standard

Policy reviews

We review this policy at least every two years, or sooner if there are changes in the law or best practice. If major updates are needed, we may consult with residents to hear your views.

Appendix

Type	Full Definition
Social Rent Housing	Meets all of the following conditions: (a) the rent is set in accordance with the government's rent policy for Social Rent; (b) the landlord is a registered provider; and (c) it includes provisions to remain at an affordable price for future eligible households, or for the subsidy to be recycled for alternative affordable housing provision.
Affordable Rent Housing	Meets all of the following conditions: (a) the rent is set in accordance with the government's rent policy for Affordable Rent, or is at least 20% below local market rents (including service charges where applicable); (b) the landlord is a registered provider, except where it is included as part of a Build to Rent scheme (in which case the landlord need not be a registered provider); and (c) it includes provisions to remain at an affordable price for future eligible households, or for the subsidy to be recycled for alternative affordable housing provision. For Build to Rent schemes affordable housing for rent is expected to be the normal form of affordable housing provision (and, in this context, is known as Affordable Private Rent).