Supporting successful tenancies in Salford

Salford City Council tenancy strategy

Guidance for registered providers on tenancy policy in Salford

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January 2013
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Executive Summary

The Salford tenancy strategy has been developed in partnership with the city’s registered providers. This collaborative approach has produced a tenancy strategy that reflects the council’s mutual overriding priority of ensuring that the council continue to respond to meeting housing need in Salford.

The key elements of this tenancy strategy represent the shared objectives and values of registered providers in Salford. Each provider has already or will be developing/amending their own tenancy policies in response to the new flexibilities arising from the reforms to social housing policy and legislation.

This tenancy strategy sets out in a clear and robust style the agreed guiding principles that should inform the policies of all registered providers with housing stock in Salford.

Ensuring affordability
The council aims to prevent excessive disparities between different localities in terms of affordable rent prices to ensure affordability for both low income and working households, and also for households that are dependent on welfare benefits. For this reason, the council would like affordable housing providers to ensure that rents charged for affordable rented properties do not exceed the relevant local housing allowance (LHA) rate that is applicable for that property size at the time of rent setting.

The government are to introduce a universal credit system and benefit cap in April 2013 which will limit the amount of benefit available to families to £500 per week. When setting rents, registered providers should also be mindful of the potential impact of the proposed benefit cap. In order to ensure mixed and sustainable communities and protect affordability, the council expects registered providers to avoid setting rent levels that risk households being unable to afford their rent.

Applying tenancy flexibilities
Under the government’s housing reforms, registered providers now have the flexibility to determine the length of tenancy that they offer to new tenants. The council welcomes the introduction of these flexibilities as they provide an opportunity to address issues such as under-occupation, improve stock turnover, and encourage the best use of Salford’s limited affordable housing stock. However, the council is also keen to ensure that these flexibilities are applied in a manner that does not undermine social investment into communities, and ensures that the most vulnerable tenants are provided with the level of stability they require.

In order to achieve these outcomes, the council advocates that; where used fixed-term tenancies should normally be offered for a minimum period of five years, including any probationary period. The council is of the opinion that the minimum fixed-term of two years should only be used in exceptional circumstances, as this is unlikely to encourage a household to invest in their home and community. Two year
Tenancy Strategy | Salford City Council

Tenancies should only be issued where they is a short-term risk that the tenant may no longer require the property within a relatively short time frame of commencing occupancy.

In certain circumstances the grant of a tenancy that exceeds a five year period may be appropriate for some tenants in order to provide an additional degree of stability and security. The circumstances of households who have dependent school-aged children attending a local school, those living in adapted properties, and those with a support need that is long-term but not necessarily lifelong, should be considered when deciding on the length of the fixed-term offered by a registered provider.

Tenants with a lifelong need for support that would disadvantage them in securing alternative accommodation should always be offered lifetime tenancies. This applies to tenants in both general purpose accommodation and those in specialist and/or supported accommodation.

The council is also of the view that those residing in housing designated for older persons, such as sheltered or ‘extra care’ housing should continue to be granted lifetime tenancies. Government reforms require registered providers to formulate policies that will govern the process under which tenancies will either be renewed or terminated at the end of a fixed-term. The council is of the view that, in the majority of circumstances, registered providers should seek to renew a tenancy at the end of a fixed-term.

Facilitating appropriate move-on
The council is committed to ensuring that the decision to terminate a fixed-term tenancy does not lead to increases in levels of homelessness in Salford. Therefore, in situations where a decision has been taken by a registered provider not to renew a tenancy at the end of a fixed-term, the provider should seek to engage with the tenant at the earliest possible convenience to make them aware of the provider’s intentions. Registered providers should provide households affected by the termination of a tenancy with any relevant advice and assistance that will assist them in successfully relocating to alternative accommodation.

Protecting tenant mobility
The council wants to ensure that the introduction of the new housing reforms does not restrict the mobility of existing tenants living in the social rented sector, particularly where an existing household is presently under or over-occupying their property. To enable mobility and encourage stock turnover, the council expects that social rented tenants should be enabled to retain their existing security of tenure if they choose to transfer to an alternative property.

To facilitate this, registered providers should take a responsible view when determining the size, type and location of the stock they plan to convert to the affordable rent tenure.

Ensuring a sustainable mix of rented tenures across registered providers stock will allow an element of choice of tenure type for both existing transferring and new
tenants. A responsible approach should also be applied when planning the conversion of both existing stock and the retrospective conversion of schemes funded under the national affordable housing programme 2011-2015 to be converted from social rent to affordable rent on completion.

The council is keen to avoid scenarios where particular localities experience a disproportionately high level of conversions, thus limiting the opportunities available for existing social rented tenants to transfer to areas of their choice without losing the option of transferring to an alternative social rent tenancy with a traditional rent level. **Registered providers should also be mindful of the impact of conversions upon the tenure profile and overall sustainability of the communities within which they operate.**

**Delivering transparent solutions that serve individual and local needs**

Good quality housing provision where successful tenancies can be sustained is at the heart of Salford’s aims to support vibrant, mixed successful communities. The tenancy strategy outlines Salford City Council’s response to the social housing reforms legislated for in the localism act 2011. These reforms are far reaching and impact on the way social housing (i.e. housing provided by the council and registered providers) is resourced, allocated and managed.

This tenancy strategy is an important part of our framework for ensuring that affordable housing in Salford continues to meet the needs of current and future residents, and that housing continues to play a central role in helping achieve mixed and sustainable communities in the city in the longer term.

**Contact details**
The council hope you find the tenancy strategy informative and that it provides sufficiently clear guidance for registered providers on what to consider when formulating their tenancy policy. However, if you have any queries concerning the tenancy strategy, or wish to discuss any of the issues it raises please contact the housing strategy and Enabling Team, Office of the Chief Executive, Civic Centre, Swinton, Salford M27 5BY
Introduction

Local authorities in England are required, under section 150 of the localism act 2011 to publish a tenancy strategy by 15 January 2013. In addition registered providers must have had their own tenancy policy in place by October 2012, which must have ‘due regard to’ the tenancy strategy of the local authority areas in which they operate.

The tenancy strategy sets out the council’s approach to the social housing reforms legislated for in the localism act 2011 and how they can be best used in Salford to meet the council’s broader strategic housing objectives.

The council recognise that many registered providers work across a number of local authority areas and will need to consider a number of local authority tenancy strategies in developing their tenancy policies. The council however would expect registered providers with stock in Salford to consider this strategy when they are developing or updating their tenancy policies.

What the tenancy strategy covers

In accordance with the proposals set out in the localism act 2011, the tenancy strategy sets out:

- What kind of tenancies registered providers in Salford should offer.
- The circumstances in which registered providers should grant a flexible or fixed term tenancy.
- Where the tenancy is for a fixed term, the recommended length of the term.
- Circumstances in which the registered provider should grant a further tenancy on the ending of the existing tenancy.

The tenancy strategy takes into account the local economic circumstances, housing market and housing needs prevailing at the time the strategy was written.

Who does the tenancy strategy affect?

In developing the tenancy strategy the council has considered the pros and cons of the housing reform options from the council’s different perspectives and has sought to balance the interests of:

- The tenant: Primary interests include the vulnerability of the tenant, security of tenure, stability and affordability in the long term.
- The council in its strategic housing role: The primary interests of the council are to enable the need and demand for social and affordable housing to be met and to make the best use of the council’s resources in the city.
- The registered provider: To meet the need for affordable housing, to enable sustainable neighbourhoods and communities, and to manage sustainable, affordable housing businesses.
- Other interested parties: i.e. health and social care, advice agencies etc. Primary interests include improved health and the wellbeing, reducing inequalities and disadvantage and economic stability.
The changes outlined within this tenancy strategy do not apply to existing tenants; principally only to newly created tenancies from April 2012 onwards.

**Strategic links**
The tenancy strategy has been developed with registered providers and sits as an appendix to the council’s overarching housing strategy, shaping our place. Its relationship to other key strategy documents is outlined in the following illustration;

![Diagram](image)

The tenancy strategy for Salford will ensure that the council and the council’s partners make use of the opportunities offered by the changes introduced in the localism act in a way that suits the needs of the city and its residents and is in line with the broad objectives set out in the council’s overall housing strategy, shaping our place 2012-2016 and in other key council documents such as the regeneration strategy.

The key aims of the tenancy strategy are to:

- Fulfil the council’s legal duties as set out in the localism act 2012 and in the housing act 1996 part VI and VII (as amended by the homelessness act 2002).
- To set out clear expectations for registered providers and other social landlords operating in Salford.
- To make the best use of the council’s housing stock and wider social housing stock in the area.
- To prevent homelessness and enable housing to be offered to those in the greatest need.
- To offer tenancies which are in the best interests of the individual household.
- To create and maintain mixed sustainable communities.

This strategy cuts across a number of these themes but it specifically underpins the following:

- To reduce inequalities by meeting housing needs
- To improve access to existing affordable housing by matching people to homes
- To increase the supply of new affordable housing.
In considering any changes to the current approach, the council must also have regard to its homelessness strategy and allocations policy.

**Consistency with the council’s allocations policy and homelessness strategy**
The council’s tenancy strategy has been developed to be consistent with the council’s allocations policy (currently undergoing a review) and the council’s homelessness strategy (currently undergoing a review). Together with the housing strategy, these policies allow registered providers to work with us to provide a more flexible social housing “offer” in Salford.

The homelessness strategy, promoting positive prevention 2013-2018 is currently being drafted and when adopted will clearly set out the extent of homelessness in Salford. Importantly the new strategy will outline the council’s priorities and actions to meet the new statutory obligations including that of offering private rented accommodation as a prevention measure and as a discharge of the council’s homelessness duties which came into effect on 9 November 2012.

**Strategic aims**
This strategy aims to ensure that the council meet local housing need with the limited resources available in the most cost effective way. Although registered providers will be developing their own policies which will reflect their priorities, they are to have regard to this tenancy strategy to:
- Continue partnership working.
- Increase housing options that are appropriate and genuinely affordable for local applicants.
- Sustain provision of new affordable housing at a time of limited public investment.
- Help registered providers to increase revenue income for future investment and delivery of affordable housing.
- Respond better to local circumstances and priority needs.

**Strategic objectives**
- To ensure that a crucial balance is struck between use of affordable rent and the requirement to meet local needs.
- To ensure that the approach to fixed term tenancies in Salford is consistent and enables the best use of stock to meet housing need.
- To ensure that where it happens that the implementation of flexible tenures does not have a negative impact on homelessness.
- To acknowledge that some neighbourhoods in Salford have specific issues/needs and that the council have to tailor solutions to address these.
- To improve communications with the public, existing and potential customers about what is on offer, how this meets need and demand and what other options exist.
- To identify who will not have their needs met and prompt action to address gaps in provision so that this can be addressed in the council’s housing strategy.

In addition the council are keen to ensure that through the council’s tenancy strategy that the council’s approach to housing options and working with the council’s
partners means the council continue to play a significant role in shaping the sub regional approach to managing housing need across the conurbation.

Guiding Principles

The principles and objectives below form the essential determinants of the strategy.

1. Establish a strategic policy framework that will help allocate the limited resource of available affordable housing to best and efficient effect and use of stock.

2. Set a crucial balance between the use of the newly introduced affordable rent Tenancy and meeting local housing needs.

3. Ensure that any application of fixed term tenancies are consistent and fair and enables better use of stock for those in housing need.

4. That any implementation of flexible tenancies does not have a negative impact on homeless and vulnerable households.

5. Manage the introduction of affordable rent tenancies to the extent that will generate and support an agreed level of future development investment for the city.

6. Accommodate policy and practice that promotes flexibility, innovation and choice and impacts positively on affordable housing supply and access.

7. Encourage access and allocation to property that meets the need of eligible applicants that is sensitive to their personal circumstances, and is fair.

8. That assessments are made to ensure that rents and housing costs must remain genuinely affordable to the intended client groups and accords with the national planning policy framework.

9. Registered provider tenancy policies must have regard to local circumstances and must be subject to routine monitoring and review processes.

10. The principles of this strategy and those of registered providers tenancy policies must be responsive to customer understanding and expectation; are clear, concise and equitable in practice.

Rent and tenancy policies of registered providers with stock in the city are expected to have regard to these requirements, as well as the subsequent detailed sections.
Guidelines for registered providers in Salford

Affordable rent
The council acknowledge that affordable rent is expected to increasingly be used to provide new rented affordable housing in Salford. It will be used for all rented affordable homes that are built as part of the homes and community agencies (HCA) development program (2011-15) as well as some new affordable homes built outside the programme. The council also acknowledge that there is the potential that some existing social rented homes will also be converted to an affordable rent when they become available to be re-let, this has been agreed by the HCA and is also designed to increase investment for more affordable homes.

The council understand the need to accept an element of affordable rent housing locally to support future affordable housing development in Salford, particularly on schemes which rely upon HCA funding, but there is also a need to balance such provision with providing the best possible outcome for existing and prospective tenants.

In order to keep the length of the tenancy strategy to a minimum the council has separated out the detailed analysis and have included this as technical supporting information. Please see appendix 1 for the detailed analysis. Based upon the analysis of need, demand, population projections, household incomes, house market prices, affordability analysis, and numbers on the waiting list we can conclude that social rent therefore remain the best type of tenure for the majority of existing and potential tenants in Salford.

The council are concerned regarding the potential impact of higher rents and benefits dependency, particularly for those who are looking to get back into work. To this end the council will continue to monitor housing need and promote the use of lower cost social rented housing where required and feasible.

Affordable rent - guidance for registered providers
The council recognise that registered providers of affordable housing have already signed contracts with the HCA for the development of new affordable homes. However, there are a number of points the council expect providers to consider when developing or updating their policies:

- On open market sites developed without HCA funding the council continue to expect the tenure split to be in accordance with the council’s relevant planning policies and aims and objectives within the housing strategy. If the provision of social rented housing is unviable, the council will work with developers and registered providers on a site by site basis.
- Any social rented properties delivered though a section 106 agreement will require the council’s permission to be converted to affordable rent. Under these circumstances the section 106 agreements will be reviewed on a case by case basis to establish if any conversion proposals remain compliant with the section 106 agreement, or if the tenure change is acceptable to us whether a variation is necessary.
Where the council have provided land at a value to support delivery or capital to assist the provision of social rent properties, these will not be converted to affordable rent.

Before potential tenants sign their tenancy agreement, registered providers should carry out financial assessments of affordability, particularly where rents are close to local housing allowance levels.

Registered providers are encouraged to explore with the HCA any affordable rent model exemptions as necessary, for example to enable provision of affordable housing in areas of the city where housing costs are high.

The need to continue to ensure a reasonable supply of family-size accommodation available at social rents.

The need to ensure that under-occupiers wishing to downsize are not put off by having to pay a higher rent if the move would mean their tenancy changed to an affordable rent tenancy.

The council discourage the use of affordable rent in bungalows and accommodation designated for older people. If registered providers do let such homes at an affordable rent the council expect this to be set at no more than 80% gross open market value or target rent whichever is lowest.

The council encourages all registered providers in Salford to be pro-active in both setting and reviewing their affordable rent levels so that all tenants in receipt of the ‘universal credit’ under the welfare reform proposals can live in a house known to be suitable for their needs.

The council encourages registered providers to take into consideration the need for mixed and sustainable communities in Salford.

Conversions of existing social housing to affordable rent

The HCA framework requires registered providers to raise additional resources for new affordable housing by converting some existing social housing stock to affordable rent. Conversions of social housing stock can only take place when a property becomes void for re-letting.

The existing stock of social rented housing is a valuable resource in Salford. Any conversion to affordable rent diminishes the social rented stock. A balance therefore must be struck between allowing registered providers to participate in the new framework for providing affordable housing, whilst protecting the existing stock of social rented housing in Salford.

The council considers that:

- Conversion of properties from social rent to affordable rent must be spread across the registered providers stock holding throughout the city.
- Care must be taken to ensure that any planned conversions do not breach any legal agreements such as those under section 106 of the town & country planning act 1990, leases, nomination agreements or land covenants.

Protecting tenant mobility

The council wants to ensure that the introduction of the new housing reforms do not restrict the mobility of existing tenants living in the social rented sector, particularly where an existing household is presently under or over-occupying their property.

The council encourages registered providers to enable mobility and make best use of their resources and as such would expect that social rented tenants should be
allowed to retain their existing security of tenure if they choose to transfer to an alternative property.

The council also wants to avoid scenarios where particular localities in Salford experience a disproportionately high level of conversions, thus limiting the opportunities available for existing social rented tenants to transfer to areas of their choice without losing the option of transferring to an alternative social rent tenancy with a traditional rent level (target rent).

- The council encourages registered providers to be mindful of the impact of conversions upon the tenure profile and overall sustainability of the communities within which they operate.
- The council also encourages registered providers when making conversions from social rented properties to affordable rent properties, that those agreed numbers be shared with the council in order for effective monitoring to take place.
- The council will seek social rented homes on new developments where no HCA grant has been given, in line with identified needs, subject to the viability and the specific nature of the scheme.

**Existing tenants with tenancies that started before 1 April 2012**

Existing council and registered providers tenants that were tenants on the date section 154 of the localism act came into force (1 April 2012) and have continued to be tenants since that date are safeguarded against reduction in their security of tenure if they apply for a transfer. The social housing regulator expects registered providers to offer these tenants a tenancy with no less security if they have chosen to move to another social rented home, whether with the same or another landlord. However, this requirement does not apply where they choose to move to accommodation let on affordable rent terms.

**Tenancies**

Historically social housing tenants have been offered an assured or secure tenancy, which granted them a home for life. Fixed term tenancies were introduced as part of the localism act with the aim to help registered providers offer more flexible tenancies to enable them to make the best use of their housing stock and to better meet local housing needs.

Under the localism act registered providers are able to offer fixed term tenancies on a minimum fixed term of five years, however in exceptional circumstances flexible tenancies can be for as little as two years.

Registered providers are still able to offer the types of tenancies they currently use, for example secure, assured and introductory tenancies. The new fixed term tenancies are in addition to those currently available and social landlords do not have to use them. Existing secure and assured tenants cannot have their tenancies converted to a fixed term tenancy and in practise many would also be offered special protections even if they transfer to another home.

The council welcome the introduction of the flexibilities with tenancies as they provide an opportunity to address issues such as under-occupation, improve stock
turnover and encourage the best use of the limited affordable housing stock. However, the council are keen to ensure that where these flexibilities are applied it is in a manner that does not undermine social investment into communities and ensures that the most vulnerable tenants are provided with the level of stability they require.

As such the council would encourage registered providers who operate in Salford when developing their tenancy policies to have regard to the following;

- The council supports the use of introductory and probationary tenancies.
- The council supports the use of life time tenancies in the first instance.
- The council encourages registered providers to offer lifetime tenancies for older people in designated or specialist housing.
- The council encourages registered providers to use five years as the minimum term for all fixed term tenancies. The council is aware that in exceptional circumstances registered providers may set out shorter fixed term tenancies of a minimum of two years. The council expects that any such exceptional circumstances should be set out and justified in the registered provider’s tenancy policy.
- The council encourages registered providers to discuss schemes where tenancies of less than 5 years are being considered with us individually.
- The council encourages registered providers to reference their mutual exchange policy within their tenancy policy, clearly highlighting any impacts exchanging may have on their security of tenure.
- The council encourages registered providers to frame their mutual exchange policies to promote its use, this may include offering equivalent security of tenure on exchange to all, even when not obliged to do so.
- The council encourages registered providers to take into consideration recommendations from the council and other partner organisations regarding the use of lifetime or longer term fixed tenancies for specific vulnerable households.
- The council would not support an income cap being applied to social housing

Local lettings policies
Registered providers with housing stock in the city currently use local lettings policies to facilitate community sustainability and good housing management. Local lettings policies set out how for example, why particular properties are/would be let at affordable rent levels or offered on a fixed term tenancy. In addition local lettings policies should be need based and have clear and robust evidence to support this need. The council suggests that a local lettings policy should:

- Clearly set out what the registered provider is aiming to achieve in applying restrictions on allocations and how these restrictions will assist to meet these objectives.
• Have a set review date, at which time, the registered provider should assess whether the objectives have been achieved and whether the plan should be extended or amended.

The council supports the use of local lettings policies where appropriate to promote good management practices and encourages registered providers to work with the local authority when developing their local lettings policies.

**Tenancy renewal**

When considering their tenancy renewal policy the council expect registered providers who operate in Salford to have regard to the following:

• The council encourages registered providers to clearly set the exact circumstances when a tenancy will and will not be renewed in their tenancy policy and clearly communicate this with the tenant prior to them signing their tenancy agreement.

• The council encourages registered providers to have a presumption of renewal for all fixed term tenancies. The council expect providers to renew fixed term tenancies except where the tenant(s);

  **Have breached the terms of their tenancy** significantly enough as to warrant possession proceedings under the terms of their tenancy agreement (such as anti-social behaviour; rent arrears, other grounds).

  **Property has been extensively adapted** for someone with a disability who no longer requires the adaptations or no longer lives with the tenant. In such cases, the tenant should be normally offered an alternative home with a registered provider.

  **The property is under occupied.**

• The council support incentive schemes to assist such households to move.

• The council encourages registered providers to take into consideration the individual circumstances of household members before making a decision not to renew any tenancy.

Registered providers should take into consideration recommendations from the council and other partner organisations regarding the extension of tenancies for specific vulnerable households. Such circumstances may include;

• Ill health, disability or terminal illness
• Need for support
• Impacts on children, including their education
• Availability of suitable alternative accommodation within locality

The council expect that tenants will be given at least six months notice if the registered provider is minded to end their tenancy, and that adequate reasons for the decision to end the tenancy are given along with information on the right to appeal the decision. The council expect registered providers to;

• Provide excellent advice, information and assistance to assist such tenants’ access alternative accommodation.
- Ensure alternative accommodation for under occupiers who do not have their tenancy renewed.
- Frame the appeals process in such a way to allow tenants to make an informed decision as to whether to submit an appeal, including how to seek independent advice and where necessary representation.
- Have particular regard to their duty to cooperate with the local housing authority to prevent homelessness.

**Discharging of homelessness duty into the private rented sector**

The government has this week enacted the homelessness (suitability of accommodation) (England) order 2012 that enables local authorities to end the main homelessness duty by arranging an offer of suitable accommodation in the private rented sector.

Where an applicant is homeless through no fault of their own, eligible for assistance and is in priority need, local housing authorities have a duty to secure that accommodation is available for occupation by the applicant - otherwise known as the main homelessness duty.

From 9 November 2012 the council are able to end the homelessness duty with an offer of private rented accommodation where they decide this is appropriate.

The new power is being introduced as part of government’s wider social housing reforms and is included as an amendment in the localism act 2011 to section 193 of the 1996 Housing Act.

The council considers that allowing people owed the main homelessness duty to turn down offers of suitable accommodation in the private rented sector and wait for an offer of social housing is unfair to other households on the housing waiting list who have to wait longer to access limited social housing stock.

In formulating the following approach on this the council considered the following key points:
- The council anticipate growing demand on homelessness services as funding cuts place additional pressures on household incomes and the welfare reforms come into effect.
- There is already an acute need for affordable accommodation in Salford and the use of temporary accommodation for those in the most urgent need has risen recently.
- The placing of households in temporary accommodation is not considered ideal and can prove very costly.

**The council’s proposals**

The council welcome these changes as an additional tool to tackle and prevent homelessness in Salford. They should also reduce costs and facilitate access to private rented accommodation where there is no social housing available. The minimum length of a private rented tenancy considered suitable for a homeless household will be 12 months.
Whilst the number of households entering the private rented sector through the homeless route may increase, this will not become the ‘default’ position. Rather, offers will continue to be based primarily on the suitability of the property with tenure considerations immaterial. Suitability criteria will be based on size, condition, accessibility, location and cost of the accommodation together with the household’s financial resources.

**Allocating assured shorthold tenancies in private rented accommodation**

In most cases we will offer applicants we have accepted as homeless suitable accommodation with a private landlord where this is available and is suitable for their needs. We will ensure the property offered is of the appropriate size and is of a reasonable standard, including:

- That it is in a reasonable physical condition, in particular the landlord shall ensure there are no category 1 HHSRS hazards present
- The landlord provides a current gas safety check undertaken by a competent gas safe registered engineer.
- The landlord ensures there is sufficient and suitably located smoke detection in place and where appropriate carbon monoxide alarms are fitted.
- The landlord ensures there is safe electrical installations, equipment and fixtures.
- The landlord ensures it has a valid energy performance certificate.
- Where rental bond assistance is provided, that the landlord is a member of the councils landlord accreditation scheme.

Where a property is licensable under the mandatory HMO licensing scheme or a selective licensing scheme then we will ensure that the landlord has made a valid licence application. Where a property requires a licence we will also ensure as part of the licence application determination that the landlord is a “fit and proper person” and that the applicant will be provided with a written tenancy agreement and any deposit paid is placed in an approved deposit protection scheme.

Prior to allocations we will also ensure that as far as possible that the landlord undertakes appropriate reference checks including checks on previous rent arrears and anti social behaviour are carried out to give confidence to communities that properties are let to ‘good tenants’.

**Preventing homelessness**

The council are committed to ensuring that the decision to terminate a fixed-term tenancy does not lead to increases in levels of homelessness in Salford. When developing their tenancy policies the council expect registered providers who operate in Salford to have regard to the following:

- The council expect registered providers to seek to engage with the tenant at the earliest possible opportunity to make them aware of the provider’s intentions if intending to end their tenancy.
- The council expect registered providers to prevent homelessness wherever possible.
- The council expect registered providers to work closely in partnership with us to prevent homelessness, mitigate the impacts of homelessness and assist in resolving instances of homelessness in Salford.
• The council expect registered providers to provide households affected by the termination of a tenancy with any relevant advice and assistance that will assist them in successfully relocating to alternative accommodation.

This advice and assistance could include:
• Advice on low-cost home ownership options and other alternative affordable housing tenures.
• Specialist housing and or welfare-related advice and/or signposting to appropriate advice services.
• Advice on renting in the private rented sector and assistance in identifying and securing a suitable property (this may involve assistance with a rental deposit where necessary).

If the household becomes homeless again within 2 years through no fault of their own, the main homelessness duty will automatically re-occur (even if the household’s circumstances have changed and they would otherwise not be owed a duty).

The council will continue to work with landlords to improve standards and encourage responsible landlords to join the Salford landlord accreditation scheme.

Changes to allocation policies
The review of the council’s allocations system is currently underway and will follow the principles outlined in this tenancy strategy. The key areas under review are:
• Potentially restricting the eligibility to join the register to those applicants with a realistic chance of being housed.
• Reviewing the local residency criteria that should be applied to take into account the armed forces covenant and other priority groups such as foster carers.
• Ascertaining whether the council should giving additional preference to those making a ‘positive contribution to the community’; and if it does, to provide a definition of a ‘positive contribution to the community’;
• Determining the position on the allocation of properties to allow the under occupation by one bedroom where circumstances are assessed by the council as being critical and the tenant is willing to pay the rent due.

The changes to the council’s allocations policy will support the council’s strategic objective of promoting mixed sustainable communities in Salford. The precise details of how this will apply in practice will be outlined in the allocations policy which is due to be adopted in March 2013.

A summary of the existing allocations policy can be found at: www.salfordhomeseach.co.uk and the fully policy is on www.salford.gov.uk
Operational requirements

How the council expect registered providers to develop their tenancy policy
The council expect registered providers to engage in discussion with us at an early stage when developing and/or amending their tenancy policies. The council want to engage in a constructive dialogue and ensure registered providers policies are consistent with the aims and objectives set out in this strategy, and will therefore contribute to achieving the council’s strategic housing aims and ensure consistency with registered providers tenancy policies.

Regulatory requirements
Registered providers must also ensure that they offer tenancies that satisfy the requirements of the social housing regulator. In particular that they offer tenancies to applicants that were existing tenants on 1 April 2012 and have continued to be tenants since then with no less security where they choose to move to another social rented home, whether with the same or another landlord.

Registered providers must note the following in relation to offering an applicant who was already a social housing tenant on 1 April 2012 and has remained a social housing tenant since that date a tenancy with affordable rent terms:

- Where a tenant moves to alternative accommodation during redevelopment or regeneration works “the regulatory framework for social housing in England” 2012 requires registered providers to grant a tenancy with no less security of tenure on their return to settled accommodation.
- Where a tenant chooses to move there is no regulatory requirement that a tenancy with no less security of tenure must be offered. The type and length of tenancy offered should be the same as they would be if the tenancy were being offered to a new tenant.

It is a regulatory requirement that registered providers let their homes in a fair, transparent and efficient way which takes into account the housing needs and aspirations of tenants and potential tenants. They need to demonstrate how their lettings:

- Make the best use of available housing.
- Are compatible with the purpose of the housing.
- Contribute to local authorities’ strategic housing function and sustainable communities.

The regulator also requires that registered providers publish clear and accessible policies which set out how long tenancies are for, when they will be renewed, the approach to management, including interventions to sustain tenancies and prevent unnecessary evictions, and tackling tenancy fraud. The council would encourage registered providers to participate fully in the Salford home search scheme.

Addressing social housing fraud
The council recognise the work of registered providers operating in Salford towards addressing unauthorised sub letting and any other forms of tenancy fraud. Salford
City Council is one of only several authorities involved in the national fraud initiative pilot which is a social housing fraud project which provides an investigations service to registered providers for some of the more complex cases of tenancy fraud. An information sharing protocol has recently been developed to enable registered providers in Salford to access information held by the council to support them in their investigations.

The council encourages registered provider’s to participate in the prevention of fraud via the national fraud initiative, partner landlords in the Salford home search scheme have access to the sharing service as per agreed data protection rules (at the time of writing non- partner registered providers are unable to have legal access to this service). Salford housing options point are currently working with registered providers, the council’s audit team, the audit commission (who are now part of the HCA) and United Kingdom border agency to bring properties being unlawfully sublet back into the Salford home search scheme. Registered providers are actively encouraged to make use of the service and the protocol and to work with the council to tackle fraud and to share good practice.

Registered provider Individual tenancy policy
In summary the council require registered providers who operate in Salford to produce and publish a tenancy policy in plain English which is both consistent with this tenancy strategy and which explains:

- The kind of tenancies they will grant.
- The circumstances in which they will do this.
- The length of tenancy terms.
- The circumstances in which a further tenancy will be granted.
- The procedure for taking possession proceedings.
- The procedure for requesting a review of the decision not to renew their tenancy.

Where Individual tenancy policies can be found
The localism act requires us to signpost people to where the registered providers tenancy policies can be found. Salford City Council intends to provide a detailed schedule of where the tenancy policies of all registered providers active in Salford can be accessed. This will be published and available on the council’s website.

Community impact assessment
The public sector equalities duty under the equality act 2010 requires public bodies in exercising their functions to have due regard to the need to:

- Eliminate unlawful discrimination – i.e. harassment, victimisation.
- Advance equality of opportunity – between people that share protected characteristics and those that do not.
- Foster good relations – between people that share protected characteristics and those that do not.

People have protected characteristics due to; age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation. The tenancy strategy has considered all of these in the community impact assessment which is available on the council’s website. The
Council would expect all registered providers to undertake CIAs on their own tenancy policies and to make these available on request.

Monitoring and review
The tenancy strategy will be kept under review so that it remains responsive to changing needs and so that the impact of any changes it introduces can be monitored.

Monitoring
The council would expect registered providers to work with us in the on-going monitoring and review of the tenancy and other housing strategies. The council will work with registered providers to ensure that the data and monitoring requests are not overly burdensome and that they align with and do not duplicate other data requests including those from the HCA. At the time of writing the council requests will include, but not exclusively:

- Quarterly affordable rent conversions data for registered providers on the affordable housing programme 2011-2015.
- The council’s annual information survey.

We would also encourage registered providers to keep us up to date with their correct contact details to facilitate distribution of data requests and any follow up that may be required.

Of particular importance to the council will be in assessing the success of affordable rent conversions and affordable rent tenancies and the use of flexible tenancies. The council will monitor these by:

- **Affordability** – applying a household income test based upon local average earnings and market rents.
- **Supply** – the number and type of accommodation and rents charged compared with the demand in terms of number and type of applicants that bid.
- **Impact** – monitoring whether flexible tenancies and affordable rent tenancies are improving access i.e. the waiting times of particular types and classes of applicant.
- **Adverse indicators** – monitor change in demand for social rented and if priority applicants suffer worse outcomes e.g. waiting time or economically disadvantaged; monitor how many households have been accepted as homeless as a result of the termination of their tenancies.
- **Market fluctuation** – monitor market rents to gauge stability or inflationary pressures.
- **Equality** – all strands to be monitored for direct and indirect impacts to test fairness and inclusiveness, including avoiding contravention of human rights act articles.
- **Continual improvement** – record complaints and appeals and their outcomes so that the policy pre-sets can be tested and areas of improvement can be identified and incorporated within the periodic review.

Feedback and impact
Comments, suggestions and feedback on the tenancy strategy can be made at any time, contact details are provided below. The council expect registered providers to provide feedback to the council on the impact of the tenancy strategy, particularly
where this involves any adverse impact on a group sharing a protected characteristic as defined in the equality act 2010.

**Conclusion**

Salford is at the heart of the city region and is part of several housing markets. Within Salford we have very affluent areas with high property values, however we also have many households with wages below the national average and the gap between average house prices and incomes is significant. Balancing our housing markets to ensure the needs of all residents are met remains a particular challenge therefore the council need to rely on registered providers to look at innovative ways of delivering and funding affordable housing.

As the strategic housing authority, the council has a duty under the localism act 2012 to consider the impact of different types of tenancy on residents and neighbourhoods in the city, both now and in the future. Having now considered the feedback from the consultations the council have developed an agreed set of guiding principles on which this tenancy strategy has been based.

It is the view of the council that the purpose of a tenancy strategy for Salford should go beyond meeting our statutory obligations. The council is the only organisation with a remit to understand, plan for, and manage change in the city, so that needs and demand are met and wider health, economic and wellbeing outcomes are achieved. In addition the council also retains its statutory duties towards housing register applicants and homeless households, although these have been amended by the localism act. So as well as setting out the tenancy strategy for Salford the council have explained why the strategy has been developed like this and the issues and concerns underlying the approach.

The intention of this tenancy strategy is to form an integral part of our framework for ensuring that affordable housing in Salford continues to meet the needs of current and future residents, and that housing continues to play a central role in helping achieve mixed and sustainable communities in the city in the longer term. Good quality affordable housing provision where successful tenancies can be sustained is at the heart of Salford’s aims to support vibrant, mixed communities and to achieve our housing strategic vision for housing. **Salford will be a great place to live. A place where you can find a choice of popular homes in desirable locations, served by excellent housing services.**

The council hope you have found the first tenancy strategy for Salford informative and that it provides sufficiently clear guidance for registered providers on what to consider when formulating a tenancy policy. However, if you do have any queries concerning the strategy, or wish to discuss any of the issues it raises please contact the following:

Housing Strategy and Enabling Team,
Office of the Chief Executive,
Civic Centre,
Swinton,
Salford M27 5BY
Appendix 1 Technical supporting information

Local context

Access to affordable housing in Salford remains one of the city’s biggest challenges. Saving for a deposit to rent or to buy a home is out of reach for many people in Salford. For many people in Salford, this means that social housing will be the most affordable option. The average weekly net income of new social housing tenants in Salford was £160 in 2011-2012 compared with the national level of £198.

Social housing consists of just over 42.5% of Salford’s total housing stock of 106,634 properties\(^1\). The majority of these properties are let with lifetime tenancies at around 41% of market rent. There are also over 21,000 registered providers managing social housing in the city.\(^2\)

As of April 1\(^{st}\) 2012, Salford had over 12,200 on housing register waiting for social housing. For 2011-12 there were 824 lets into social housing. Of these, 783 with general need and 41 with supported housing.

In 2011-12 there were 212 lettings from existing social tenants into Salford City Council owned properties and 65 were into registered providers properties therefore the need to make best use of this stock and that of our partners remains as pressing as ever.\(^3\)

Housing tenure and population information

**Housing tenure\(^4\):** The table below shows the estimated current levels of tenure in Salford

<table>
<thead>
<tr>
<th></th>
<th>Owner-Occupier (including private rented)</th>
<th>Affordable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>LA</td>
</tr>
<tr>
<td>Salford</td>
<td>75,760 (70.5%)</td>
<td>10,571</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(9.8%)</td>
</tr>
</tbody>
</table>

**Population Information\(^5\):**

The population by age cohort on the basis of census 2011 is:

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-4</td>
<td>16,300</td>
<td>6.96 %</td>
</tr>
</tbody>
</table>

---

\(^1\) Council tax data 2010  
\(^2\) ELASH April 2012  
\(^3\) ELASH April 2012  
\(^4\) CLG Live Table 2011  
\(^5\) Census 2001, and 2011
<table>
<thead>
<tr>
<th>Age</th>
<th>Census 2001</th>
<th>Census 2011</th>
<th>Change 2001 - 11</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>%</td>
<td>Number</td>
</tr>
<tr>
<td>0-4</td>
<td>12,500</td>
<td>16,300</td>
<td>3,800</td>
</tr>
<tr>
<td>5-14</td>
<td>28,600</td>
<td>26,000</td>
<td>-2,600</td>
</tr>
<tr>
<td>15-64</td>
<td>139,700</td>
<td>158,500</td>
<td>18,800</td>
</tr>
<tr>
<td>65+</td>
<td>35,200</td>
<td>33,100</td>
<td>-2,100</td>
</tr>
<tr>
<td>All Ages</td>
<td>216,000</td>
<td>233,900</td>
<td>17,800</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ethnicity Information:</th>
<th>White British</th>
<th>Other Ethnicity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salford</td>
<td>90.4%</td>
<td>9.6%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Housing providers across Salford:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salford</td>
</tr>
<tr>
<td>1 Adactus Housing Association Limited</td>
</tr>
<tr>
<td>2 Adullam Homes Housing Association Limited</td>
</tr>
<tr>
<td>3 Agudas Israel Housing Association Limited</td>
</tr>
<tr>
<td>4 Anchor Trust</td>
</tr>
<tr>
<td>5 Arcon Housing Association Limited</td>
</tr>
<tr>
<td>6 Bower Homes Limited</td>
</tr>
<tr>
<td>7 Carr-Gomm</td>
</tr>
</tbody>
</table>

---

6 Private Sector Stock Condition Survey 2010
7 TSA_ Regulatory Statistical Returns 2010

23 Tenancy Strategy | Salford City Council
<table>
<thead>
<tr>
<th></th>
<th>Company Name</th>
<th>Properties</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>City West Housing Trust Limited</td>
<td>14645</td>
</tr>
<tr>
<td>9</td>
<td>Contour Homes Limited</td>
<td>922</td>
</tr>
<tr>
<td>10</td>
<td>Great Places Housing Association</td>
<td>1699</td>
</tr>
<tr>
<td>11</td>
<td>Guinness Northern Counties Limited</td>
<td>560</td>
</tr>
<tr>
<td>12</td>
<td>Hanover Housing Association</td>
<td>40</td>
</tr>
<tr>
<td>13</td>
<td>Housing 21</td>
<td>114</td>
</tr>
<tr>
<td>14</td>
<td>Humphrey Booth Housing Charity</td>
<td>55</td>
</tr>
<tr>
<td>15</td>
<td>Irwell Valley Housing Association Limited</td>
<td>1195</td>
</tr>
<tr>
<td>16</td>
<td>Manchester and District Housing Association Ltd</td>
<td>276</td>
</tr>
<tr>
<td>17</td>
<td>Manchester Jewish Housing Association</td>
<td>60</td>
</tr>
<tr>
<td>18</td>
<td>Metropolitan Housing Trust Limited</td>
<td>0</td>
</tr>
<tr>
<td>19</td>
<td>Places for People Homes Limited</td>
<td>46</td>
</tr>
<tr>
<td>20</td>
<td>Places for People Individual Support Limited</td>
<td>49</td>
</tr>
<tr>
<td>21</td>
<td>Plumlife Homes Limited</td>
<td>0</td>
</tr>
<tr>
<td>22</td>
<td>Progress Care Housing Association Limited</td>
<td>67</td>
</tr>
<tr>
<td>23</td>
<td>Raglan Housing Association Limited</td>
<td>9</td>
</tr>
<tr>
<td>24</td>
<td>Retail Trust</td>
<td>50</td>
</tr>
<tr>
<td>25</td>
<td>Salvation Army Housing Association</td>
<td>38</td>
</tr>
<tr>
<td>26</td>
<td>St Vincent's Housing Association Limited</td>
<td>297</td>
</tr>
<tr>
<td>27</td>
<td>The Abbeyfield Society</td>
<td>11</td>
</tr>
<tr>
<td>28</td>
<td>The Guinness Trust</td>
<td>17</td>
</tr>
<tr>
<td>29</td>
<td>The Riverside Group Housing Limited</td>
<td>71</td>
</tr>
<tr>
<td>30</td>
<td>William Sutton Housing Association Limited</td>
<td>403</td>
</tr>
</tbody>
</table>

**Total** | **21124**

The above shows that there were 21,124 social rented properties and 30 registered providers in Salford as at April 2010.

**Housing needs and housing supply**
Number of applicants on the Salford home choice, the choice based lettings housing register

Age profile of applicants:

<table>
<thead>
<tr>
<th>Age Band</th>
<th>Band A</th>
<th>Band B</th>
<th>Band C</th>
<th>Band D</th>
<th>Band M</th>
<th>Band N</th>
<th>Sum:</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 020</td>
<td></td>
<td>2</td>
<td>241</td>
<td>12</td>
<td>11</td>
<td></td>
<td>266</td>
</tr>
<tr>
<td>&lt; 030</td>
<td>14</td>
<td>15</td>
<td>2108</td>
<td>594</td>
<td>28</td>
<td>203</td>
<td>2962</td>
</tr>
<tr>
<td>&lt; 040</td>
<td>13</td>
<td>17</td>
<td>1314</td>
<td>712</td>
<td>54</td>
<td>208</td>
<td>2318</td>
</tr>
<tr>
<td>&lt; 050</td>
<td>18</td>
<td>5</td>
<td>865</td>
<td>644</td>
<td>102</td>
<td>122</td>
<td>1756</td>
</tr>
<tr>
<td>&lt; 060</td>
<td>11</td>
<td></td>
<td>465</td>
<td>424</td>
<td>195</td>
<td>56</td>
<td>1151</td>
</tr>
<tr>
<td>&lt; 070</td>
<td>9</td>
<td></td>
<td>206</td>
<td>270</td>
<td>255</td>
<td>32</td>
<td>772</td>
</tr>
<tr>
<td>&lt; 080</td>
<td>17</td>
<td></td>
<td>123</td>
<td>163</td>
<td>213</td>
<td>14</td>
<td>530</td>
</tr>
<tr>
<td>&lt; 090</td>
<td>8</td>
<td></td>
<td>65</td>
<td>103</td>
<td>102</td>
<td>3</td>
<td>281</td>
</tr>
<tr>
<td>&lt; 100</td>
<td>17</td>
<td></td>
<td>37</td>
<td>22</td>
<td>4</td>
<td></td>
<td>80</td>
</tr>
<tr>
<td>&lt; 110</td>
<td></td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Sum:</td>
<td>90</td>
<td>39</td>
<td>5405</td>
<td>2959</td>
<td>971</td>
<td>653</td>
<td>10117</td>
</tr>
</tbody>
</table>

Ethnicity of applicants: Ethnicity information is collected on applicants to the Housing Register. However, this is not mandatory information. The percentage of applicants indicating that they are white British is XX

<table>
<thead>
<tr>
<th>Ethnic Origin</th>
<th>Band A</th>
<th>Band B</th>
<th>Band C</th>
<th>Band D</th>
<th>Band M</th>
<th>Band N</th>
<th>Sum:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bangladeshi</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>Black African</td>
<td>2</td>
<td>8</td>
<td>243</td>
<td>123</td>
<td>4</td>
<td>109</td>
<td>489</td>
</tr>
<tr>
<td>Black Caribbean</td>
<td></td>
<td>9</td>
<td>8</td>
<td>5</td>
<td></td>
<td></td>
<td>22</td>
</tr>
<tr>
<td>Black Other</td>
<td>1</td>
<td>31</td>
<td>12</td>
<td>9</td>
<td></td>
<td></td>
<td>53</td>
</tr>
<tr>
<td>Chinese</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>11</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>Gypsy/Romany/Irish Traveller</td>
<td>1</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3</td>
</tr>
</tbody>
</table>

8 CBL_Homeseach October 2012
9 Active applicants, excluding 2823 suspended applicants
<table>
<thead>
<tr>
<th>Indian</th>
<th>7</th>
<th>1</th>
<th>8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other</td>
<td>54</td>
<td>28</td>
<td>18</td>
</tr>
<tr>
<td>Other Asian</td>
<td>1</td>
<td>60</td>
<td>27</td>
</tr>
<tr>
<td>Pakistani</td>
<td>2</td>
<td>17</td>
<td>7</td>
</tr>
<tr>
<td>Prefer not to say</td>
<td>2</td>
<td>41</td>
<td>36</td>
</tr>
<tr>
<td>White &amp; Asian</td>
<td>17</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>White &amp; Black African</td>
<td>25</td>
<td>14</td>
<td>6</td>
</tr>
<tr>
<td>White British</td>
<td>74</td>
<td>20</td>
<td>2684</td>
</tr>
<tr>
<td>White European</td>
<td>2</td>
<td>166</td>
<td>142</td>
</tr>
<tr>
<td>White Irish</td>
<td>2</td>
<td>22</td>
<td>23</td>
</tr>
<tr>
<td>White Other</td>
<td>1</td>
<td>46</td>
<td>35</td>
</tr>
<tr>
<td>White &amp; other mixed background</td>
<td>42</td>
<td>16</td>
<td>8</td>
</tr>
<tr>
<td>Total:</td>
<td>90</td>
<td>39</td>
<td>5405</td>
</tr>
</tbody>
</table>

Overcrowding and under-occupation figures:

The percentage of applicants on the housing register for under-occupation is approximately 60.9% and approximately 39.1% indicate that they are overcrowded.

Average social rents, market rents

<table>
<thead>
<tr>
<th>Asking rents private rented (pcm)</th>
<th>Asking Rent Private Rented (PCM)</th>
<th>Social rents Salix Homes (pw)</th>
<th>Social rents City West (pw)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mean asking rents for 2 bed houses</td>
<td>£521</td>
<td>£76</td>
<td>£80</td>
</tr>
<tr>
<td>Mean asking rents for 3 bed houses</td>
<td>£655</td>
<td>£81</td>
<td>£88</td>
</tr>
</tbody>
</table>

---

10 Vizziehomes January 2012
11 Salix- July 2012
12 City West Housing Trust
Mean asking rents for 4 bed houses | £862 | £87 | £94
Mean asking rents for 1 bed flats | £514 | £65 | N/A
Mean asking rents for 2 bed flats | £649 | £71 | £76
Mean asking rents for 3 bed flats | £910 | £77 | £83

Affordable housing shortfall figure:

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total No. of affordable homes delivered</td>
<td>249</td>
<td>CLG, August 2012</td>
</tr>
<tr>
<td>No. of affordable rent homes</td>
<td>25</td>
<td>CLG, August 2012</td>
</tr>
<tr>
<td>No. of shortfall of affordable homes</td>
<td>1,019</td>
<td>SHMA, 2012</td>
</tr>
<tr>
<td>% of shortfall of affordable homes (social)</td>
<td>78.6%</td>
<td>SHMA 2012</td>
</tr>
<tr>
<td>% of shortfall of market housing</td>
<td>21.4%</td>
<td>SHMA 2012</td>
</tr>
</tbody>
</table>

Number of empty homes:

<table>
<thead>
<tr>
<th>Location</th>
<th>Total dwellings</th>
<th>Vacant</th>
<th>% Vacant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salford</td>
<td>109,962</td>
<td>5158</td>
<td>4.69%</td>
</tr>
</tbody>
</table>

Number of empty homes brought back into use during 2011/12:

<table>
<thead>
<tr>
<th>Location</th>
<th>Total dwellings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salford</td>
<td>1792</td>
</tr>
</tbody>
</table>

Homelessness Information

Housing advice and homelessness prevention activity:

Housing advice and homelessness services carry out the council’s statutory duties in relation to homelessness and housing advice.

<table>
<thead>
<tr>
<th>Location</th>
<th>2010/11 FY</th>
<th>2011/12 Q1</th>
<th>2011/12 Q2</th>
<th>2011/12 Q3</th>
<th>2011/12 Q4*</th>
<th>2011/12 YTD*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salford</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Homeless applications</td>
<td>440</td>
<td>125</td>
<td>153</td>
<td>119</td>
<td>132</td>
<td>529</td>
</tr>
</tbody>
</table>

---

13 Council Tax data April 2012
14 Council Tax Base Data – Excluding Demolitions
15 CLG homelessness Statistics 2011/12
Tenancy Strategy | Salford City Council

<table>
<thead>
<tr>
<th>homelessness Acceptances**</th>
<th>245</th>
<th>78</th>
<th>90</th>
<th>59</th>
<th>76</th>
<th>303</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Accepted</td>
<td>55.7%</td>
<td>62.4%</td>
<td>58.8%</td>
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Source: CLG homelessness statistics 2011/2012
Appendix 2 glossary

**Act** – The localism act 2011 – received royal assent on 15 November 2011

**Affordable housing**: Housing options available to residents who cannot afford to rent or buy a home in the open market. Affordable housing includes social rented housing, affordable rent housing and intermediate housing solutions such as shared ownership.

**Affordable rent**: Rents offered by registered providers of social housing at up to 80% of the rent that would be charged if the property were let in the open market.

**Affordable rent tenancy (ART)** – an affordable rent property let on a rent up to 80% of market rent. Applies to certain new build units and converted social rented dwellings.

**Community impact assessment**: An equality impact assessment assesses the likely or actual effects of strategies, policies or services on people in respect of disability, gender and racial equality. It helps ensure the needs of people are taken into account when the council develop and implement a new strategy, policy or service or make a change to a current strategy, policy or service.

**Conversion** – A former social rented dwelling re-let on an affordable rent tenancy.

**Equality/qualities** – As defined within the equalities act 2010 to ensure that no one is treated unfairly in respect of certain characteristics.

**Fixed term tenancy**: A tenancy offered for a specified period of time.

**Homes and communities agency (HCA)**: The national housing and regeneration agency for England, responsible for allocating funding for new affordable housing. A non-departmental public body, sponsored by the department of communities and local government. In April 2012 the HCA took over the regulation of registered providers from the tenant service authority.

**Homelessness duty**: A local authority owes the “main homelessness duty” when the authority is satisfied a homeless household is eligible for assistance, unintentionally homeless and falls within a specified priority need group. When this duty is owed, the authority must ensure suitable accommodation is available for the household.

**Housing associations**: Organisations that provide affordable housing to those in housing need, these providers are now referred to as registered providers. They are registered with the HCA.

**Housing register**: A list of households who wish to be rehoused by a social landlord, this is often referred to as a waiting list.

**Local housing allowance**: The current form of housing benefit paid to people with low incomes renting in the private sector.

**Localism act**: Received royal assent on 15th November 2011.

**Market rent**: The rental income that at property would most probably command on the open market.

**Probationary period**: A probationary tenancy (also known as a starter tenancy) is an assured short hold tenancy. It is intended to last for an initial 12 month period.

**Registered providers**: Organisations that provide affordable housing to those in housing need, these providers are also referred to as housing associations. They are registered with the HCA.

**Section 106 agreement**: section 106 of the town and country planning act 1990 allows a local planning authority to enter into a legally-binding agreement or planning obligation with a landowner in association with the granting of planning permission. The obligation is termed a section 106 Agreement.
Social housing: Housing that is let at low rents and on a secure basis to people in housing need. It is generally provided by councils and not-for-profit organisations such as registered providers.

Social rent: Housing for which guideline target rents are determined through the national rent regime. Rents are usually significantly lower than market levels.

Tenancy fraud: There are many types of tenancy misuse, for example not using the property as the ‘sole or principal home’, obtaining a property through false statements and obtaining a property by using false documents.

Tenancy policy: Tenancy policies are a new requirement for registered providers and stock holding local authorities introduced by the homes and communities agency. The policies must outline the providers approach to tenancy management, including interventions to sustain tenancies, prevent unnecessary evictions and tackle tenancy fraud.

Universal credit: Universal credit will bring together a number of working age benefits into a single payment. It will be implemented gradually from October 2013 to October 2017.

Waiting List: A list of households who wish to be rehoused by a social landlord, this is sometimes referred to as the housing register.

Reference Documents

Audit Commission - Protecting the public purse 2009
Tenant Services Authority - The regulatory framework for social housing in England from April 2012.
Her Majesty’s government - The homelessness (suitability of accommodation) (England) order 2012.

If any registered provider adopts or references this tenancy strategy for its own purposes, please acknowledge Salford City council work in this area.