

Cheltenham Borough Council

Cabinet - 16 September 2025

CBC Housing Service – Tenancy Policy and Decant (Required Move) Policy

Accountable member:

Councillor Flo Clucas, Cabinet Member for Housing and Customer Services

Accountable officer:

Caroline Walker, Director of Housing, Customer Services and Communities

Executive summary:

The Tenancy Policy has been developed to ensure that tenants are aware of their rights and responsibilities and understand the types of tenancies granted by the council. The policy is also a legal obligation, required by the Regulator for Social Housing Consumer Standards (Tenancy Standard) The policy includes the council's approach to key housing management activities:

- Security of tenure and ending a tenancy
- Tenancy changes and assignments
- Mutual Exchanges
- Succession
- Lodgers and Subletting
- Complaints and appeals

The Decant (required move) policy sets out the services and support offered to tenants when they are required to move out of their home (temporarily or permanently due to substantial repairs or the need for redevelopment

Both policies have been reviewed by Cabinet Housing Committee and are recommended for approval.

A summary document (attached) has been prepared to address any reading age issues.

Recommendations: That Cabinet

- 1. adopts the Tenancy policy**
 - 2. adopts the Decant (Required Move) Policy**
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1. Implications

1.1 Financial, Property and Asset implications

There are no implications

1.2 Legal implications

There are no implications

1.3 Environmental and climate change implications

There are no implications

1.4 Corporate Plan Priorities

This report contributes to the following Corporate Plan Priorities:

- Quality homes, safe and strong communities
- Reducing inequalities, supporting better outcomes

1.5 Equality, Diversity and Inclusion Implications

Please see attached Equality Impact statement

2 Background

2.1 Please see Tenancy Policy and Decant (Required Move) Policies

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Appendices:

- i. Tenancy Policy
- ii. Decant (required move) Policy
- iii. Equality Impact Assessment
- iv. Policy summary
- v. Risk Assessment

Appendix V: Risk Assessment

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
1	Council is legally required to have policies in place to communicate how tenancies are issued and managed	Director of Housing, Customer Services and Communities	2	1	3	Monitor	Ensure compliance with policies and that policies are reviewed and updated following any legislative changes	Director of Housing, Customer Services and Communities	September 2025

