

Cheltenham Borough Council

Tenancy Policy - Quick Guide

◆ Purpose of the Policy

To ensure fair and consistent management of council homes and support tenants to sustain their tenancies.

◆ What the Policy Covers

- Types of tenancies
 - How tenancies are ended
 - Changes to tenancy agreements
 - Mutual exchanges
 - Succession rights
 - Lodgers & sub-letting
 - Complaints & appeals
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◆ Types of Tenancy Explained

- **Non-Secure:** For temporary housing (e.g., homelessness cases).
 - **Introductory:** For new tenants; reviewed after 12 months.
 - **Secure:** For long-term tenants with more rights.
 - **Assured/Assured Shorthold:** For homes built by CBH.
 - **Fixed-Term:** Usually 5 years; reviewed before renewal.
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◆ Ending a Tenancy

- **Tenant:** Must give 4 weeks' written notice.
 - **Council (CBC):** May end tenancy for serious breaches (e.g., rent arrears, anti-social behaviour).
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◆ Changing Tenancy

- Allowed for marriage, civil partnerships, or long-term cohabitation.
- Joint to sole changes only with agreement or court order.

◆ Mutual Exchanges

- CBC supports swaps with other tenants if criteria are met.
- Must not have rent arrears or legal issues.

◆ Succession

- A partner or close family member may inherit the tenancy if they lived with the tenant.
- Only one succession is allowed (unless ordered by court).

◆ Lodgers & Sub-letting

- Lodgers allowed with notification.
- Sub-letting part of the home needs permission.
- Tenants cannot sublet the whole property.
- Tenants are responsible for lodger/sub-tenant behaviour.

◆ Complaints & Appeals

- Formal complaints can be made if unhappy with services.
- Appeals allowed on tenancy decisions within 10 working days.

◆ Support & Fairness

CBC is committed to:

- Supporting vulnerable tenants
- Promoting equality and diversity
- Keeping services fair and transparent

📞 Need Help?

Contact your **Tenancy Management Officer** or **Housing Services** at Cheltenham Borough Council.