

# **Tenancy Support & Housing Management Policy**

**Policy Title:** Tenancy Support & Housing Management

**Organisation:** SOLACE LIVING SUPPORT CIC

**Version:** 1.0

**Date:** April 2025

**Review Date:** April 2026

## **1. Purpose**

To provide guidance on how SOLACE LIVING SUPPORT CIC supports tenants to sustain tenancies and maintain safe, secure housing.

## **2. Scope**

Applies to all tenants and staff involved in housing-related support.

## **3. Policy Statement**

We support tenants to live independently by providing advice, practical support, and signposting. We also coordinate with landlords to ensure housing standards are maintained.

## **4. Procedures**

- Support staff will assist tenants in understanding tenancy rights and responsibilities.
- We help with benefit claims, budgeting, and community engagement.
- Tenants will be supported to maintain a safe and clean living space.

## **5. Partnership with Landlords**

- Maintenance issues will be reported to the property owner/agent.
- We will advocate on behalf of tenants where required.

## **6. Review**

Reviewed annually or in response to regulatory or tenancy changes.