

Your Tenancy At Housing Solutions

An easy-read guide to what this
policy means for you

What this policy is about

This policy explains the different types of tenancies we offer and what they mean for you. It sets out your rights, your responsibilities, and how we support you to keep your home.

Our commitment to you

- We want you to feel safe and secure in your home.
- We will always offer the most secure tenancy we can, based on your circumstances and the type of property.
- We will be clear from the start about the tenancy you are being offered, the rent you will pay, and any important conditions.

What's changed

- We no longer use fixed term tenancies.
- All new Housing Solutions tenants now receive an Assured Periodic Tenancy — often called a “lifetime tenancy.”
- Assured Shorthold Tenancies (ASTs) are being phased out nationally under the Renters’ Rights Act 2025.



What this means for you

- Your tenancy does not have an end date.
- You can end your tenancy with notice if you choose.
- We can only end a tenancy using the legal grounds set by the government.
- We will work with you early on to make sure you have the support you need to manage your tenancy well.

How we support you

During your first year, we check in with you to make sure everything is going well. This includes:

- A 6 week phone call
- A 6 month home visit
- A 12 month home visit

These checks are not a probation period — they are there to help you settle in and raise any questions or support needs.

If you disagree with a decision

You have the right to ask for a review if you think you have been given the wrong tenancy type, or if you disagree with a decision we make about your tenancy. We will explain how to do this and respond within the timescales set out in the policy.

Where to get help

If you are unsure about your tenancy, need support, or want something explained, please contact us. We're here to help you understand your rights and stay secure in your home.





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