



Tenancy Sustainment Policy

If you have difficulty with reading this policy, including any difficulties with sight or hearing, or if you require this document translated into another language, please contact us and we will be happy to provide this information in a format that suits your needs.

Our Vision, Our Values, Our Strategic Objectives

Our Vision

A vibrant neighbourhood where everyone can prosper.

Our Values

Caring, Reliable, Fair, Open and Adaptable

Our Strategic Objectives



Equality and Diversity Statement

Elderpark Housing are committed to ensuring people or communities do not face discrimination or social exclusion due to any of the following protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief; sex or sexual orientation.

This document complies with our Equality and Diversity Policy.

We will regularly review this Policy and consider any equalities implications taking the necessary action to address any inequalities (either directly or indirectly) that result from the implementation of this Policy.

Executive Summary

Policy Author

This policy has been developed by the Housing Manager.

Purpose of the Policy

The tenancy sustainment policy sets out how the housing association will support residents to maintain their tenancies, prevent avoidable evictions, and promote stable, successful tenancies through early intervention, appropriate support, and proportionate enforcement.

Aims and Objectives of the Policy

The aims of the tenancy sustainment policy are:

- To help residents maintain specific aspects of their tenancies and prevent avoidable evictions
- To identify and address tenancy risks early through timely intervention, based on the co-operation of tenant.
- To provide appropriate, person-centred support tailored to individual needs
- To promote responsible tenancy management and positive tenant behaviour
- To balance support with fair and proportionate enforcement
- To ensure compliance with legal, regulatory, and contractual obligations
- To reduce repeated homelessness by supporting long-term housing stability
- To work in partnership with other agencies to address complex needs and provide
- To measure the impact of our intervention and where appropriate the impact of partners interventions.
- To review outcomes of the services and use data and qualitative information to between the best use of resources.

Legislative and Regulatory Compliance

The provisions and implementation of the Tenancy Sustainment Policy aims to comply with the following legislation:

- Housing (Scotland) Act 2001
- Housing (Scotland) Act 2010
- Housing (Scotland) Act 2014
- Homelessness (Scotland) Act 2013
- The Equality Act 2010
- Human Rights Act 1998
- General Data Protection Rules 2018
- The Welfare Reform Act 2012
- Children and Young People (Scotland) Act 2014
- Adult Support and Protection (Scotland) Act 2007

- Antisocial Behaviour etc. (Scotland) Act 2004
- Social Security (Scotland) Act 2018

Our policy also takes account of the Scottish Social Housing Charter. The SHR use the outcomes and standards in the Charter to assess the performance of social landlords. The key outcomes that have been considered in the development of this policy are:

Outcome 1: Equalities

Social landlords perform all aspects of their housing services so that:

- they support the right to adequate housing
- every tenant and other customer has their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services

Outcome 2: Communication

Social landlords manage their businesses so that:

- tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

Outcome 5: Estate Management, Anti-Social behaviour, Neighbour Nuisance and Tenancy Disputes

Social landlords, working in partnership with other agencies, help to ensure as far as reasonably possible that:

- tenants and other customers live in well-maintained neighbourhoods where they feel safe.

Outcomes 7, 8 and 9: Housing Options

Social Landlords work together to ensure that:

- People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them.
- Tenants and people on housing lists can review their housing options.
- People at risk of losing their homes get advice on preventing homelessness.

Outcome 10: Access to Social Housing

Social Landlords ensure that:

- People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and on their prospects of being housed.

Outcome 11: Tenancy Sustainment

Social Landlords ensure that:

- Tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

Standard 13: Value for Money

Social Landlords manage all aspects of their businesses so that:

- Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

Equalities

We promote equal opportunities throughout all our housing services, including our tenancy sustainment policy and related procedures. We seek to ensure that our policies are fair and accessible to everyone applying for a home or living within our communities. Equality Impact Assessment (EIA) An EIA is a tool to help identify whether policies, practices, procedures and services have an adverse impact on a particular community or group of people. We completed an EIA for this allocation policy to identify any barriers that could detrimentally affect under-represented communities or groups who may be disadvantaged by the way we carry out our business. The EIA process focuses on the 'protected characteristics' as outlined in the Equality Act 2010.

These are:

- Age
- Disability
- Gender Reassignment
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Race
- Religion or Belief
- Sex
- Sexual Orientation

As a result of the EIA, we have put some positive actions in place and will continue to review these:

- publishing the allocation policy in other formats and other languages, as required
- auditing the allocation policy against equality standards (plain language, accessible formats and so on)
- publicising the allocation policy widely to promote access to our housing list
- working with other organisations to promote equality objectives

Privacy

Any personal data collected will be in line with GDPR requirements and accessible only by those who require this information for specific purposes

Related Policies

Policy Title	Location
Allocations Policy	Allocations Policy.pdf
Rental Income and Collection Policy	Rental Income and Collection Policy
Abandonment Policy	Abandonment Policy
Antisocial Behaviour Policy	Anti-Social Behaviour Policy
Estate Management Policy	Estate Management Policy
Safeguarding Policy	Safeguarding Policy
Change of Tenancy Policy	Change of Tenancy Policy
Domestic Abuse Policy	Domestic Abuse Policy
Equality, Diversity and Inclusion Policy	Equality, Diversity and Inclusion Policy
Complaints Handling Policy and Procedure	Complaints Handling Policy and Procedure

Contents Page

1	Introduction	Page 8
2	Purpose of Policy	Page 8
3	Aims and Objectives	Page 8
4	Legal and Regulatory Framework	Page 9
5	Key Principals of Tenancy Sustainment Service	Page 10
6	Tenancy Sustainment Measures	Page 11
	Pre-Tenancy	
	Allocations	
	Support	
	Adaptations	
	Tenancy Sustainment Fund	
7	Partnership Working	Page 15
8	Homelessness	Page 15
9	Anti-Social Behaviour	Page 15
	Definition	
	Early Intervention and Prevention	
	Support for Tenants	
	Enforcement Action	
10	Failed Tenancies	Page 16
11	Implementation	Page 18
	Roles and Responsibilities	
	Performance Monitoring	
12	Complaints	Page 19
13	Policy Review	Page 19
 Appendices		
	GDPR Impact Assessment	Page 20
	Equality Impact Assessment	Page 22

1 Introduction

Elderpark Housing was established in 1975 and currently owns approximately 1,341 homes, mainly in Central Govan, with additional properties in Ibrox, Kinning Park, and Cessnock. Our vision is to create vibrant, inclusive neighbourhoods where everyone can prosper.

2 Purpose of Policy

The purpose of this Tenancy Sustainment Policy is to set out how we support tenants to maintain their tenancies, prevent avoidable evictions, and promote long-term housing stability. The policy provides a framework for early intervention, tailored support, and fair enforcement, helping tenants meet their responsibilities while sustaining their homes.

By supporting tenants to stay in their homes, we reduce the financial cost to the Association and minimise the wider impact on families and communities. This policy also ensures that our services are fair, inclusive, person-centred, and compliant with relevant legislation and regulatory standards. It provides staff with clear guidance to make consistent decisions that support tenancy sustainment and prevent repeat homelessness.

3 Aims and Objectives

The aims of the tenancy sustainment policy are:

- help residents maintain **specific** aspects of their tenancies and prevent avoidable evictions
- To identify and address tenancy risks early through timely intervention, **based on the co-operation of tenant.**
- To provide appropriate, person-centred support tailored to individual needs
- To promote responsible tenancy management and positive tenant behaviour
- To balance support with fair and proportionate enforcement
- To ensure compliance with legal, regulatory, and contractual obligations
- To reduce repeated homelessness by supporting long-term housing stability
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- To measure and review the impact of our intervention and where appropriate the impact of partners interventions.
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- Adult Support and Protection (Scotland) Act 2007
- Antisocial Behaviour etc. (Scotland) Act 2004
- Social Security (Scotland) Act 2018
- Domestic Abuse (Protection) (Scotland) Act 2021
- Housing (Scotland) Act 2025
- Domestic Abuse – Social Housing Tenancy Provisions: Statutory Guidance for Social Landlords (2026)

Our policy also takes account of the Scottish Social Housing Charter. The SHR use the outcomes and standards in the Charter to assess the performance of social landlords. The key outcomes that have been considered in the development of this policy are:

Outcome 1: Equalities

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5 Key Principles of Tenancy Sustainment Service

Early intervention

- Identify risks to tenancy as early as possible
- Take proactive steps to prevent tenancy failure rather than responding only after problems escalate.

Person-Centred Support

- Tailor supports to meet the individual needs of the tenants
- Ensure services are accessible, inclusive, and sensitive to diversity and protected characteristics under the Equality Act 2010.

Partnership Working

- Collaborate with external agencies such as Glasgow Health and Social Care Partnership, voluntary organisations and charities, Police Scotland and other housing providers to provide holistic support.

Balanced Enforcement

- Apply fair, proportionate enforcement only when tenants fail to meet their tenancy obligations.
- Ensure enforcement is consistent, transparent, and in line with legislation, existing policies and procedures and tenancy agreements.

Prevention of Homelessness

- Focus on reducing avoidable evictions and repeat homelessness
- Support long-term housing stability for tenants and their families

Financial Responsibility

- Sustain tenancies in a way that minimises the financial cost to Elderpark Housing Association.
- Reduce the operational and social costs associated with tenancy turnover, abandonment, anti-social behaviour or evictions.

Transparency and Accountability

- Record all interventions, support actions and enforcement measures
- Monitor the outcomes and review the effectiveness of the tenancy sustainment services regularly.

Community Impact

- Consider the wider impact of tenancy failure on tenants, neighbours and communities
- Promote safe, stable and vibrant neighbourhoods through supportive tenancy management and tenancy sustainment involvement.

Aligning Internal Policies and Strategies to Support Tenancy Sustainment

The organisation will adopt a whole-service approach to tenancy sustainment by ensuring that internal policies, strategies, and service delivery models are aligned to support sustainable tenancies and prevent tenancy breakdown.

This includes:

- Maximising the use of self-service digital solutions and exploring appropriate AI-enabled tools to reduce administrative demands, enabling staff to focus on early intervention and targeted support for vulnerable tenants.
- Strengthening integration between tenancy sustainment services and the Community Regeneration Strategy to address wider social, economic, and wellbeing factors that impact tenancy stability.

Domestic Abuse and Housing Stability

The Association recognises that domestic abuse is a significant risk factor in tenancy breakdown, homelessness, financial hardship and housing instability. Staff will take a trauma-informed, person-centred and safety-led approach when supporting tenants affected by domestic abuse.

6 Tenancy Sustainment Measures

6.1 Pre-tenancy

Pre-allocation checks – Arrange appointments with all prospective tenants to confirm their details, assess rent affordability, and identify any support needs they may have, such as benefit advice or assistance with grants for furniture.

Signposting – Where appropriate, refer tenants to other providers or agencies that can offer additional support.

Referral to Financial Inclusion Services – Provide access to financial inclusion services and digital platforms for self-directed financial and welfare support.

Tenancy Sustainment Budget – Offer support through our dedicated budget to help with starter packs and essential items such as floor coverings, helping new tenants settle into their homes.

Comprehensive sign-up process – Ensure that tenants clearly understand their responsibilities and confirm that all necessary support is in place to maintain a successful tenancy.

6.2 Allocations

Under our Allocations Policy, we allocate homes in a way that prioritises those with the greatest housing need, makes the best use of available stock, maximises tenant choice, and contributes to the development of sustainable communities. These allocation practices are important measures in promoting sustainable tenancies, as they ensure applicants are matched to homes that suit their circumstances and foster stability from the outset. Additionally, we work closely with the local authority and other partner agencies to ensure tenants receive the support they need to maintain their tenancies successfully.

6.3 Support

Every tenant is responsible for managing their tenancy and adhering to the terms of their tenancy agreement. However, the Association recognises that ongoing, tailored support can be critical in helping potentially vulnerable individuals and families sustain their tenancies and achieve long-term stability.

All tenants are responsible for managing their tenancy and complying with the terms of their tenancy agreement. However, the Association recognises that ongoing, tailored support may be necessary to assist potentially vulnerable individuals and families in sustaining their tenancies and achieving long-term stability.

The Association systematically collects, records, and reviews information relating to tenant vulnerabilities where these may impact a tenant's ability to meet their tenancy obligations. Such vulnerabilities may include, but are not limited to, mental health conditions, physical disabilities, neurodiversity, and circumstances where English is not the tenant's first language. This information enables staff to better understand individual circumstances and, where reasonable and appropriate, to adapt service delivery to ensure it is fair, consistent, and accessible.

To support this, we provide a range of in-house services and work collaboratively with external partners:

Tenancy Sustainment Advisor

Our Tenancy Sustainment Advisor provides personalised support to help tenants maintain their tenancies and address any challenges that may arise. Support includes:

- Identifying and addressing specific tenancy-related risks before they escalate
- Liaising with other services to meet tenants' wider needs
- Providing advice and advocacy on tenancy responsibilities and rights

Financial Inclusion Service

Our in-house Financial Inclusion team helps tenants manage their finances effectively, ensuring they can meet rent obligations and avoid financial difficulties. Services include:

- Budgeting and money management advice
- Assistance with benefit claims and entitlements
- Guidance on accessing grants and funding for essential household items

Energy Advice Service

Our dedicated Energy Advisor supports tenants in managing energy costs and improving energy efficiency within their homes. Support includes:

- Advice on reducing household energy bills
- Guidance on switching energy suppliers or tariffs
- Assistance with accessing energy-related grants and initiatives

Dedicated Housing Officer Support

Each tenant is assigned a dedicated Housing Officer who provides ongoing support to help them manage and sustain their tenancy. This role is central to our proactive approach to tenancy sustainment, offering guidance, advice, and practical assistance tailored to each tenant's needs.

The Dedicated Housing Officer helps tenants to:

- Understand and meet their tenancy responsibilities, including rent payments, property maintenance, and reporting issues promptly
- Access and make use of in-house services and proactively refer tenants to partner services
- Address challenges early, providing advice or intervention to prevent tenancy difficulties from escalating
- Receive settling-in support at the start of the tenancy, ensuring a smooth move-in and helping tenants feel confident and settled in their home

Where domestic abuse is disclosed, known or suspected, staff will consider additional tenancy sustainment measures including housing options advice, management transfers, financial inclusion support, referrals to specialist support agencies and safe communication arrangements.

6.4 Adaptations

As part of our tenancy sustainment measures, the Association is committed to providing adaptations to properties wherever possible. These adaptations help promote tenants' independence, security, and dignity, supporting them to remain in their homes long-term. We work closely with tenants and Glasgow Health and Social Care Partnership to identify and respond to both current and future needs, ensuring that homes remain suitable and sustainable throughout the tenancy.

6.5 Tenancy Sustainment Fund

The Association operates a dedicated Tenancy Sustainment Budget as a proactive measure to support tenants in maintaining their tenancies. This budget is designed to assist tenants with essential items and practical support that can help them settle into their homes and reduce the risk of tenancy failure.

Support from the Tenancy Sustainment Budget may include:

- Essential furniture
- White goods
- Basic household equipment required to make a property habitable
- Emergency financial assistance due to unforeseen circumstances
- Removal or storage costs
- Essential safety items
- Utility or energy support
- Other essential housing-related costs (at the discretion of the Association)

Access to the Tenancy Sustainment Budget is governed by a clear procedure and assessment of eligibility criteria, which ensures that support is allocated fairly and appropriately. Full details of this process are set out in the Tenancy Sustainment Fund Procedure.

6.6 Payment and Recharges

While support provided through the Tenancy Sustainment Budget will normally be non-repayable, there may be exceptional circumstances where the Association pays costs upfront to address an identified health and safety risk or to allow a necessary inspection, check or essential work to proceed.

Where the cost has arisen because a tenant has not met their responsibilities under the tenancy agreement, and the Association is entitled to recover that cost, the amount may be recharged to the tenant. Any recharge will be reasonable, supported by evidence of the work and costs incurred, and clearly explained to the tenant.

Where possible, the Association will seek payment before works are instructed. However, a tenant's inability to make a significant one-off payment will not prevent urgent action being taken where this is necessary to protect health and safety. Where payment cannot be made in full, the Association will consider the tenant's individual circumstances and seek to agree an affordable repayment arrangement.

Tenants will be notified in writing of any recharge and will receive details of the works completed, the amount charged and the reason the cost is recoverable. Repayment arrangements will also be confirmed in writing. Tenants may be offered support from the Financial Inclusion Service or another appropriate advice service to help ensure that repayment arrangements are affordable and sustainable.

Where a tenant does not maintain an agreed arrangement, the Association will seek early engagement and consider whether further support or a revised arrangement is appropriate. Debt recovery action will only be considered where payment is not forthcoming and the tenant does not engage, in line with the Association's relevant policies and procedures.

Further details on assessment, authorisation, notification, repayment arrangements, monitoring and recovery are set out in the Tenancy Sustainment Fund Procedure.

7 Partnership Working

Elderpark Housing Association works closely with Glasgow Health and Social Care Partnership, other social landlords, and specialist support agencies to ensure tenants have access to a comprehensive network of services. This collaborative approach enables the Association to address complex needs, including mental health support, substance misuse services, and housing-related legal advice, all of which are critical to sustaining tenancies.

By integrating in-house services with external partnerships, we provide a holistic and proactive framework of support that helps tenants remain securely housed and contributes to the development of stable, thriving communities.

This partnership approach will be reinforced through the development of a Community Regeneration Strategy and the formalisation of collaborations via a Memorandum of Understanding. The MoU will clearly define the outputs and outcomes we aim to achieve, outline monitoring arrangements, and set out a process for effective communication between partners.

Partnership working will include specialist domestic abuse services, Women's Aid, Police Scotland, Health and Social Care Partnership and other relevant agencies where appropriate and with the tenant's consent, unless there is an overriding safeguarding concern.

8 Homelessness

Elderpark Housing Association supports the vision of the Scottish Government and local authorities in their strategy, Ending Homelessness Together, which aims to ensure that everyone has a home that meets their needs. The principles of this strategy include a person-centred approach, prevention of homelessness, joint planning, and rapid response with settled accommodation where homelessness occurs.

To support these principles, the Association has a dedicated Glasgow Health and Social Care Partnership (GHSCP) officer based within the office. This officer provides tailored support to tenants who have recently been rehoused by Elderpark following homelessness, or who may be at risk of repeated homelessness. This role ensures that

tenants receive timely assistance, helping them sustain their tenancy, access relevant support services, and avoid a return to homelessness.

The Association is also committed to allocating a proportion of available lets to Section 5 referrals, in line with statutory duties, to support the wider goal of ending homelessness.

The Association recognises domestic abuse as a significant cause of homelessness and will work proactively with tenants and partner agencies to prevent homelessness and identify safe housing solutions wherever possible.

9 Anti-Social Behaviour

We aim to manage anti-social behaviour through timely and proportionate intervention, protecting communities, supporting sustainable tenancies, and preventing escalation that may compromise tenancy stability.

All ASB cases will be subject to regular review to ensure actions remain proportionate and effective, prioritising tenancy sustainment while safeguarding the wider community.

9.1 Definition

Anti-social behaviour is any action or omission that causes, or is likely to cause, nuisance, alarm, harassment, distress, or harm to others. This may include, but is not limited to:

- Noise nuisance
- Harassment, threats, or intimidation
- Verbal or physical abuse
- Substance misuse impacting neighbours
- Criminal or disorderly behaviour
- Damage to property or communal areas

9.2 Early Intervention and Prevention

We recognise that ASB can be linked to underlying vulnerabilities such as mental health conditions, substance misuse, domestic abuse, or financial hardship. Wherever possible, we will:

- Engage with tenants at the earliest opportunity
- Use informal interventions such as warnings, mediation, and support referrals
- Work collaboratively with internal teams and external agencies such as Police Scotland, Social Work Department and Glasgow City Council
- Promote positive behaviour and community cohesion

9.3 Support for Tenants

Where ASB is identified, we will assess whether the tenant requires additional support to sustain their tenancy. This may include:

- Referral to tenancy sustainment, mental health, or substance misuse services
- Multi-agency case conferences where appropriate
- Agreed action plans with clear expectations and review dates

9.4 Enforcement Action

Where ASB persists or is serious in nature, proportionate enforcement action may be taken in accordance with the associations Anti-Social Behaviour Policy. This can include:

- Written warnings or acceptable behaviour agreements
- Legal remedies in line with relevant legislation
- Possession proceedings as a last resort, where all reasonable support options have been exhausted or where behaviour poses significant risk to others

10 Failed Tenancies

Tenancies may end for a range of reasons, some of which are influenced by external factors such as changes in a tenant's circumstances or lifestyle. However, a tenancy is generally considered to have 'failed' where it ends through eviction or abandonment, or where it is terminated within 12 months of the tenancy start date.

We recognise that there may be less obvious or hidden factors contributing to tenancy breakdown, including domestic abuse and other forms of harassment. We also acknowledge that some tenancies may be ended early for positive reasons, such as securing employment elsewhere or choosing to move in with a partner.

Certain household types may be identified as being 'at risk' of tenancy failure and may require additional help or support to sustain their tenancy. Households considered to be at risk may include, but are not limited to:

- households with a history of homelessness
- individuals with learning disabilities, mental health conditions, or personality disorders
- older people with identified support needs
- individuals affected by alcohol and/or drug misuse
- young parents
- people who have previously experienced domestic abuse or other forms of violence
- households experiencing racial or non-racial harassment
- ex-offenders
- people with disabilities, with or without identified support needs
- young people establishing a tenancy for the first time, particularly those leaving care
- families with additional support needs
- households with a history of financial exclusion or multiple debts

Where a tenancy is identified as having failed, the association will seek to understand the circumstances that led to the tenancy ending. Each failed tenancy will be reviewed to identify any underlying causes, support needs, or systemic issues that may have contributed to the outcome.

All tenancy failures where domestic abuse is identified as a contributing factor will be reviewed to identify lessons learned, potential preventative measures and future tenancy sustainment opportunities.

11 Implementation

11.1 Roles and Responsibilities

To ensure the Tenancy Sustainment Policy is effectively applied, the Association will implement the following measures:

- **The Director of Housing and Customer Service**, in consultation with the Housing Manager and the wider team, will ensure that service outcomes are monitored, resources are aligned to deliver value for money, effective partnerships are developed, and that tenancy sustainment objectives are fully integrated with other relevant policies and strategies.
- **Housing Manager** is responsible for ensuring the policy is fully implemented, monitoring adherence, and providing staff training on tenancy sustainment practices.
- **Housing Officers** will identify tenants at risk of tenancy failure, provide advice, and refer to support services.
- **Tenancy Sustainment Advisor** will deliver targeted interventions and monitor outcomes for vulnerable households.
- **Support Services Teams** (Energy Advice, Financial Inclusion, etc.) will provide specialist assistance to address factors affecting tenancy sustainability.
- **Housing Maintenance Sub-Committee** will oversee performance data, review outcomes, and ensure continuous improvement.

11.2 Performance Monitoring

Given the wide range of reasons why tenancies may end, no single statistic or indicator can fully capture the effectiveness of this policy. A range of measures will therefore be used to monitor outcomes, identify trends, and inform improvements.

The Association reports annually to the Scottish Housing Regulator on a variety of tenancy sustainment indicators, including:

- the percentage of new tenancies sustained for more than one year, by source of let
- turnover of lettable stock within the reporting year
- the number of applicants awaiting medical adaptations, the number of adaptations completed, and average waiting times
- the number of cases in which Notices of Proceedings were issued, court actions initiated, and orders for recovery of possession granted
- the number of evictions and the reasons for them
- the number of properties abandoned during the year

In addition, outcomes from internal support services will be monitored to assess the impact of interventions, including:

- the Energy Advice Service, to evaluate the effect of energy efficiency support on tenancy sustainment
- the Financial Inclusion Service, to monitor improvements in tenant financial stability
- the Tenancy Sustainment Advisor, to measure the effectiveness of targeted tenancy support
- Where possible review the effectiveness and use of partnership referral

The use of the Tenancy Sustainment Budget will also be tracked to ensure resources are applied effectively to prevent tenancy failure, support vulnerable households, and promote long-term tenancy sustainability.

Performance data and service outcomes will be reported quarterly to the Housing Maintenance Sub-Committee to support oversight, learning, and continuous improvement in tenancy sustainment practice.

12 Complaints

We aim to provide a high-quality tenancy sustainment service to tenants. However, we accept that from time to time we will not always get it right and welcome feedback from our customers. The Association has a complaints procedure, and this is available on-line or in leaflet format. Staff can assist tenants to make formal complaints if required. A tenant can use the Complaints Procedure to address the following:

- Delays in responding to enquiries and requests
- Failure to provide a service
- Our standard of service
- The Tenancy Sustainment Policy
- Attitude or behaviour of a member of staff

Complaints will be reviewed and used to assess and improve the effectiveness of the tenancy sustainment service, ensuring that feedback directly informs service development and quality improvement.

Delivery of Notices

From 1 August 2026, notices issued under the Housing (Scotland) Act 2001 may be delivered electronically where the recipient has agreed to receive notices in this format. All notices will be served in accordance with Section 40 of the Housing (Scotland) Act 2001, as amended by Section 50 of the Housing (Scotland) Act 2025.

13 Policy Review

This policy will be reviewed within 5 years of its approval by the Management Committee, in accordance with EHA's policy review framework and approval process, unless changes are required sooner to comply with legislative or regulatory requirements.

GDPR Impact Assessment

Name of Policy to be assessed	Tenancy Sustainment Policy	New policy or revision of existing?	Existing
Person(s) responsible for assessment		Rachel Cooper	
Briefly describe the aims, objectives and purpose of the policy.	The aims of the tenancy sustainment policy are: ○ To help residents maintain their tenancies and prevent avoidable evictions ○ To identify and address tenancy risks early through timely intervention ○ To provide appropriate, person-centred support tailored to individual needs ○ To promote responsible tenancy management and positive tenant behaviour ○ To balance support with fair and proportionate enforcement ○ To ensure compliance with legal, regulatory, and contractual obligations ○ To reduce repeated homelessness by supporting long-term housing stability ○ To work in partnership with other agencies to address complex needs		
Which type of data will be used by implementation of this policy? (e.g. personal, sensitive or special category)	For the implementation of a Tenancy Sustainment Policy, a variety of data types will be used to monitor performance, inform interventions, and improve outcomes. These include quantitative, qualitative, financial, and compliance data, and may involve personal, sensitive, or special category data (e.g., health information, financial details, or protected characteristics) to ensure tenants receive appropriate support.		
What outcomes are wanted from this policy? (e.g. necessary to meet legal obligations)	The policy aims to maintain sustainable tenancies, support vulnerable households, meet legal and regulatory obligations, improve service quality, and ensure effective governance, ultimately enhancing tenant wellbeing and long-term housing stability.		
Which groups could be affected by the policy? (note all that apply)			
Tenants	X	Committee	
Employees		Contractors	
If the policy is not relevant to any of the data groups listed above, state why and end the process here.			
Have those affected by the policy / decision been involved? NO			
There has been no formal consultation with tenants or other stakeholders on this policy. This is because the Tenancy Sustainment Policy primarily outlines internal procedures, roles, and governance for delivering and monitoring tenancy support. It does not introduce new services, alter			

tenant rights, or make changes that directly affect tenants' day-to-day experience. Additionally, there is no legal requirement to consult on this policy.

Describe the likely positive or negative impact(s) that the policy could have on the groups identified above.	Positive Impact(s)	Negative Impact(s)
	X	
What actions are required to address the impacts arising from this assessment? (This might include: additional data, putting monitoring in place, making adjustments, taking specific action to mitigate any potentially negative impacts)	Collect and monitor tenancy and service data (including personal and sensitive information), provide targeted support to at-risk tenants, ensure staff are trained, review outcomes regularly, and adjust services or interventions as needed to mitigate negative impacts and improve tenancy sustainment.	

Equality Impact Assessment

Name of Policy to be assessed	Tenancy Sustainment Policy	New policy or revision of existing?	Existing
Person(s) responsible for assessment		Rachel Cooper	
Briefly describe the aims, objectives and purpose of the policy.	The aims of the tenancy sustainment policy are: ○ To help residents maintain their tenancies and prevent avoidable evictions ○ To identify and address tenancy risks early through timely intervention ○ To provide appropriate, person-centred support tailored to individual needs ○ To promote responsible tenancy management and positive tenant behaviour ○ To balance support with fair and proportionate enforcement ○ To ensure compliance with legal, regulatory, and contractual obligations ○ To reduce repeated homelessness by supporting long-term housing stability ○ To work in partnership with other agencies to address complex needs		
Who is intended to benefit from the policy? (e.g. applicants, tenants, staff, contractors)	Tenants		
What outcomes are wanted from this policy? (e.g. the measurable changes or benefits to members/ tenants / staff)	The policy aims to maintain sustainable tenancies, support vulnerable households, meet legal and regulatory obligations, improve service quality, and ensure effective governance, ultimately enhancing tenant wellbeing and long-term housing stability.		
Which groups could be affected by the policy? (note all that apply)			
Age	X	Disability	X
Gender reassignment	X	Marriage and Civil Partnership	X
Pregnancy and Maternity	X	Race	X
Religion or Belief	X	Sex	X
Sexual Orientation	X		
If the policy is not relevant to any of the equality groups listed above, state why and end the process here.			
Have those affected by the policy / decision been involved? NO			

There has been no formal consultation with tenants or other stakeholders on this policy. This is because the Tenancy Sustainment Policy primarily outlines internal procedures, roles, and governance for delivering and monitoring tenancy support. It does not introduce new services, alter tenant rights, or make changes that directly affect tenants' day-to-day experience. Additionally, there is no legal requirement to consult on this policy.

Describe the likely positive or negative impact(s) that the policy could have on the groups identified above.	Positive Impact(s)	Negative Impact(s)
	X	
What actions are required to address the impacts arising from this assessment? (This might include: additional data, putting monitoring in place, making adjustments, taking specific action to mitigate any potentially negative impacts)	Collect and monitor tenancy and service data (including personal and sensitive information), provide targeted support to at-risk tenants, ensure staff are trained, review outcomes regularly, and adjust services or interventions as needed to mitigate negative impacts and improve tenancy sustainment.	