Passage Housing Services

Passage Housing Services Tenancy Management Policy

Our Commitment to Tenancy Management

Passage Housing Services (PHS), a Registered Social Landlord and subsidiary of Passage 2000, is committed to providing secure, supportive, and well-managed accommodation for people experiencing homelessness.

We aim to ensure fair, transparent tenancy practices and support residents to sustain their tenancies and avoid unnecessary evictions.

Who This Policy Covers

This policy applies to:

- All PHS-managed properties
- All residents, including tenants, licensees, and other occupants
- Staff, volunteers, and support providers
- Commissioners and local authority partners

We use the term “Residents” to include tenants, licensees, and other individuals living in our properties.

Accessibility

We want everyone to understand and access this policy. We offer:

- Easy Read versions
- Large print
- Audio formats
- Translations

Support staff are available to explain key points, and printed copies are available at all PHS properties.

Governance and Accountability

Strategic oversight and legal accountability rest with the Board of Trustees of Passage 2000.

The CEO of Passage 2000 holds ultimate responsibility for tenancy management performance.

The PHS Board ensures tenancy responsibilities are effectively discharged and resident feedback informs service delivery.

Roles and Responsibilities

PHS staff and support providers work collaboratively to manage tenancies, support residents, and uphold tenancy agreements.

Residents are expected to engage with support and comply with their tenancy or licence terms.

Types of Tenancy

PHS offers Assured Shorthold Tenancies for self-contained units and Excluded Licence Agreements for shared facilities.

Tenancy type is based on individual needs and accommodation type.

Examples: Passage House and Montfort House residents receive licence agreements; Bentley House residents receive assured shorthold tenancies.

Tenancy Sustainment

We provide personalised support from day one to help residents maintain their tenancies.

Support includes assessments, planning, and multi-agency collaboration to address barriers such as mental health, substance use, and financial hardship.

Preventing Evictions

Evictions are a last resort. We explore all reasonable alternatives before proceeding.

We liaise with support agencies, offer housing advice, and notify relevant services when eviction is unavoidable.

Tackling Tenancy Fraud

We investigate fraud such as subletting, misrepresentation, and abandonment in partnership with local authorities.

Residents are given the opportunity to respond, and vulnerable circumstances are considered sensitively.

Supporting Vulnerable Households

All residents may be vulnerable. We deliver trauma-informed landlord services and work with Passage 2000 to provide tailored support.

We aim to offer stability and security to promote wellbeing and long-term housing outcomes.

Monitoring and Review

This policy is reviewed annually and updated as needed to reflect changes in legislation, best practice, or our housing portfolio.

Performance is monitored through audits, inspections, and resident feedback.

Need Help or Have a Concern?

If you have questions or need help understanding this policy, please speak to your housing support worker.