

**Teignbridge District Council**  
**Executive Committee**  
**3<sup>rd</sup> May 2022**  
**Part i**

**Teignbridge Tenants Handbook**

**Purpose of Report**

To seek approval for the Tenant's Handbook and associated policies and the Rent Setting Policy.

**Recommendation**

The Executive RESOLVES to approve –

1. the Tenant's Handbook and associated policies to which it relates and
2. the Rent Setting Policy.

**Financial Implications**

There are no financial implications in relation to the matter. The policy for rent setting aligns with the business case already submitted for housing ownership and rental provision.

Martin Flitcroft Chief Finance Officer & Head of Corporate Services  
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**Legal Implications**

There are no specific legal implications arising from this report. However, the documentation is necessary to help ensure that the Council conforms to the Tenancy Standards set by the Housing Regulator.

Paul Woodhead Head of Legal Services and Monitoring Officer  
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**Risk Assessment**

Failure to conform to the regulations could leave the Council susceptible to complaint to the Housing Ombudsman by tenants or reputational damage due to intervention by the Housing Regulator.

Graham Davey, Housing Enabling and Development Manager  
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**Environmental/ Climate Change Implications**

These are minimal but a well built, repaired and maintained property will be the most energy efficient.

## Report Author

Graham Davey, Housing Enabling and Development Manager  
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## Executive Member

Councillor Martin Wrigley. Executive Member for Communities and IT

### 1. Background

The commencement of the Teignbridge 100 housing development pipeline has produced the first new Council Houses for many years. With stock ownership comes regulation. The Housing Regulator for Social Housing requires the Council as a social landlord to conform to the Tenancy Standards it sets for Social Housing.

Teignbridge's first 2 houses at Drake Road, Newton Abbot were completed in the summer of last year and at the time of writing our next scheme of 5 apartments at East Street, Newton Abbot to be known as 'Well House' is nearing completion.

The Council has a contract in place with Teign Housing to carry out its management and maintenance obligations in respect of the properties which is working well and Teign Housing staff assisted the Council in the allocation of Drake Road and dealt with the sign up and welcome pack for the new tenants.

However, although Teign Housing is the Council's managing agent for the time being, the Council is the landlord and the tenants are the Council's tenants. Therefore, it is for the Council to ensure its tenants are provided with all the information required by the Housing Regulator in respect of their rights and responsibilities. Many aspects of which are contained in statute such as the Right to Buy, Right to Repair and Right to Mutual Exchange but this document pulls it all together in one place

### 2. Appendices/Background Papers

The Teignbridge District Council – **Information for tenants** and Appendix A **Rent Setting and Collection Policy** provide the necessary information required.

The Information for tenant's document commences with confirmation that the Council conforms with the 7 Tenancy Standards set by the Housing Regulator and its commitment to adhere to the principles set out in the Tenant Charter brought forward as part of the recent Social Housing White Paper.

During the forthcoming year Housing staff will be working with the Communications Team to develop a more succinct user friendly pocket guide for our tenants.

### 3. Conclusion

The adoption of this documentation will ensure the Council's compliance with its duties as a social landlord.