



Portus
Supported Housing

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Policy
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Review

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Details of amendments

Version	Date	Update/ amendment detail	Resulting from

Approved by

Executive Team	SF (CEO) 21/11/2025
Board	[00/00/00]



1. Statement of intent

Ensuring effective tenancy and community management is a priority for Portus Supported Housing (PSH). We are committed to creating safe, welcoming, and well-managed environments where our customers can feel settled and proud to live. Our approach is shaped by strong partnership working, with clear responsibilities across PSH teams, customers, and contractors, so that shared living spaces, gardens, and communal areas are kept clean, safe, and well-maintained.

At PSH, we think about tenancy and community management in two main ways:

Homes - the physical living environment, including communal areas within our properties and shared gardens. Responsibility for maintaining these spaces sits with our Property & Asset Management team and our contractors.

People – the customers living in and visiting PSH properties, as well as the wider communities around them. Responsibility for managing our tenancy services, including our approach to antisocial behaviour and tenancy breaches, sits within our customer team.

2. Regulatory responsibilities for neighbourhood management

The introduction of the new Consumer Regulation and Tenant Satisfaction Measures under the Social Housing (Regulation) Act 2023 requires a renewed focus on the standards and maintenance of communal areas.

The Neighbourhood and Community Standard, issued by the Regulator of Social Housing, requires all registered providers to have clear policies and practices for the upkeep of shared and communal areas, and to provide responsive tenancy and community management services. This includes how we respond to and manage antisocial behaviour, hate crime, and domestic abuse, as well as how we work in partnership with local agencies to promote safe, inclusive, and supportive communities.

The Safety and Quality Standard require registered providers to deliver an effective repair and maintenance service, ensuring that all legal health and safety obligations are met. Providing customers with safe, good-quality homes remains the most fundamental responsibility of all registered providers.

As a supported housing provider, PSH also recognises its responsibilities under the Supported Housing (Regulatory Oversight) Act 2023, which strengthens the oversight of supported housing schemes. This requires us to work closely with local authorities, demonstrate transparency in how our services are delivered, and ensure that accommodation and support are of a consistently high standard for our customers.

3. Our communities

PSH operates across England and Wales, working in more than 70 local authority areas. Unlike



traditional housing associations with fixed neighbourhoods or estates, our services are delivered across a wide geographical area and within a variety of property types.

Tenancy management is delivered by our customer team, with each property having a dedicated Housing Officer responsible for providing housing management services to customers. Their role is to support customers to sustain their tenancies, respond to tenancy-related issues and ensure that communal areas within shared properties are safe, well-maintained, and welcoming.

Where PSH is not best placed to deliver a specific service directly (for example, drug and alcohol advice), we will work in partnership with local agencies and signpost customers to appropriate support. This approach ensures that customers are connected to the right services at the right time, regardless of where they live.

Through our work, we aim to build supportive communities within our properties and across the wider areas where our customers live, ensuring services are responsive to local needs and challenges.

4. How we deliver tenancy and community management

At PSH, the customer journey begins from the occupation stage. From the outset, we work with customers to identify any additional needs they may have. This includes considering their capacity, diagnosis, or any known behaviours that may affect their tenancy.

We ensure that every customer can afford their home. For self-payers, affordability checks are carried out, while for those eligible for housing benefit, we provide support to make and administer the claim.

To make our services accessible, we offer easy-read tenancy agreements where required. We also gather key information about each customer's care package, including details of care hours, their next of kin, and any Court Appointed Deputy, Financial Appointee, or Lasting Power of Attorney information that we may need. This information helps us provide a tailored housing management service that meets the needs of each customer and ensures that we can work effectively alongside care providers.

Housing Officers keep customer information up to date and relevant, so that we can continue to deliver services that are person-centred, inclusive, and responsive. This approach applies across all PSH properties, including those in Wales, ensuring that our Welsh tenancies meet both local requirements and our own standards for safe, supportive, and well-managed housing.

5. Dedicated Housing Officer

Each PSH property has a dedicated Housing Officer who acts as the main link between the customer and PSH. Customers should know who their Housing Officer is and how best to contact them. This information is made easily available through PSH's communication channels, including our website and other appropriate platforms.



The Housing Officer is the primary contact for all tenancy management matters, including tenancy changes and any disputes within the property. They will also make links with local community organisations and stakeholders that can contribute to the well-being of our customers and the quality of their living environment, acting as a facilitator where appropriate.

Housing Officers work closely with other internal departments at PSH to address customer concerns and resolve issues efficiently. The focus of the Housing Officer is always on supporting our customers and working in partnership with both PSH teams and external stakeholders to meet their needs and maintain safe, well-managed properties.

6. Proactive engagement

At PSH we place a strong emphasis on proactive engagement with our customers, particularly those who may find managing their tenancy challenging. Regular contact helps us identify issues early and ensures we understand each customer's needs so that we can provide the best possible support.

Housing Officers will visit each property at least once a month to meet with customers, discuss any concerns, and offer guidance or support. For customers who may benefit from more regular engagement, we will develop tailored check-ins and support visits.

Where additional services are required, Housing Officers will work with the appropriate internal teams or external providers to ensure customers get the help they need.

A dedicated Customer Engagement Officer leads the delivery of effective engagement and involvement initiatives. This includes supporting the work of the Customer Committee and ensuring that customer feedback directly informs PSH's services and decision-making.

7. Signposting to support services

We recognise that some customers may experience challenges, such as debt, mental health issues, or substance misuse. Where this occurs, we will work with customers to identify the most appropriate support to help them sustain their tenancy and well-being.

Support may come from within PSH, or we may signpost or refer customers to external agencies, such as debt advice services, mental health professionals, or specialist charities. We also work closely with care providers, family members, court-appointed deputies, lasting powers of attorney, local authorities, adult social care teams, and the NHS, for example where a customer's care package needs review or their capacity requires assessment.

All PSH colleagues visiting properties are encouraged to identify and report any issues they observe, ensuring that customers receive timely support and interventions. This collaborative approach helps customers access the right services and ensures that their housing and support needs are effectively met.



8. Tenancy management

- Early intervention: Where disputes arise between customers or others in a property, Housing Officers work with all parties at an early stage to address issues and seek a fair resolution.
- Customer behaviour: Housing Officers address antisocial behaviour (ASB) promptly and in accordance with PSH's Antisocial Behaviour Policy, balancing the needs of all customers and ensuring fair processes are followed.
- Signposting to specialist services: Housing Officers support customers to access specialist services and ensure that those with additional needs receive appropriate support. This may include reasonable adjustments to how PSH delivers its services to meet individual requirements.
- Support: PSH provides tailored support for vulnerable customers, including those who are elderly, have complex needs, or have a history of trauma or abuse. Our Housing Officers work closely with care providers, family members, deputies, and other relevant professionals to ensure customers receive the support they need to sustain their tenancy.

9. Collaboration and partnerships

We recognise that we are not always the best-placed organisation to provide certain types of support. PSH work closely with local authorities, health services, voluntary organisations, and other stakeholders to ensure our customers can access the support they need.

We develop clear referral pathways to help customers access services in housing, health, education, employment, and other areas of need.

PSH also works with local authority community engagement teams, other housing providers, and our Customer Engagement Officer to help customers make the most of community spaces and services. Where services are limited, we support empowering customers to participate fully in their local communities.

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10. Sustaining tenancies

We are committed to helping customers sustain their tenancies and live in homes that are safe, affordable, and well maintained. Our aim is to reduce avoidable tenancy turnover, support customers in managing their tenancies effectively, and ultimately prevent homelessness.

To achieve this, PSH provides a comprehensive package of support, including:

- **Housing Officer support:** Housing Officers are the primary point of contact for customers. They provide tenancy management, address antisocial behaviour, carry out regular tenancy reviews, and work closely with customers to resolve disputes or tenancy challenges early.
- **Proactive engagement:** Housing Officers and our Customer Engagement Officer maintain regular contact with customers, particularly those who may need additional support. Visits and check-ins ensure early identification of issues and enable tailored interventions.
- **Financial inclusion support:** PSH has a dedicated Financial Inclusion Officer to provide budgeting guidance, welfare support, and financial advice. We also administer Housing Benefit claims on behalf of customers.
- **Collaboration and signposting:** We work in partnership with care providers, family members, local authorities, health services, and voluntary organisations to ensure customers access appropriate support for housing, health education, and employment. Housing Officers also signpost customers to specialist services.
- **Support for customers:** We provide housing-related support to customers with complex needs, including elderly customers, those with histories of trauma or abuse, and those requiring additional support. Housing Officers liaise with care providers and other relevant professionals to ensure individual needs are met.
- **Skills, independence, and wellbeing:** PSH supports customers to develop life skills and engage with their community, empowering them to live independently and confidently. This includes facilitating access to community spaces, activities, and services through our partnerships and customer engagement initiatives.
- **Monitoring and review:** Regular tenancy reviews and ongoing monitoring of customer wellbeing allow us to respond quickly to emerging needs and provide targeted support to prevent tenancy breakdown.

Through this multi-faceted approach, PSH ensures that customers receive the support, guidance, and resources they need to maintain stable, secure tenancies and achieve positive outcomes in their homes and communities.

11. Listening to our customers

PSH listens to customers in a variety of ways, as outlined in our Customer Engagement Strategy

Through regular engagement, Housing Officers identify customers who may wish to take a more active role in shaping services or participating in customer activities. Support for these customers is provided by our Customer Engagement Officer and through involvement with the Customer Committee, ensuring that feedback from customers directly informs us how PSH delivers its services.



This approach helps PSH understand the needs and preferences of customers, promotes meaningful participation, and ensures that services are responsive, inclusive, and tailored to the people who live in our homes.

12. Gardening

We are responsible for maintaining the gardens and grounds at all our properties. This work is carried out through local contractors, ensuring that outdoor communal spaces are safe, well-kept, and welcoming for our customers.

The cost of maintaining these areas is included in the service charge collected as part of the rent. Our aim is to provide consistent, high-quality grounds maintenance across all PSH properties, helping to create pleasant living environments for customers.

13. Cleaning and communal areas

We work with our customers and care providers to ensure that communal areas remain safe, clean, and free of items that could cause a fire or create a trip hazard. Housing Officers inspect these areas during their regular monthly visit. Where items are left in communal spaces, Housing Officers will ask the customer or care provider to remove or safely store them.

Customers and care providers have a responsibility to follow fire safety and other safety arrangements and should not do anything that could put themselves or others at risk.

Where customers pay a service charge for communal cleaning and window cleaning, PSH ensures these services represent value for money and are delivered according to a scheduled programme. Work carried out by contractors is managed through a procurement process and performance specifications.

14. Lifts

We will ensure that lifts are maintained and inspected regularly to ensure safe and efficient travel. Customers who struggle to use stairs in the event of a lift being out of service or in an emergency should notify us immediately; this is to ensure suitable evacuation plans can be arranged.

15. Disposal of refuse and bulky items

Customers and care providers should ensure that their bins are put out and removed on the day of collection. Any issues concerning the collection of waste should be directed to the relevant local authority. We may inspect bin areas for health and safety reasons and to ensure areas are



kept clean and hygienic. Misuse of these areas by customers will be treated in line with the Antisocial Behaviour Policy.

Arrangements for the removal of bulky items vary by local authority area and any associated costs are the responsibility of the customer.

16. Pests and vermin

We are responsible for infestation within communal areas only. Infestations occurring within a customer's home are the responsibility of the customer to remove.

17. Fire safety and health & safety

PSH is committed to maintaining safe homes and communal areas. Customers must follow fire safety guidance and other health and safety arrangements. Housing Officers regularly inspect communal areas during visits to ensure they are free from hazards. We also ensure all properties comply with legal safety requirements, including fire risk assessments, legionella risk assessments, and safe management of shared spaces. Customers and care providers are encouraged to report any safety concerns immediately.

18. Complaints and feedback

We value feedback from our customers. Customers can raise complaints or concerns about their tenancy, communal areas, or services at any time. Housing Officers and the Customer Engagement Officer are available to support customers in making complaints or providing feedback. All complaints are taken seriously, investigated promptly, and responded to in line with PSH's Complaints Policy. Learning from feedback is used to improve services and ensure customer needs are met.

19. Equality and diversity

We are committed to promoting equality, diversity, and inclusion in all areas of our services. We treat all customers fairly and make reasonable adjustments to support individual needs, including accessibility, communication preferences, and additional support requirements. Our aim is to ensure that everyone living in our homes is respected, supported, and able to fully participate in their communities.

20. Data protection and confidentiality

PSH collects and maintains information about customers to provide safe, person-centred housing management and support services. All customer information is managed in line with data protection legislation and PSH's Data Protection Policy. Housing Officers and other staff ensure that personal information is kept confidential, securely stored, and only shared with relevant parties when necessary to provide support or meet legal obligations.

21. Policy monitoring and review

The Customer Director is responsible for monitoring the overall implementation of the Tenancy and Neighbourhood Policy. Regional Housing Managers lead the Housing Team to ensure the delivery of high-quality tenancy and neighbourhood services across all properties.



The delivery of the policy will be monitored by the Executive Team and Customer Committee, with additional oversight from the Board. Key Performance Indicators (KPIs) will be set, measured, and reported through monthly data collection, with results shared with the Executive Team and Customer Committee to ensure transparency, accountability, and continuous improvement.

