EPIC Tenancy Management and Sustainment Policy – Easy Read Guide

This guide explains the main points of the policy in simple language.

What this policy is about

- EPIC aims to help tenants keep their homes and maintain successful tenancies.
- Eviction is always treated as a last resort.

Tenancy support

- EPIC will work with tenants from the start of the tenancy to understand any support they may need.
- EPIC may work with councils, charities and support agencies to help tenants manage their tenancy.

Types of tenancy

- Most new tenants start with a 12-month Starter Tenancy (Assured Shorthold Tenancy).
- After the review period, the tenancy may become a full Assured Tenancy, be extended, or in some cases be ended.
- Full Assured Tenancies provide greater long-term security.

New tenancy reviews

- EPIC will normally contact new tenants within the first six weeks.
- Starter tenants are usually reviewed during the first year to check how the tenancy is progressing.

Tenant responsibilities

- Pay rent on time.
- Look after the property.

- Follow the tenancy agreement.
- Avoid causing nuisance or anti-social behaviour.
- Work with EPIC if problems arise.

Joint tenancies

- In some circumstances, a sole tenancy can be changed to a joint tenancy.
- The applicants must usually have lived together for at least 12 months and provide evidence.

If problems occur

- EPIC will offer support and try to resolve issues before considering enforcement action.
- This may include help with rent arrears, tenancy support or referrals to specialist agencies.

Enforcement and eviction

- EPIC may take legal action if there are serious tenancy breaches, significant rent arrears or anti-social behaviour.
- Court action will normally only be considered after other options have been tried.

Appeals

- Tenants have the right to appeal certain possession decisions.
- EPIC will explain the appeals process and provide a written response.

Tenancy fraud

- EPIC takes tenancy fraud seriously, including subletting or obtaining a tenancy through false information.

Equality and fairness

- EPIC is committed to treating everyone fairly and without discrimination.
- Support and information will be provided to help tenants understand their rights.

Further advice

- Tenants can seek support from EPIC, their local authority, Shelter, Citizens Advice or other support organisations.