



Zen Registered Providers: Allocations and Tenancy Policy

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Approved by:	

1. Introduction

- 1.1. Zen Housing Limited, Zen Housing 2 Limited and Zen Rented Limited (together Zen) Zen Housing Ltd (Zen) are profit-making Registered Provider registered with and regulated by the Regulator of Social Housing (RSH).
- 1.2. Zen is committed to letting our properties in a fair, transparent and efficient way and that the social housing that Zen provides is made available to people whose needs may not be adequately served by the commercial market. We will meet all statutory and legal requirements that are applicable to us as a landlord.
- 1.3. This policy has been approved by the Board of Zen.
- 1.4. Zen are developing contracts with Property Managers through which we will ensure delivery of our housing management service and these Property Managers will be instructed to comply and will be required to accept the obligation to comply, with all aspects of this policy. The Board of Zen will thereafter be responsible for monitoring the compliance of these Property Managers with this policy.

2. Allocations

- 2.1. Zen aims to have procedures in place to allocate our rented homes which are effective, fair and transparent.
- 2.2. Property Managers will be required to allocate Zen properties in line with our allocation policy and will ensure that the following core terms are met:





- The arrangements will ensure we meet any obligations in relation to properties subject to planning and funding obligations.
- Ensuring that we do not discriminate and that we comply with all relevant non-discrimination legislation.

2.2.1. Ensuring that we meet the RSH's regulatory requirements.

2.3. Zen's Property Managers will be required to only refuse a nomination from the local council if there is good cause to do so. This will include:

- Where there is a history of unacceptable or anti-social behaviour and/or tenancy fraud.
- Where the applicant owes us money or has county court judgments against them.
- Where our managing agents do not consider the applicant will be able to cover the charges following a financial assessment.
- Where there are other reasons that lead our Property Manager to assess that the tenant will not be able to sustain their tenancy; in such cases our agent would first establish if there are advice or support packages that could address concerns before making a final decision.
- That properties will be 'made available to people whose needs are not adequately served by the commercial housing market'. In practice, this means that our managing agents will ensure that properties will not be allocated to people who are able to afford to buy a home on the open market which is suitable for their housing needs.

2.4. Property Managers will be required to monitor all lettings and sales as required by the Continuous Recording of Lettings (CORE) system.

3. Mutual Exchanges

3.1. Zen's Property Managers will be required to process applications for Mutual Exchanges in line with regulatory requirements and only refuse a mutual exchange if there is good reason to do so. We will consider any mutual exchange made without our written consent and completion of our processes to be unlawful and we, or our managing agents, will take legal action in such cases.

Succession

3.2. Zen will grant rights to succession in line with legislation and will provide tenants and/or anyone else making an enquiry about succession with accessible information about their rights.





- 3.3. Where an application is received for succession and there is no statutory right to succeed, in exceptional circumstances discretion may be applied to offer a new tenancy. Each case will be considered on its own merit and will take into account factors including, but not limited to, the vulnerability of the members of the household, the suitability of the property, ability to sustain a tenancy.

4 Shared Ownership properties

- 4.1 New shared ownership properties will be allocated by Zen's Property Managers in accordance with our own allocation policies and will ensure that the following core terms are met:

- The arrangements will ensure we meet any obligations in relation to properties subject to planning obligations.
- Ensuring that we do not discriminate and that we comply with all relevant non-discrimination legislation.
- Ensuring that we meet the RSH's regulatory requirements.
- That properties will be 'made available to people whose needs are not adequately served by the commercial housing market'. In practice, this means that our managing agents will ensure that properties will not be allocated to people who are able to afford to buy a home on the open market which is suitable for their housing needs.
- Where demand for homes exceeds supply, a first come first served principle will be applied when considering applicants, with the permitted exceptions of qualifying Military of Defence personnel and protected sites or areas. Prioritisation will not be influenced by the share that the applicant can afford.

- 4.2 Property Managers will be instructed to adhere to existing shared ownership lease terms.

- 4.3 Where (as a consequence of planning restrictions, lease terms or otherwise) there are restrictions on the staircasing of leases or on the resale of shared ownership dwellings, the Property Managers will be instructed to adhere to such restrictions.

5 Tenure

- 5.1 Zen will enter into nominations agreements with local councils where we own and manage stock and will give local councils 100% nominations rights for true voids.
- 5.2 To appropriately allocate its social rented and affordable rented properties, Zen will be guided by the section 106 agreements and the agreed nominations by the local council and/or Local Lettings.





- 5.3 Intermediate rental tenures will be allocated through the local council's waiting list.
- 5.4 Property Managers will be required to offer tenancies that meet statutory and legal requirements and in accordance with the following criteria.
- 5.4.1 Zen envisages that tenants will be offered long term tenancies suitable for a stable home through an Assured Tenancy or similar. Where the nature of the applicant, their requirements or their future plans for the dwelling dictate otherwise, one year assured shorthold tenancies may be used with the specific consent of Zen. As appropriate, our agents will seek to ensure that vulnerable tenants have support packages in place to maximise their chances of sustaining their tenancy. This will involve signposting to other agencies.
- 5.4.2 Zen will ensure managing agents carry out an assessment before the end of the tenancy. If the tenancy has been conducted satisfactorily, they will issue a new fixed term assured shorthold tenancy for a further fixed term in accordance with our policy. Otherwise notice will be given to the tenant to leave the property. The tenant can appeal against this decision using our Property Manager's complaints procedure.
- 5.4.3 All tenancies will only allow sub-letting of the part with the consent of Zen.
- 5.5 Property Managers will be required to review all fixed term tenancies in advance of the end date to consider if a further tenancy should be offered. Our managing agents will consider:
- How the tenant has conducted the tenancy. We are committed to raising issues of concern directly with tenants in a timely manner; therefore, the tenant will be aware of any breaches that we will be taking into account
 - Whether there is any under occupation or overcrowding
 - If there are any special features or adaptations in the property and whether anyone living in the property requires these
 - any significant changes in the household's financial circumstances
- 5.6 Property Managers would only not normally offer another tenancy if:
- There has been a serious breach of the existing tenancy – the tenant will have been alerted to this at the time that the breach occurred
 - We have identified and substantiated any tenancy fraud
 - The review highlights issues which would justify not offering a further tenancy





- The tenant has not engaged with the review process (the exception would be if we are aware that the tenant is vulnerable or aware of other valid reasons).

5.7 At the end of the fixed term tenancy, either a new fixed term tenancy will be offered in accordance with our policy or, in accordance with such policy the tenant will be served with notice to leave.

5.8 If a Property Manager is giving a tenant notice we will ensure the Property Manager:

- Explains the reasons why. The tenant will have the right to appeal via our complaints procedure
- Gives at least 6 months' notice
- Offer general advice and signpost them to other relevant agencies including the Housing Options team at the relevant council

5.9 Zen will comply with the Renters Rights Act 2025 and will offer assured tenancies when the requirements of the legislation are extended to social housing.

6 Appeals

6.1 Zen will act transparently in applying this policy. Where applicants do not feel we have complied with this policy, they have a right to appeal our decision. Appeals be responded to as per our Complaints Policy.

7 Review

7.1 This policy will be reviewed **every three years**– unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives and to take account of good practice developments and changes in the law or regulation.

