

City Services Housing and Neighbourhood Tenancy Policy



Year 2012/13 – 2017/18

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1. Purpose

1.1. The purpose of this Tenancy Policy is:

- 1.1.1. to ensure compliance with the requirements of the Council's Tenancy Strategy which can be found at HullCC website > **About your Council > Strategies Policies and Plans > housing Strategies and Plans** .
- 1.1.2. to provide a clear and transparent explanation to customers about the tenancies granted by Hull City Council.

1.2. This Tenancy Policy sets out:

- 1.2.1. the type and length of tenancies Hull City Council ("the Council") offers
- 1.2.2. the review/renewal process for flexible tenancies
- 1.2.3. advice and support to tenants
- 1.2.4. the Council's policy on succession rights for tenants
- 1.2.5. the circumstances in which the Council will charge affordable rent
- 1.2.6. the frequency of policy

2. Background

- 2.1. The Council is a local housing authority which provides a range of housing accommodation for letting to tenants.
- 2.2. The Council currently operates an Introductory Tenancy Scheme. This means that any new tenancy granted by the Council to a person who is not already a secure tenant of a Council property (in Hull or

elsewhere) or an assured tenant of social housing must be an introductory tenancy. The introductory period normally lasts for 12 months and in some cases up to a maximum of 18 months. At the end of the introductory period the tenant will become a secure tenant of the Council.

- 2.3. Where the Council grants a new tenancy to a person who is already a secure tenant of a council property (in Hull or elsewhere) or an assured tenant of social housing, this will normally be a secure lifetime tenancy.
- 2.4. The Council may grant secure lifetime tenancies or secure flexible tenancies dependant upon legal requirements and its current policy. Any secure tenancy will be subject to the tenant successfully completing an introductory tenancy period in the circumstances set out at 2.2 above.
- 2.5. Within this policy a lifetime tenancy means a weekly periodic secure tenancy (a tenancy which runs from week to week). Having a secure tenancy means that the Council can only recover possession of a property if it has obtained a possession order through the Court. The Council may only seek a possession where there are legal grounds to do so (e.g. where the tenant is in breach of his tenancy agreement with the Council or in certain limited circumstances where the Council need demolish or redevelop a property and cannot do so without regaining possession). Where the reason for the Council wanting to take possession of the property is not the tenant's fault the Council

must offer another suitable property to the tenant. All of the reasons for which the Council can seek possession of a property are set down in Schedule II of the Housing Act 1985. The Court does not have to make a possession order if it does not think that it is reasonable to do so. Unless the Council successfully obtains a possession order to end the tenancy, and recover the property, the tenant has the opportunity and choice to live in the property for the rest of his/her life.

- 2.6. Within this policy a flexible tenancy means a tenancy granted in accordance with Section 107A of the Housing Act 1985. A flexible tenancy will be granted by the Council to the tenant for a fixed period of time which cannot be less than 2 years. The Council has the right to seek a Court Order to recover possession of the property at the end of the flexible tenancy period. The Court must make an order for possession where the Council has followed the correct legal steps for ending the tenancy.
- 2.7. In some limited circumstances it is possible for the Council, at its discretion, to grant a tenancy which is neither an introductory tenancy nor a secure tenancy. Such tenancies are non secure contractual tenancies and the circumstances in which such a Council tenancy will apply are set down within Schedule 1 of the Housing Act 1985. Examples of these include tied tenancies (i.e. where the property occupied is connected to the tenant's employment with the Council), some situations where the Council is obliged

to provide temporary housing to homeless persons and temporary housing provided where a person cannot occupy his own private home whilst work is being carried out (e.g. after an emergency such as fire or flood).

2.8. The Housing and Neighbourhood Renewal Strategy 2011 – 2016 provides a plan for the Council and other people in Hull about what needs to be done to improve housing and neighbourhoods in the city and is designed to support delivery of the council's long-term vision for housing in Hull. The Strategy focuses on the following themes;

- 2.8.1. increasing housing options and meeting housing need
- 2.8.2. improving access to housing for all
- 2.8.3. improving the quality of housing and investing in the existing housing stock
- 2.8.4. improving neighbourhood quality and
- 2.8.5. neighbourhood renewal and growth.

2.9. The Tenancy Strategy for Hull sets out matters to which registered providers of social housing in Hull, including Hull City Council, have to have regard to in their Tenancy Policy. This Tenancy Policy provides a framework whereby tenants of the Council are given the right home for as long as they need it.

3. The type and length of tenancies Hull City Council offers

3.1. Any new introductory or secure tenancy offered by the Council will be a lifetime tenancy (subject to the tenant completing any introductory tenancy period) except where a tenant is offered the tenancy of a property which is within a flexible tenancy scheme as described within this policy. In such cases the property will be clearly advertised for letting solely under a flexible tenancy and the tenant will be served with a notice confirming that the proposed secure tenancy will be a flexible tenancy or that the proposed introductory tenancy will become a secure flexible tenancy at the end of the introductory period.

3.2. The Council may decide to use flexible secure tenancies in some circumstances where this meets housing management requirements or to address a particular housing management situation. Any decision to adopt a flexible tenancy scheme will be subject to a formal decision to do so and will amend this policy.

3.3. Where the Council is considering the introduction of a flexible tenancy scheme it will:

- 3.3.1. carry out reasonable consultation with the local community on its proposals
- 3.3.2. set out in a report the reasons for wishing to introduce a new flexible tenancy scheme and how this complies with the Council's Tenancy Strategy
- 3.3.3. require any decision to adopt the proposed flexible tenancy scheme to be approved by the Head of Service with responsibility for the management of the Council's housing function in

consultation with the Council's Portfolio Holder with responsibility for the Council's housing function.

- 3.4. Where a decision is made to adopt a new flexible tenancy scheme the details of the scheme and how it will be applied will be published as an addendum to the Council's Tenancy Policy. The Council may if it chooses adopt a number of flexible tenancy schemes each of which will be a separate scheme within the Tenancy Policy and may be subject to different terms and conditions.
- 3.5. Where the Council adopts a flexible tenancy scheme the period of the tenancy will normally be for a minimum period of five years. There may be some exceptional circumstances the Council may wish to offer a flexible secure tenancy for a minimum period of two years but for less than five years. In such cases the decision making process detailed at 3.3 will reflect and record the reasons for this.
- 3.6. Where the Council wish to offer a flexible tenancy to a prospective tenant it will serve written notice upon that person that the tenancy will be a flexible secure tenancy or where the tenancy will be an introductory tenancy as set out in Section 2.2, notice that at the end of the introductory tenancy period the tenancy will become a flexible secure tenancy. In both instances the notice will state the fixed period of the flexible tenancy being offered to the prospective tenant.
- 3.7. The fixed period of the flexible tenancy being offered to the tenant will meet the terms of the particular

flexible tenancy scheme within this policy under which the tenancy is being offered.

- 3.8. Prospective tenants who are offered a fixed term tenancy have the right to request a review of the Council's decision about the length and term of the tenancy offered where this does not meet the Council's published flexible tenancy scheme under the Tenancy Policy.
- 3.9. A request for such a review must be made within 21 days beginning on the day on which the tenant first receives their offer. The prospective tenant has the right to request that a review is conducted at a face to face hearing. All reviews will be undertaken by an officer of greater seniority than the officer who made the decision to offer a flexible tenancy of the terms stated within the notice.
- 3.10. The Council's review procedure will be published and a copy provided to an applicant at the time of the offer of a flexible tenancy.

4. The review/renewal process for flexible secure tenancies at the end of the fixed term period

- 4.1. Between nine and seven months before the end of the fixed term of the flexible tenancy the Council will review the tenancy.
- 4.2. The following matters will be taken into account, as appropriate, when the tenancy is reviewed. This is not an exclusive list and the Council may take into

- consideration any matter which it deems to be reasonable in the circumstances.
- 4.2.1. the behaviour of the tenant and his household including any breaches of tenancy during the fixed term tenancy
 - 4.2.2. any tenancy fraud identified during the fixed term tenancy
 - 4.2.3. the Council's eligibility criteria (in terms of property type and size, appropriate to their household) at the time of the review
 - 4.2.4. whether the tenant engages in the flexible tenancy review process
 - 4.2.5. where the tenants property is an adapted property, whether the tenant or any member of their household continues to need the adaptations
 - 4.2.6. if the tenant has come into legal ownership of another home or property
 - 4.2.7. whether the Council considers that the property is still suitable for the needs of the tenant and his/her household
 - 4.2.8. whether the Council owns the property or still has sufficient legal interest in the property to be able to offer a further tenancy
- 4.3. The Council will decide which of the following actions to take
- 4.3.1. to offer the tenant a further flexible tenancy of the property
 - 4.3.2. to offer the tenant a secure lifetime tenancy of the same property
 - 4.3.3. not to grant a further flexible tenancy of the property and to seek possession of the property but to offer the tenant a new flexible tenancy of an alternative property in accordance with the Council's current lettings policy and eligibility criteria
 - 4.3.4. not to grant a further flexible tenancy of the property and to seek possession of the property but to offer the tenant a new lifetime secure tenancy of an alternative property in accordance with the Council's current lettings policy and eligibility criteria.
 - 4.3.5. Not to grant a further tenancy of the property and to seek possession of the property and not to offer any alternative secure tenancy of a Council property.
- 4.4. Where a decision is made not to offer a further tenancy of a property and to seek possession of the property the Council will serve written notice on the tenant at least six months before the end of the fixed term period. The notice will set out that the Council does not propose to offer another tenancy on the expiry of the flexible tenancy, why the Council is not granting another tenancy and offer the tenant a right to a review of the Council's decision.
- 4.5. The Council's review procedure will be published and a copy provided to the tenant with the notice referred to at paragraph 4.4. A request for review of the notice to end a fixed term tenancy must be made within 21

days of service of the notice beginning with the day on which the notice is served. The review will be undertaken by an officer of greater seniority than the officer who made the decision not to offer a further tenancy of the property.

- 4.6. The tenant has the right to request that a review is conducted by a face to face hearing.
- 4.7. The Council will inform the tenant in writing of the decision on the review, and if this decision is to confirm the original decision, the tenant will be informed of the reasons for the decision.
- 4.8. If the decision of the review is to overturn the original decision the tenant will be offered a further tenancy of the property.
- 4.9. If the decision of the review is to confirm the original decision the Council will give the tenant not less than 2 months written notice stating that the Council requires possession. This notice may be given before or on the day on which the tenancy comes to an end.
- 4.10 Where the Council decides to offer a new flexible tenancy of the property at the expiry of any current flexible tenancy, it will make a written offer of a new flexible tenancy and serve notice that the tenancy will be a flexible tenancy in accordance with Section 3 above.

5. Advice and support for tenants who are not offered a Council tenancy on the expiry of a flexible tenancy

- 5.1. Where a notice has been served by the Council proposing not to grant a further tenancy of a property on the expiry of a flexible tenancy and where the Council are not offering the tenancy of an alternative property the tenant will be provided with advice, information and assistance about the different future housing options available in their particular circumstances. This will be tailored to the needs and circumstances of the tenant and their household.
- 5.2. Tenants will be allocated a Housing Options Officer to provide ongoing housing options advice and assistance until the Council recovers possession of the property. This will include, where possible, helping the tenant to identify and secure alternative accommodation.

6. The Council's policy on succession rights

- 6.1. The Council's policy, for tenants whose tenancies started before the 1st of April 2012, is to allow one succession to a secure or introductory tenancy following the death of the tenant where the following criteria are satisfied. The potential successor must be;
 - 6.1.1. the tenant's spouse or civil partner however long they have lived with the tenant or
 - 6.1.2. another member of the tenant's family who has resided with the tenant throughout the period of twelve months ending with the tenant's death (including a person who was living with the tenant as if he/she were a spouse or civil partner) ;

6.1.3. in either case, the potential successor must have been living at the property as his or her only or principal home at the time of the tenant's death.

6.1.4. The following people are members of a person's family for the purpose of deciding whether a person is entitled to succeed to a secure tenancy:

6.1.4.1. the tenant's parent, grandparent, child, grandchild, brother, sister, uncle, aunt, nephew, niece. These relationships also include step relatives, illegitimate relatives, half relatives and relatives by marriage. The reference to related by marriage includes, for example, the tenant's spouse's niece, but not the tenant's niece's spouse. A foster child of the tenant is not a member of the tenant's family for the purposes of succession.

6.1.5. Where the tenant was a demoted tenant at the time of death the rights detailed in Section 6 apply save that in all cases, the successor must have resided with the tenant throughout the period of twelve months ending with the tenant's death.

6.2. The Council's policy, for tenants whose secure tenancies were granted on or after the 1st of April 2012, is to allow one succession to a secure tenancy following the death of the tenant where the following criteria are satisfied. The potential successor must be;

6.2.1. the tenant's spouse or civil partner (including a person who was living with the tenant as if he/she

were a spouse or civil partner) however long they have lived with the tenant.

6.2.2. Anyone else, including the tenants family members (as defined at 6.1.4.1 with the addition of an adult foster child), occupying the property at the time of the tenants death will be considered as a potential new tenant of the property under the Council's Left in Occupation procedure. In all cases, to be considered for a new tenancy, the person left in occupation:

6.2.2.1. must have resided with the tenant throughout the period of twelve months ending with the tenant's death;

6.2.2.2. must have been living at the property as his or her only or principal home at the time of the tenant's death.

6.2.3. In all cases no new introductory tenancy will be granted where, prior to the tenants death:

6.2.3.1. legal proceedings for possession of the property had been started or notice of seeking possession has been served for a breach(s) of the tenancy agreement falling under Ground 2 (nuisance, annoyance, illegal activity), Ground 2A (domestic violence) or Ground 3 (deterioration in the condition of the property) of the Housing Act 1985 and the Council is satisfied that the behaviour of the potential new tenant was material to the

- breach(es) of tenancy for which proceedings have started or notice served.
- 6.2.3.2. an order for possession of the property has been made under Ground 2 (nuisance, annoyance, illegal activity), Ground 2A (domestic violence) or Ground 3 (deterioration in the condition of the property) of the Housing Act 1985 and the Council is satisfied that the behaviour of the potential new tenant was material to the making of the possession order.
- 6.2.3.3. where the potential new tenant has been subject to an order for possession in respect of the tenancy of another Council property and that order was made under Ground 2 (nuisance, annoyance, illegal activity), Ground 2A (domestic violence) or Ground 3 (deterioration in the condition of the property) of the Housing Act 1985 and the Council is satisfied that the behaviour of the potential new tenant was material to the making of the possession order.
- 6.2.3.4. legal proceedings have been commenced or there is a current court order against the potential new tenant in respect of anti-social behaviour including but not restricted to an Anti Social Behaviour Order or an injunction for anti-social behaviour under Section 152 of the Housing Act 1996.
- 6.2.3.5. the potential new tenant owes former tenancy arrears or any other housing related debt to the Council which are not the subject of a current agreement for repayment which is being maintained.
- 6.2.4. Where a potential new tenant does not meet the qualification criteria under Section 6.2.2 but there is clear evidence that this person has given up a secure tenancy or an assured tenancy from a social housing provider to move into the property to provide essential care and support to the deceased tenant, the qualification period may be waived upon approval of the Assistant Head of Service or equivalent.
- 6.2.5. Where any statutory provision infers a right of succession to a secure tenancy which is more generous than that which is detailed in this policy, the statutory right of succession will be applied. Nothing in this policy stops the Council applying its current Left in Occupation Policy to any case which does not meet the criteria for succession in this policy.

7. Affordable rent

- 7.1. Local authorities are able to agree with the Homes and Communities Agency to convert a proportion of their properties which are being relet on an affordable rent to help fund the development of new homes. This

means that the Council can charge a different rent (which could be higher) than their usual rent charge.

7.2. The Council may wish to use affordable rent tenancies in some circumstances. These are:

7.2.1. where major investment in particular housing stock has been or will be undertaken

7.2.2. where funding for a project requires that the Council use affordable rents.

7.3. Where the Council is considering using affordable rents tenancies it will:

7.3.1. carry out reasonable consultation with the local community on its proposals

7.3.2. undertake a financial viability test

7.3.3. set out in a report the reasons for using affordable rents and the benefits the Council expects

7.3.4. require any decision to adopt the proposed affordable rent scheme to be approved by the Head of Service with responsibility for the

7.3.5. management of the Council's housing function in consultation with the Council's Portfolio Holder with responsibility for the Council's housing function.

8. Frequency of policy review

8.1. This Tenancy Policy will be reviewed at least every 5 years and more frequently if circumstances require any earlier review.

Addendum 1

Priority Neighbourhoods Programme Flexible Secure Tenancy Policy

Background

Through the Priority Neighbourhoods Programme (PNP) Hull City Council leases properties from private owners for a fixed period of between ten and fifteen years for the purposes of refurbishing those properties and thereafter using them to provide additional general needs housing within its housing stock. The Council cannot offer secure lifetime tenancies to the tenants of properties leased under the PNP because it has insufficient legal interest in the properties and must hand them back to the owner at the end of the lease term. The most secure form of tenure that can be offered to a tenant of a PNP leased property is a flexible secure tenancy. All flexible secure tenancies of PNP leased properties will be for a term which is one calendar year less than the term remaining on the Council's lease of the property to the nearest Sunday after. This is to enable the Council to regain possession of the property, carry out any necessary works required under the lease obligations and ensure the owner is given vacant possession of his property at the end of the lease period. A flexible secure tenancy agreement which reflects the Council's usual tenancy conditions but which is amended to take into account the different tenure type will be used for tenants of the PNP lease properties. The details of the scheme are set out below.

Property Type for the Priority Neighbourhoods Flexible Secure Tenancies

The scheme applies to all properties leased to the Council through the PNP and may be located in any area of the city. The properties may include any property type or size (e.g. houses or flats).

Who will be offered PNP flexible secure tenancies?

A flexible secure tenancy or an introductory tenancy leading to a flexible secure tenancy will be offered to Hull Homesearch applicants who either have successfully bid for a property which has been advertised as a PNP lease property or to applicants who have a direct letting for the particular property type, and have been cleared for offer following the pre-tenancy checks.

Length of the PNP Flexible Secure Tenancy

The length of the flexible secure tenancy offered will vary according to the length of the term remaining on the Council's lease of the PNP property at the time when the offer of tenancy is made and taking into account any introductory tenancy period which must be served by the applicant but it will never be less than two years.

Existing secure or assured tenants

Where the applicant is an existing secure lifetime tenant (of Hull City Council or of another authority) or an assured tenant of a registered provider they will be offered a flexible secure tenancy from a date specified in the Offer Notice to the date one calendar year prior, to the nearest Sunday after, to the expiry of the Council's lease of the PNP property. The applicant will be informed of the date upon which the Council's lease of the PNP property ends in the Offer Notice.

As an example, the Council holds a 10 year lease of a property starting on 1st January 2013 and ending on 31st December 2022. If a secure tenant successfully bids for this property he will be offered a secure flexible tenancy commencing on a date specified in the Offer Notice and ending on the nearest Sunday after 31st December 2021.

New tenants

Where the applicant is not an existing secure lifetime tenant (of Hull City Council or of another authority) or an assured tenant of a registered provider he will be offered an introductory tenancy in line with the Council's policy on introductory tenancies and thereafter a flexible secure tenancy for a period commencing on the first day after expiry of the introductory tenancy to a date one calendar year less than the term remaining on the Council's lease of the PNP property to the nearest Sunday after (calculated at the date when the flexible secure tenancy will commence). The exact dates upon which the tenancies offered will start and finish will be specified in the Offer Notice. The applicant will be informed of the date upon which the Council's lease of the PNP property ends in the Offer Notice.

As an example. The Council holds a 10 year lease of a property starting on 1st January 2013 and ending on 31st December 2022. If a new applicant who was not already an introductory tenant successfully bids for this property he would be offered a weekly periodic introductory tenancy from a specified date and a secure flexible tenancy to commence on the completion of the introductory tenancy. If the introductory tenancy offered commences on Monday 4th March 2013, it will end on Monday 3rd March 2013 he would be offered a flexible tenancy which will commence on Tuesday 4th March 2014. If the introductory tenancy had been extended, it will end on Wednesday 3rd September and the flexible secure tenancy would commence on Thursday 4th September 2014. The secure flexible tenancy offered would therefore be from 4th March 2014 to the nearest Sunday after 31st December 2021 or if the introductory tenancy had been extended from 4th September 2014 to the nearest Sunday after 31st December 2021.

Existing introductory tenants

Where the applicant is an existing introductory tenant and is part way through the introductory period he / she will only be required to complete the remainder of their existing introductory tenancy period before commencing a flexible secure tenancy (subject to any extension of the introductory period following service of the appropriate Notice by the Council). The flexible secure tenancy offered will be for a period commencing on the first day after expiry of the introductory tenancy to a date one calendar year less than the term remaining on the Council's lease of the PNP property to the nearest Sunday after (calculated at the date when the flexible secure tenancy will commence). The exact dates upon which the tenancies offered will start and finish will be specified in the Offer Notice. The applicant will be informed of the date upon which the Council's lease of the PNP property ends in the Offer Notice.

As an example, the Council holds a 10 year lease of a property starting on 1st January 2013 and ending on 31st December 2022. If an applicant who was already an introductory tenant successfully bids for this property he would be offered a weekly periodic introductory tenancy from a specified date, for the balance of his required introductory tenancy period and a secure flexible tenancy to commence on the completion of the introductory tenancy period. If the applicant's original introductory tenancy had commenced on 26th November 2012 and a new introductory tenancy for the PNP property was offered to commence on Monday 4th March 2013, the new introductory tenancy would end on 25th November 2013. A flexible secure tenancy would be offered to commence on 26th November 2013. If the introductory tenancy had been extended, it would end on 25th May 2014 and the flexible secure tenancy would commence on 26th May 2014. The secure flexible tenancy offered would therefore be from 26th November 2013 to the nearest Sunday after 31st December 2021 or if the introductory tenancy had been extended from 26th May 2014 to the nearest Sunday after 31st December 2021.

Court action during the introductory period

Where the court grants possession to the Council during the introductory period, this will impact upon the granting of the flexible secure tenancy. If a possession order is made by the Court the secure flexible tenancy will not commence on the date specified in the Offer Notice or at all. The tenant will remain an introductory tenant of the property until such time that his tenancy ends either by him giving notice to end the introductory tenancy, surrendering the tenancy or by the Council evicting him from the property by the issue of a Warrant for Possession. The Council may at its discretion offer a new introductory tenancy leading to a secure flexible tenancy of the property. In these circumstances a new offer notice will be issued and the term of the secure flexible tenancy offered will be in accordance with the tenancy policy and for a period which is in accordance with this addendum.

Tenancies offered at the end of the lease term

Where a PNP property becomes vacant within the final four and a half years of the Council's lease term a flexible secure tenancy will not be offered at the property. This is because the Council may be required to grant any potential successful applicant for a PNP lease property a tenancy of 3 and a half years. This comprises of a maximum 18 month introductory tenancy period prior to a flexible secure tenancy and the flexible secure tenancy itself which may not legally be less than a 2 years term. In addition the Council will need to carry out pre tenancy repairs before the property is let and requires a one year period at the end of its lease with the owner to ensure that the property is vacant and in suitable condition to hand back to the owner. As the aggregate period for this may exceed 4 and a half years, the Council will consider letting the property using non-secure forms of tenancy where it is possible to do so during this period.

During the final three years of the Council's lease of a PNP property the Council will not give its consent for a Transfer of Tenancy under Section 158 of the Localism Act 2011 as there will be insufficient time left on the lease to grant a 2 year flexible secure tenancy and allow a one year period at the end of the lease to ensure that the property is vacant and in suitable condition to hand back to the owner.

Right of Review of the Offer of a Tenancy of a PNP Property

The written Offer Notice for the tenancy will always be given to the applicant at the end of the accompanied viewing of the property if an offer is to be made.

Applicants have a statutory right to request a review of the length of the flexible tenancy term offered where they believe that the Council has not followed its tenancy policy. The review period runs for 21 days following the date the Notice of Offer of the tenancy is made.

Reviews will be conducted in accordance with the Council's Tenancy Policy and its related review procedure.

Review at the end of the Flexible Secure Tenancy Period of a PNP Property

The PNP flexible secure tenancy will be reviewed as set out in Paragraph 4 of the Tenancy Policy. It must be noted that there will be no possibility of offering a further flexible secure tenancy or a secure lifetime tenancy at a PNP lease property at the end of the term because the Council does not own the property and will have insufficient legal interest in the property at that stage to offer any form of secure tenancy. The Council may at its discretion consider granting a temporary licence at the property at the end of its lease period in accordance with its Left in Occupation Policy. if appropriate to do so.

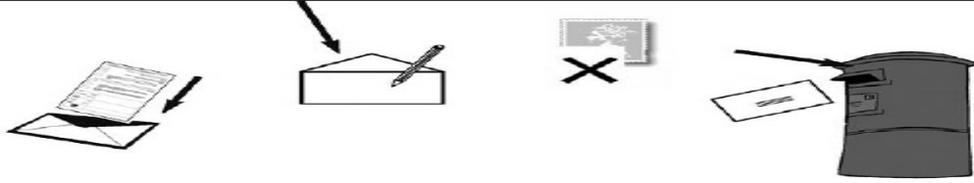
Reviews will be conducted in accordance with the Council's Tenancy Policy and its related review procedure.

Alternative format

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- Polish Jeżeli chciałbyś otrzymać ten list w swoim języku, to proszę odhaczyć ramkę i wysłać w kopercie na adres:
- Arabic إذا رغبت الحصول على نسخة من هذه الرسالة مترجمة الى لغتك، من فضلك ضع إشارة في المربع و ضعها في ظرف و أرسلها الى العنوان التالي:
- Kurdish ئەگەر تۆم نامەیت دەویت بە زمانی خۆت تکایە نیشانیە لە چوارچێوەکە بەه وە لە زەرفێکی نامەدا بێنێرە بۆ:
- Russian Если Вы желаете получить это письмо на родном языке, пожалуйста отметьте с крестиком в клетке, положите в конверт и пошлите по адресу:
- Mandarin 如果您想要一份是用您的母语写成的这封信，请在空格内打钩，并把这张纸装入信封（免贴邮票）寄到下列地址：
- Farsi اگر این نامه را به زبان خودتان میخواهید، لطفا مربع مربوطه را علامت زده و آنرا داخل یک پاکت نامه گذاشته و به آدرس پستی رایگان زیرهست کنید:
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- Bengali আপনি যদি এই চিঠি নিজের মাতৃভাষায় পেতে ইচ্ছুক হন তাহলে দয়া করে বক্সে চিহ্ন করার পরে নামে ভরে এই ঠিকানায় পাঠান:-
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- Portuguese Se desejar receber esta carta na sua língua, agradecemos que marque com um tique no quadrado, e a devolva num envelope para a direcção seguinte:

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Computer disk	<input type="checkbox"/>	Face-to-face conversation	<input type="checkbox"/>
British Sign Language	<input type="checkbox"/>	Braille	<input type="checkbox"/>
Makaton	<input type="checkbox"/>	Easy Read	<input type="checkbox"/>

Email (your address)

Other method (please explain)

Name

Address

