



Tenancy Strategy for County Durham

2012

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1. Introduction

The Tenancy Strategy is intended to provide a framework to Registered Providers (RPs) operating in Durham so that their individual tenancy policies and practices for letting their affordable housing stock meet local housing needs and improve the overall operation of the County Durham housing market.

The Localism Act (2011) includes new powers relating to allocations and flexible tenancies and it requires local authorities to produce a Tenancy Strategy that sits alongside a local authority's Housing Strategy, Homelessness Strategy and Allocations Policy.

Building on our established and strong working relationships, this strategy has been developed collaboratively between the Council, our managing agents and Registered Providers and other key stakeholders. In developing this strategy together we have had regard to our Housing Strategy, Durham Key Options allocation scheme and the Council's homelessness strategy.

The Act states that local authority tenancy strategies should set out the high level objectives for social housing providers to have regard to in relation to:

- the types of tenancy available; and the type they will grant
- the ways in which the Council expects registered providers to decide when to grant particular tenancies
- the length of term for fixed term tenancies
- The circumstances under which a tenancy may or may not be reissued at the end of the fixed term, in the same property or in a different property
- the nature of the local housing market which helps to justify this approach

The social sector of the housing market has a very important role to play because it provides accommodation for those who cannot access market housing (either for rent or sale) and are therefore in need of affordable housing. The County Council wants to make the most of this valuable asset and this tenancy strategy helps to fulfill that objective.

2. Background and Context

County Durham Vision

The County Durham Partnerships “Altogether Better Durham” vision is set out in the Sustainable Communities Strategy 2010 -30 and is at the heart of Council’s Housing Strategy. The Strategy is the overarching plan for County Durham, showing how partners in County Durham work together to improve the economic, social and environmental wellbeing of the area. It sets the direction and provides the blueprint to deliver long lasting improvements, acting as a guide and framework for all other strategies developed for the area. In order to be ‘altogether better’ Durham County Council and its key partners have agreed five priority themes:

Altogether Wealthier	Altogether Better for Children and Young People	
Altogether Healthier	Altogether Greener	Altogether Safer

The Council has placed Regeneration and Economic Development; ‘Altogether Wealthier’ at the forefront of our priorities for creating an Altogether Better Durham.

Altogether Wealthier

Regeneration and economic development has been placed at the heart of the Sustainable Community Strategy in recognition of the size of the economic performance gap between County Durham and the regional and national averages, and its influence on every other aspect of quality of life from educational attainment to health.

The County Durham Regeneration Statement which was developed in 2009 and refreshed in 2012, underpins the Altogether Wealthier theme of Sustainable Communities Strategy for County Durham and states the ambition *to shape a County Durham where people want to live, work, invest and visit and enable residents and businesses to achieve their potential*. It sets an integrated Economic Development, Planning, Housing and Transport policy framework for County Durham and outlines the County Durham Economic Partnership's approach to delivering its ambition. The Statement specifies the spatial, social and economic priorities over the coming years whilst recognising the tough economic climate that still exists and the altered landscape of economic development and regeneration.

Sustainable neighbourhoods and rural communities are places where people can live and want to live; places that help to enhance the wellbeing and potential of our communities. Our quality of place, our housing offer and overall connectivity are integral to ensuring that people and businesses are attracted to County Durham and that current residents and businesses can access region wide opportunities.

Our strategic housing objective is to create a residential offer that retains and attracts economically active households but provides for those more vulnerable households in housing need and offers more specialist accommodation for older people. Social housing has a key role in promoting economic prosperity across

the county in both urban and rural areas by providing low cost housing close to areas of economic activity and growth and offering opportunities for labour mobility.

Housing Strategy

Our housing strategy built on this ambition by identifying three key objectives (Housing Markets, Housing Standards and Housing People) and ten key issues that the County Durham Housing Forum have agreed to focus on (see chart 1 below).

Chart 1: Diagram showing structure of housing strategy



The three objectives contribute to the delivery of the Council's housing strategy and details of this are set out in Appendix 1

The Council's housing policy goal is to ensure that everyone has the opportunity of living in a decent home that they can afford, in a community where they want to live. To achieve this, the Council seeks to:

- a) Achieve a wide choice of high quality homes, both affordable and market housing, to address the requirements of the community
- b) Widen opportunities for home ownership
- c) Ensure the delivery of high quality housing for those who cannot afford market housing, in particular those who are vulnerable or in need
- d) Improve affordability across the housing market, by increasing the supply of housing and;
- e) Create sustainable, inclusive mixed communities in all areas both urban and rural

National Context

The government is making far reaching changes to the way social housing is resourced, allocated and managed. The creation of a tenancy strategy offers the authority the opportunity to reassess our strategic approach to housing and in particular how we utilise the new freedoms set out in the Localism Act 2011.

These new freedoms extend beyond tenure reform to allocations and homelessness policies. Overall the government wants to see a more effective

matching of stock with those most in need and the authority is therefore reviewing its approach to allocations and lettings (including how homelessness applications are processed) (see below).

There are also changes to the way social housing rents are fixed for those Registered Providers who have a HCA funded development programme (see below).

3. Durham's housing market

There are currently a total of 235,360 residential dwellings across County Durham of which 223,081 are occupied by individual households.

In terms of dwelling stock, the 2012 household survey, conducted as part of the County Durham Strategic Housing Market Assessment study¹, reported that:

- 82.8% of properties are houses, 4.3% are flats/maisonettes, 12.4% are bungalows and 0.4% are other property types, and
- 72.2% of properties are owner-occupied, 20.3% are rented from a social landlord, 7.3% are private rented and 0.1% are intermediate tenure (e.g. shared ownership)

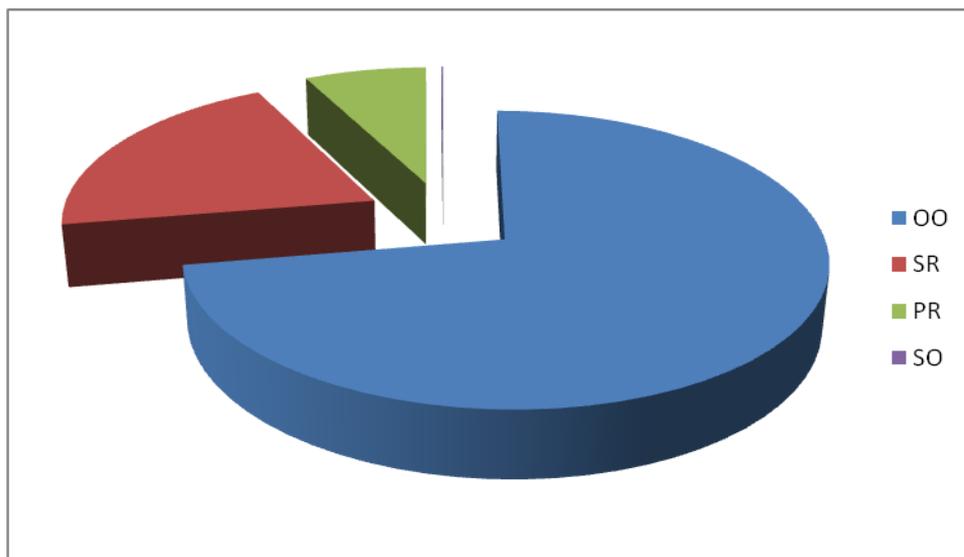
(See Chart 2)

Comparison with national tenure balance

The extent of social renting as a housing tenure is slightly below the level for the North East as a whole (23.4%) though above the England average of 18% as shown in Chart 3²:

Chart 2: Balance of housing tenure across County Durham – 2012

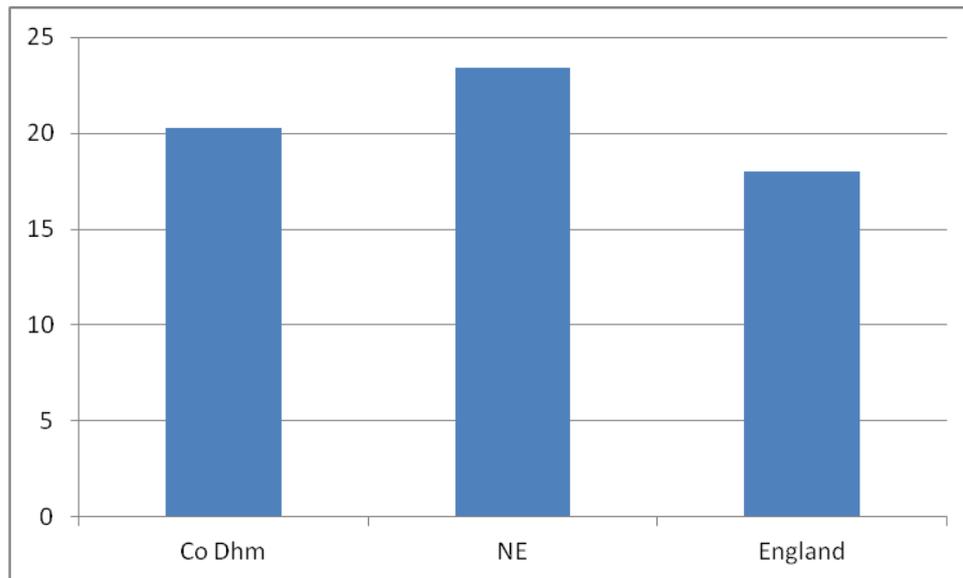
(OO-Owner Occupied; SR-Social Rented; PR-Private Rented; SO-Shared Ownership)



¹ County Durham 2012 Strategic Housing Assessment Draft Report, May.

² CLG 2011. Data based upon Local Authority HSSA returns 2011.

Chart 3: Relative proportions of social rented housing



Over the period 2009-11, social renting has experienced a decline in County Durham from 21.2% in 2009 to 20.3% in 2011, representing a fall of 1,237 dwellings

This relates to a longer term trend in the social rented sector which has experienced decline largely as a result of Right to Buy legislation and selective demolition. Whilst the tenure remains in decline, the current major shifts are taking place in the owner occupied and private rented sectors with the former declining from record highs and the latter growing significantly at the national level.

Residential mobility

Based upon SHMA 2012 survey evidence on the tenure choices of households moving within County Durham over the previous 5 years indicates that social renters and owner-occupiers are most likely to remain in the same tenure. In particular, around 83% of social renters had moved from elsewhere in the social rented housing stock. This figure correlates with the fact that one third of the 20,000 social housing applicants on the waiting list already live in the social rented sector. There is a clear intra-tenure dynamic at work.

Housing affordability

Median house prices across County Durham have increased from £45,450 in 2000 to £101,000 in 2011, an increase of 122.2%. Lower quartile house prices have increased from £30,000 to £68,000 over the same period, an increase of 126.7%.

There is evidence to suggest that the relative affordability of open market dwellings in County Durham is good relative to all other local authority areas in the North East. The relative affordability of open market dwellings in the Lower Quartile in County Durham is compared with the other Local Authorities in the North East in the following table presenting lower quartile house prices, lower quartile gross income of full-time workers and a ratio of lower quartile incomes to house prices:

Table 1: Relative affordability of lower quartile (LQ) prices by Local Authority (residence based)

District	Lower Quartile House Price	LQ Gross Income per week	Annual Gross Income	LQ Income to House Price ratio
Newcastle upon Tyne	£94,933	£317	£16,505	5.75
North Tyneside	£94,792	£337	£17,498	5.42
Northumberland	£89,500	£344	£17,888	5.00
Darlington	£82,542	£330	£17,144	4.81
Stockton-on-Tees	£85,396	£346	£17,992	4.75
Gateshead	£83,042	£344	£17,904	4.64
NORTH EAST	£79,667	£333	£17,316	4.60
Redcar and Cleveland	£79,667	£335	£17,441	4.57
South Tyneside	£77,417	£329	£17,124	4.52
Sunderland	£75,000	£326	£16,942	4.43
Middlesbrough	£67,958	£314	£16,344	4.16
Hartlepool	£74,042	£357	£18,548	3.99
County Durham	£67,667	£328	£17,056	3.97

Sources: CLG House Price Statistics Q1-Q3 2011; Annual Survey of Hours and Earnings 2011

In terms of relative affordability, County Durham presents as the most affordable local authority area within the North East, with an income to house price ratio of 3.97 for lower quartile house prices. However, this analysis is based on county-wide data and this may mask considerable variations in house prices in specific local areas.

In 2000, a household income of £8,571 would have been required for a lower quartile price to be affordable within County Durham. By 2011, this had increased to £19,429, an increase of 126.7%.

Table 2: Income Requirements to access owner occupation in Durham

	Year	£	Income to be affordable*
Lower Quartile	2000	30,000	£8,571
	2011	68,000	£19,429
Median	2000	45,450	£12,986
	2011	101000	£28,857

Sources: CLG/ Land Registry

*Assuming a 3.5x income multiple and a basic 25 year mortgage with APR of 5%.

Social Rented Sector

There are around 48,000 social properties in Durham managed by 35 housing providers. Around 83% are managed by 6 main social housing providers (Durham City Homes; East Durham Homes; Dale and Valley Homes; Cestria Community Housing; Ivin and Derwentside Homes).

The following information on the social rented sector in County Durham is based upon the household survey conducted as part of the County Durham 2012 SHMA study. This showed that:

- Houses account for around 56% of occupied affordable dwelling stock, one third, (32%) are bungalows and 11% are flats/apartments. The majority of affordable dwellings have two bedrooms (just over 50%), with approaching a further one third having three bedrooms (27%) and one fifth (20%) having one bedroom.
- Just over one quarter (26%) of social rented households are single people aged 60 and over and a further 25% are singles aged under 60; 11% are couples, 15% are lone parent families and 13% are couples with children.
- 28% of all people aged 16 or over living in affordable housing are in employment. A further 29% are wholly retired from work, 24% are permanently sick/disabled and 11% are unemployed.
- Incomes of households in the social rented sector are generally low, with 83% receiving an income of less than £300 gross each week and 62% receiving less than £200 gross each week.

It should also be noted that where properties are in short supply (e.g. 4 bedroomed houses) there is a significant mismatch between numbers on the register and available stock. For instance there are 658 4 bedroomed houses across the social rented stock in Durham (representing 1.6% of the stock) but applicants for this type of accommodation represent 4.6% of the households on the housing register.

4. Housing Need and Tenure Reform

Although Durham's housing register has just over 19,000 registered for social housing, not all are in urgent housing need and over one third are transfer applicants who already live in the social housing sector. There are wide variations in levels of demand for property depending on property type, size and geographical location

Our housing market evidence has been used to develop our tenancy strategy. We know, for instance, that there is a high percentage of applicants and tenants either in receipt of benefit or with low incomes. This evidence alongside the current difficulties in obtaining mortgage finance means access to the private housing market is extremely limited for social housing tenants. This is in spite of the ready supply of low cost market housing available in County Durham.

Furthermore there are also many places and communities where there is low demand for social housing. Increased turnover can lead to an increase in the numbers of empty homes and have a negative impact on community stability generally.

This leads to the conclusion that fixed term (or flexible) tenancies may only be appropriate for a limited number of households who:

- (a) have the long term potential to access owner occupation and/or
- (b) occupy accommodation in high demand areas or where housing of a particular type is in short supply and where increased tenancy turnover will not adversely impact on the sustainability of communities.

The Council expects Registered Providers to have regard to this general advice.

The Council would wish to see certain household types and needs groups excluded from fixed term (or flexible) tenancies. These are set out in section 6 below.

Allocations Policy

The majority of social housing in Durham is allocated through a choice based lettings system, Durham Key Options. Choice based lettings is a way of enabling people looking for a home to bid for available social housing properties that are advertised in their chosen areas.

All applicants register for housing on a common housing register and receive notification of their priority banding (from A to F). This determines the extent to which they will have opportunities to make successful bids on the lettings system.

The Localism Act makes significant changes to the way local authorities can allocate housing and deal with homeless cases. Whereas previously almost anyone could apply for social housing, local authorities will now have the freedom to set their own eligibility criteria to join the lists, according to local needs and priorities. This measure, as with tenure reform, is primarily intended to allow housing to be targeted at those in most need. Households able to access other tenures will be expected to pursue those options instead, rather than joining the social housing register.

The Durham Key Options Lettings Policy has been reviewed following changes brought about by both the Localism Act and Welfare Reform. Alterations have been proposed to the banding structure, the preference groups and the discharge of the Homelessness Duty. The previous policy was considered to be confusing and the new policy should be easier to understand. There have been no additional restrictions placed on who can apply to be on the register.

It is also hoped that the new policy and procedures will give applicants a realistic idea of their chance of getting social housing.

The Localism Act will also make it possible to discharge the duty to homeless households by the offer of suitable accommodation in the private rented sector provided that the tenancy offered is for a minimum of 12 months. (Before this, local authorities could only discharge the homelessness duty in the private rented sector with the agreement of the household - but this agreement is no longer required.)

This change is intended to respond to the shortage in social housing whilst also reducing the substantial costs that can arise from using temporary accommodation. Durham has yet to determine the extent to which this new arrangement will be used.

Nomination Arrangements

The Council's nomination arrangements with Registered Providers will not be affected by these changes or by the tenancy strategy itself and lettings will continue through the existing arrangements established through the Durham Key Options choice based lettings service.

Mobility in social housing

Durham County Council wants to promote and improve mobility in social housing. This means both allowing transfer requests to be given appropriate priority (especially where under-occupation exists) and also making it easier for tenants to exchange homes.

Affordable Rents

Alongside the requirements of the Localism Act, the Homes and Communities Agency (HCA) is working to agree programmes for the delivery of new affordable housing with RP's. Whilst the majority of social housing tenants will continue to pay a social rent linked to guideline target rents set out by a national rent regime, all new homes built with HCA subsidy are expected to be offered at affordable rents (on any type of tenancy determined by the registered provider) at up to 80% of the market rent.

In addition RP's who have a development programme with the HCA may also increase rents on a percentage of relet properties to affordable rent levels.

Durham County Council accepts the need to set targets for converting existing affordable housing stock to affordable rents in order to generate funding for RPs to build more homes and comply with the requirements of the HCA Affordable Homes Programme.

It does not expect that tenancies let at an affordable rent should necessarily be fixed term (flexible) tenancies.

Disposal of Stock

Whilst our priority is to retain as much affordable housing as possible, the County Council recognises that in certain circumstances (for instance in low demand areas) the disposal of vacant stock may be justified.

The Council will require any registered provider to secure written approval from the Council before taking any steps to dispose or market surplus void property. Any such approval would be subject to all relevant receipts being used to secure additional investment for new housing and regeneration initiatives within the county.

RP's are therefore encouraged to take a collaborative approach to asset management.

Welfare Reform

The Welfare Reform Act introduces a number of changes that impact severely on vulnerable households and by implication may increase the demand for housing services.

For housing the changes to housing benefit entitlement include:

- alterations to the Local Housing Allowance eligibility levels;
- limiting housing benefit for working age tenants to cover the size of property they are judged to need and,
- imposing the shared room rate in the private sector for all single persons under 35 years old.

All these changes will impose increased pressure on registered providers either through increased demand for transfers; through increased debt problems and through wider issues of homelessness and increased pressure on the housing register.

Tenancy Policy

All providers will have their own tenancy policy that will have regard to this strategy. These policies will provide more detail about their respective approaches to tenancy management.

5. Types of Tenancy

Anyone offered housing managed by housing associations; the Council or its Arms Length Management Organisations will normally be granted a secure or assured 'lifetime' tenancy; typically after an initial probationary period.

The Localism Act gives all registered providers to grant tenancies on flexible terms (i.e. for a fixed term) as well as on a 'lifetime' basis and this strategy describes the circumstances when it may be appropriate to grant this different type of tenancy.

Each provider will have their own tenancy policy which sets out in greater detail their own individual approach to tenancy management and the granting of tenancies. A list of all providers operating in Durham is set out in section 7.

Housing providers operating in Durham will be able to offer one of the following tenancy types depending on the applicant/tenants' circumstances:

Periodic Tenancies

This type of tenancy runs indefinitely from one rental period to the next until terminated by either the landlord or the tenant. The usual forms of periodic tenancy are as follows:

Periodic Secure Tenancy

Only the Council or its Arms Length Management Organisations can grant a secure tenancy.

Periodic Assured Tenancy

Assured tenancies have similar rights to secure tenancies but not on a statutory basis. They are normally offered by Registered Social Landlord (or housing associations).

Fixed Term Tenancies

This type of tenancy runs for a fixed length of time after which a landlord has the option to either renew or terminate the tenancy. They include:

Introductory/Starter Tenancy

This type of tenancy (also referred to as a probationary tenancy) lasts for 12 months from tenancy sign up.

Fixed Term (or Flexible) Secure or Assured Tenancy

This is a newly introduced tenancy (available to new tenants only) fixed for a predefined period of time and let as a secure or assured tenancy.

Where fixed term tenancies are used, they should be for a minimum 5 year period in order to provide stability and security. Only in exceptional circumstances should this type of tenancy be granted for a lesser period. The reasons for granting terms of less than 5 years should be explained to any new tenant(s)

Furthermore, the Council does not expect fixed term tenancies to be granted for any period longer than 5 years as individual circumstances cannot be predicted over longer periods of time.

Minors and tenancies

A person under the age of 18 years cannot hold a legal tenancy. In these circumstances providers will make special arrangements.

Family Intervention Tenancy

This is a tenancy to help local authorities and registered providers to work with families who have been involved with anti-social behaviour.

Appendix 2 describes the similarities and differences between periodic secure and flexible secure tenancies.

6. Circumstances that will determine the tenancy type to be offered.

Durham County Council will expect providers to follow standard housing management practises linked to the County's allocation policies when determining the tenancy type to be offered to applicants:

Fixed Term (or Flexible) Tenancy

Where fixed term tenancies are to be granted then they will normally be granted for a period of 5 years.

Fixed term tenancies may be considered appropriate in the following circumstances:

- Where it is anticipated that an applicants'/tenants' financial circumstances and potential future income is likely to facilitate access to market housing.
- Where it is anticipated that new local employment opportunities may generate improved financial circumstances and tenant mobility. (An example of this is where a major employer is creating significant number of new jobs paying salaries that could enable tenants on fixed term social tenancies to access the owner occupier market at the end of any fixed term (five years)).
- Where properties are in very high demand and/or extremely short supply.
- Where the accommodation was originally intended for outright sale or shared ownership and granting a tenancy is regarded as a short term arrangement.

Fixed term tenancies should not be granted to the following groups of people:

- | |
|---|
| <ul style="list-style-type: none">• Applicants or a member of the household who is vulnerable as a result of old age where one member of the household is over the age of 60• Applicants or a member of the household who is registered disabled (including people with learning difficulties)• Applicants or members of the household who are vulnerable as a result of enduring mental ill health or other special reason |
|---|

Fixed term tenancies can be granted to families with children but where the children are young (say a household with at least one child under 5 years old) then consideration should be given to extending the preferred 5 year fixed term to a longer period of time.

It is not appropriate to use fixed term tenancies to manage risk such as to manage arrears, anti social behaviour or damage to property – there are other tools which can be used to manage these breaches of a tenancy agreement.

The Council does not encourage the use of fixed term tenancies throughout specific areas or neighbourhoods (as a precursor to possible redevelopment for instance) but where this decision is made, the RP will be expected to consult the authority on the reasons for such a decision.

Flexible tenancies can be used in conjunction with homes that have either affordable rent or social rents applied to them.

7. Circumstances in which tenancies will be terminated

General

There are various circumstances where tenancies can be legally terminated. These are likely to be set out in providers' individual tenancy policies or tenancy management policies.

Fixed Term (or Flexible) Tenancies

For fixed term (flexible) tenancies it is expected that unless there has been a significant change in circumstances, then the fixed term tenancy will not be terminated and the tenancy will be renewed for a further period.

Fixed term tenancies can be automatically renewed if a household's circumstances have not changed. Where the household now includes a person over 60 years of age or a person with a long term illness or disability then the flexible tenancy can be converted to a periodic assured or secure tenancy.

The circumstances where a tenancy is not renewed should be driven by housing management "best practice" but should be informed by the criteria set out in section 6.

It is expected that if the house is required for other applicants on the housing register, the RP will either establish that the household can afford to access accommodation in the private sector or that suitable alternative affordable or social rented accommodation will be offered to that fixed term tenant.

Review and Appeals Process

Registered providers who grant fixed term tenancies will be required to produce appropriate review and appeals processes.

8. Monitoring and Reviewing

Durham County Council will monitor compliance with the Tenancy Strategy by regular meetings with individual RP's.

It is proposed that the County Council will use existing partnership groups (consisting of representatives of RP's and other key stakeholders) to facilitate and support the Council in its monitoring role and in reviewing the effectiveness of this strategy.

Performance data will be collected on the numbers of flexible tenancies granted; renewed and terminated and also on their locations and type of housing they apply to. The relative balance between affordable rented and social rented accommodation that have flexible tenancies will also be monitored.

9. List of Registered Providers

The list below shows the housing providers and Durham County Councils managing agents who operate within County Durham. They can be contacted for copies of their individual tenancy policies.

Housing Providers in County Durham Contact Details	
<p>Accent Foundation Ltd</p> <p>52 - 54 Middle Street, Blackhall, Hartlepool, TS27 4AE. 0845 678 0572 (or 0345 from a mobile) Web: http://www.accentgroup.org Email: hartlepool@accentgroup.org</p>	<p>Dimensions (UK) Limited</p> <p>Dimensions, 9-10 Commerce Park, Theale, Reading, RG7 4AB (Head Office) 0300 373 3730. Web: http://www.dimensions-uk.org</p>
<p>Anchor Trust</p> <p>Burnbank House Balliol Business Park Newcastle Upon Tyne. 0191 270 6000 (North East). Web: http://www.anchor.org.uk.</p>	<p>Durham Aged Mineworkers' Homes Association</p> <p>PO Box 31, The Grove, 168 Front Street, Chester-le-Street County Durham, DH3 3YH. 0800 043 2642. Web: http://www.durhamhomes.org.uk Email: info@damha.org.uk</p>
<p>Brandon Aged Persons Homes</p> <p>c/o DAMHA, PO Box 31, The Grove, 168 Front Street Chester-le-Street, County Durham, DH3 3YH. 0800 043 2642. Web: http://www.durhamhomes.org.uk</p>	<p>Durham City Homes</p> <p>Lumley Hse. Whitfield Ct, St Johns Road, Meadowfield Ind. Est. Durham, County Durham, DH7 8XL 0191 301 8470 Web: http://www.durham.gov.uk Email: durhamcityhomesadmin@durham.gov.uk</p>
<p>Broadacres Housing Association Limited</p> <p>Broadacres Housing Association, Broadacres House, Mount View, Standard Way, Northallerton, North Yorkshire, DL6 2YD. General: 01609 767900 or Tenants: 0800 5875291. Web: http://www.broadacres.org.uk Email: info@broadacres.org.uk</p>	<p>East Durham Homes</p> <p>2 Meridian Court, Whitehouse Business Park, Peterlee, SR8 2RQ. 0191 518 5497 or 0800 032 0835. Web: http://www.eastdurhamhomes.co.uk Email: enquiry@eastdurhamhomes.co.uk</p>
<p>Cestria Community Housing Association Ltd</p> <p>Bowes Offices, Lambton Park, Chester-le-Street, County Durham DH3 4AN. 0191 385 1900. Web: http://www.cestria.org Email: Enquiries@Cestria.org</p>	<p>Endeavour Housing Association Limited</p> <p>St. Mark's Court, Thornaby, Stockton-on-Tees, TS17 6QN 01642 796 200 or 0800 980 9050. Web: http://www.endeavourha.co.uk Email: info@endeavourha.co.uk</p>
<p>Bernicia (was Cheviot Housing Association Limited)</p> <p>Cheviot House, Beaminster Way East, Kingston Park, Newcastle upon Tyne, NE3 2ER. 0844 800 3800. Web: http://www.cheviothomes.co.uk Email: enquiries@bernicia.com</p>	<p>Fabrick Housing (including Tees Valley Housing Ltd)</p> <p>2 Hudson Quay, Windward Way, Middlesbrough, TS2 1QG. 01642 233780 or 08000 461600. Web: http://www.teesvalley.org or</p>
<p>Dale and Valley Homes</p> <p>Dale & Valley House, 27 Longfield Road, South Church, Enterprise Park, Bishop Auckland, County Durham, DL14 6XB. 0800 083 0333/0300 2000 194. Web: http://www.daleandvalleyhomes.co.uk Email: info@daleandvalleyhomes.co.uk</p>	<p>Fairoak Housing Association</p> <p>Fairoak Housing Association, 48 Stramongate, Kendal, Cumbria, LA9 4BD. 01539 720 082 Web: http://www.fairoakhousing.co.uk Email: enquiries@fairoakhousing.co.uk</p>
<p>Derwentside Homes</p> <p>Derwentside Homes Ltd, Greengates House, Amos Drive Greencroft Industrial Park, Stanley, County Durham, DH9 7YE. 0800 7839295 or 01207 521 100. Web: http://www.derwentsidehomes.co.uk Email: customer.services@derwentsidehomes.co.uk</p>	<p>Hanover Housing Association</p> <p>The Wave, 1 View Croft Road, Shipley, West Yorkshire, BD17 7DU. 01274 599686 Web: http://www.hanover.org.uk/ Email from: http://www.hanover.org.uk/contact-us/contact-info</p>

<p>Home Group Limited Mercury House, Belmont Business Park, Belmont, Durham, DH1 1TW (County Durham Office) 0191 332 4930 Web: http://www.homegroup.org.uk Email from: http://www.homegroup.org.uk/contactus/Pages/contactusform.aspx</p>	<p>Salvation Army Housing Association Salvation Army Housing Association, Customer Service Centre 33-35 Chorley New Road, Bolton, BL1 4QR. 0800 970 6363. Web: http://www.saha.org.uk</p>
<p>Housing 21 The Triangle, Baring Road, Beaconsfield, HP9 2NA (Head Office) 0370 192 4000 Web: http://www.housing21.co.uk/ Email: enquiries@housing21.co.uk</p>	<p>Sherburn House Charity Sherburn Hospital, Durham, DH1 2SE. 0191 372 2551. Web: http://www.sherburnhouse.org</p>
<p>Jacob Wrights Almshouses PO Box 31, The Grove, 168 Front Street, Chester-le-Street, County Durham, DH3 3YH. 0800 043 2642 Web: http://www.durhamhomes.org.uk. Email: info@damha.org.uk</p>	<p>Teesdale Housing Association Limited 14A Redwell Court, Harmire Enterprise Park, Harmire Road, Barnard Castle, County Durham, DL12 8BN. 01833 694400 or 0800 18 16 80. Web: http://www.teesdaleha.co.uk Email: enquiries@teesdaleha.co.uk</p>
<p>Jane Cameron's Old Peoples Charity Hanover House, 1 Bridge Close, Staines, Surrey, TW18 4TB. 01784 443 6023. Web: http://www.hanover.org.uk</p>	<p>The Riverside Group Housing Limited 6 Staithes, The Watermark, Gateshead, NE11 9SN (North East Office) 0845 111 0000 or 0345 111 0000. Web: http://www.riverside.org.uk Email: info@riverside.org.uk</p>
<p>Johnnie' Johnson Housing Trust Ltd "Johnnie" Johnson Housing, Astra House, Spinners Lane, Poynton, Cheshire, SK12 1GA. 0845 604 1095 (Customer Services). Web: http://www.jjhousing.co.uk Email: general.enquiries@jjhousing.co.uk</p>	<p>Three Rivers Housing Association Limited Three Rivers Housing Association, Three Rivers House Abbeywoods Business Park, Pity Me, County Durham DH1 5TG. 08000 461 452. Web: www.threerivershousing.co.uk Email: contact@threerivershousing.co.uk</p>
<p>livin (formerly Sedgfield Borough Homes) Farrell House, Arlington Way, DurhamGate, Spennymoor County Durham, DL16 6NL. 0800 587 4538. Web: http://www.livin.co.uk Email: contactus@livin.co.uk</p>	<p>Two Castles Housing Association Limited 154 New Bridge Street, Newcastle upon Tyne, NE1 2TE (North East Regional Office) 0191 261 4774 Web: http://www.twocastles.org.uk/ Email: mailbox@twocastles.org.uk</p>
<p>NomadE5 Housing Association Limited NomadE5, Number Five, Gosforth Park Avenue, Gosforth Business Park, Newcastle upon Tyne, NE12 8EG. 0845 017 8686 (local rate) or 0191 268 4800. Web: www.nomade5.co.uk Email: info@nomade5.co.uk</p>	<p>Vela (was Housing Hartlepool) Housing Hartlepool, Greenbank, Stranton, Hartlepool, TS24 7QS 01429 525252 Web: http://www.housinghartlepool.org.uk or http://www.velagroup.co.uk/main.cfm Email: enquiries@housinghartlepool.co.uk or</p>
<p>Places for People Homes Limited 3rd Floor Maybrook House, Grainger Street, Newcastle upon Tyne, NE1 5JE. 0191 211 3100. Web: http://www.placesforpeople.co.uk Email: enquiries@placesforpeople.co.uk</p>	<p>William Russell Bequest Humbersledge, Browney Lane, Durham, DH7 8HU 0191 3783081 (no available email or website)</p>
<p>Progress Care Housing Association Limited Sumner House, 21 King Street, Leyland, Lancashire, PR25 2LW. 01772 450 888 Web: http://www.progressgroup.org.uk</p>	
<p>Railway Housing Association and Benefit Fund Bank Top House, Garbutt Square, Neasham Road, Darlington DL1 4DR (Head Office). 01325 482125. Web: http://www.railwayha.co.uk/ Email: info@railwayha.co.uk</p>	

APPENDIX 1

Appendix 1 provides the details of the three key housing objectives of the Housing Strategy “Building Altogether Lives” it reflects a step change in the strategic vision and delivery mechanisms to meet the challenging housing, economic, social and environmental needs of our communities .

Housing Strategy

Altogether Better at Housing People

This theme or objective addresses the non bricks and mortar elements of housing and includes outcomes that provide more and better support services for vulnerable groups such as older people, vulnerable adults and young people, the gypsy and traveller community and homeless people. Support services are provided through the housing options service, care and support provision and the role that the provision of higher quality housing services in the public and private sectors plays in the terms of wider benefits such as health, educational attainment, social inclusion and reducing crime and anti social behaviour.

Altogether Better Housing Markets

This objective describes the role housing plays in regeneration and growth as well as affordability and includes the following outcomes:

More new housing built with a range of housing types and tenures to meet the economic and social needs of our county

More joined up approach to regeneration and delivery and providing more additionality from investment.

Altogether Better Housing Standards

This objective focuses on the role that housing plays in improving standards in terms of investment in and use of existing stock and includes the following:

- More decent home
- Fewer empty homes
- Improved management standards in the private sector
- Enforcement taken against problem landlords
- Warmer and safer homes

APPENDIX 2

Differences between periodic and fixed term secure tenancies

	Periodic Secure Tenancies	Fixed Term Secure Tenancies
Term	For life of tenant	Recommended term 5 years; could be shorter at discretion of the Council/Landlord
Right to exchange	Secure tenants have a statutory right to exchange their tenancy with another secure tenant, which can only be refused by the landlord on certain grounds , such as rent arrears	Same rights as secure tenants
Right to take in lodgers and to sub-let part of the property	Secure tenants have the right to take in a lodger or sub-let part of the property, provided that they continue to use the property as their only or principle home. Sub-letting part of the property requires permission from the Council and failure to obtain this would be a breach of tenancy.	Same rights as secure tenants
Right to Repair	Secure tenants have certain rights to ensure that their landlord deals with certain repairs within a reasonable timescale with a right to compensation in some circumstances	Same rights as secure tenants
Rights to consultation /information	Tenants have the right to be consulted about various matters affecting their rights and tenancy conditions, and information about their tenancy	Same rights as secure tenants
The Right to Buy	Secure tenants are entitled to buy their council home after they have been a social housing tenant for five years and provided that they meet a number of other criteria	Same rights as secure tenants
Succession	There can be one succession of tenancy to a spouse or close relative if they lived with the tenant for at least a year before their death. The Government is proposing to restrict the statutory succession to spouse or partner in future, although councils will	There will be a minimum statutory right for one succession to a spouse or partner.

	be able to extend this to other people living with the tenant if they wish to.	
Moves	The Government is proposing that where an existing social tenant moves to another social rented property, they will be granted a secure tenancy. For new secure tenants it will be entirely at the discretion of the Council as to the form of tenure offered.	The type of tenure offered where a flexible tenant is re-housed by a council will be at the local authority's discretion.