

# M&G Affordable Living RP Limited (“MAL”)

## Tenancy Management Policy

Landlord: MAL Affordable Living RP Limited “MAL”

Version: MAL 1.0

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Authors: Director Asset Management

### 1. Our policy statement

This policy outlines our approach to issuing, reviewing and terminating tenancies for all affordable and intermediate properties owned by MAL and managed by our agents.

If there is any variance between this policy and individual tenancy agreements or addendums, the tenancy agreement or addendum will take precedence.

### 2. Aim of Policy

The aims of this policy are to ensure:

- Provide clarity on the circumstances in which we will grant an assured shorthold tenancy (or following the implementation of the relevant sections of the Renters’ Rights Act 2025 on 1 May 2026, a rolling assured periodic tenancy).
- Contribute to local authorities strategic housing function.
- Comply with the social housing regulators Tenancy Standard.

### 3. Key terms and definitions

A Notice to Quit (NTQ) or Note of Seeking Possession (NOSP) is a legal instrument to end a tenancy that can be provided by a tenant or a landlord to terminate the tenancy.

We define vulnerability as being any condition or circumstance that puts an individual or household at risk of losing their home, or any situation which, without support or intervention, places them at risk of abuse, neglect or causes detriment to their overall wellbeing.

### 4. Policy

We will only offer a tenancy to those who can provide evidence to confirm:

- They are a British or Irish citizen
- They have indefinite leave to remain (ILR)
- They have refugee status or humanitarian protection
- They have settled or pre-settled status under the EU settlement scheme
- They have permission to be in the UK, for example, on a work or student visa
- The Home Office has granted a time limited right to rent

### 5. Affordable Rent

#### Starter Tenancy

All new tenants moving into general needs properties with an affordable private rent will commence with what is known as a starter tenancy agreement. This will be granted as a 12 month Assured shorthold tenancy and forms the

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probationary period. If the tenant completes the probationary period successfully, they will then generally be offered an assured shorthold tenancy agreement (MAL Affordable Living AST) or an assured tenancy (MAL Affordable Living Assured). Note, following the implementation of the relevant sections of the Renters’ Rights Act 2025 on 1 May 2026, starter tenancies and the concept of a probationary period will be abolished and all new tenants will be granted a rolling assured periodic tenancy. Our managing agent will determine the rent in line with our Rent Setting Policy.

### 6. Probationary Period – this section only applies until the implementation of the relevant sections of the Renters’ Rights Act 2025 on 1 May 2026

During the probationary period the Property Manager will carry out routine inspections at three, six and nine month intervals to ensure the wellbeing of the tenant, the property condition and that the tenancy agreement is being adhered to.

In the event there is a breach that on review could be remedied, then we may consider extending the starter tenancy by a further six months. Should the tenancy be ended or extended, the reasons for this shall be outlined to the tenant and an opportunity to appeal any decisions made will be granted.

At the end of a starter tenancy a fixed term tenancy can be granted, bringing the probationary period to an end. This will happen unless before the end of the probationary period:

- We / our managing agents have started proceedings for possession of the property, or
- We / our managing agents have served an extension notice on you, extending your probation period for a further period of six months.

If the fixed term tenancy is granted, you will receive additional rights effective from that date, which are set out in this agreement. The other terms and conditions of this agreement will remain the same.

All tenants must be eligible for the accommodation provided at the end of the starter tenancy/probationary period or fixed term for another tenancy to be offered as detailed in our eligibility criteria.

### 7. First twelve months - the implementation of the relevant sections of the Renters’ Rights Act 2025

During the first twelve months of the tenancy, managing agent will carry out routine inspections at three, six and nine month intervals to ensure the wellbeing of the tenant, the property condition and that the tenancy agreement is being adhered to.

### 8. Ending a tenancy

#### Ending a tenancy (by a resident)

A tenant must give at least four weeks’ notice in writing if they want to end their tenancy at any point following sign-up. For the Notice to Quit (NTQ) to be valid, it must give a full four weeks’ notice. Tenants are responsible for paying rent until the NTQ expires, the tenancy has ended and the property keys have been returned.

#### Ending a tenancy (by MAL)

We (through our managing agents) will only terminate a tenancy and take possession action after all other alternatives have been explored.

Possession action may be taken if there has been a breach of the tenancy agreement.

We and our managing agents will follow our relevant policies and procedures such as those relating to rent arrears, unauthorised occupancy and anti-social behaviour. Where this has failed to address the breach of the tenancy, we will end the tenancy in accordance with the applicable statutory processes.

Following the implementation of the relevant sections of the Renters’ Rights Act 2025 on 1 May 2026, Section 21 of the Housing Act 1988 (no fault termination) will no longer apply, and we will only be able to rely on the grounds set out in Section 8 of the Housing Act 1988 to end the tenancy.

### Appeals

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A tenant may appeal in writing against the following decisions, providing the appeal is made within 21 days of our decision being made:

- A decision to terminate their tenancy;
- A decision to extend their starter tenancy or probation period;
- A decision relating to the length of the fixed term of their tenancy; and
- A decision relating to the type of tenancy offered.

We will respond to an appeal within 21 days of it being submitted.

### Accessing the property for viewings during the notice period

We may arrange a mutually convenient date following the issue of the Notice to Quit to allow prospective tenants to view the property.

### Vulnerability

We will make referrals to internal and external services as appropriate, and take reasonable steps to address any vulnerability in line with our Vulnerability Policy.

## 9. Legislation and regulation

- Housing Act 1988
- Localism Act 2011
- Equality Act 2010
- Landlord and Tenant Act 1988
- Protection from Eviction Act 1977
- Anti-Social Behaviour, Crime and Policing Act 2014
- Renters’ Rights Act 2025

## 10. Policy review.

We will review this policy at least every two years to make sure it remains relevant and accurate, or more frequently where:

- Legislation, regulation or industry changes require otherwise, making sure that it continues to meet our aims and industry best practice.
- We identify any problems or failures in this policy or procedure as a result of customer, colleague or stakeholder feedback, complaints, or findings from an independent organisation.
- We become aware of any circumstances which may affect the content of this policy.

## 11. Version Control

Version.	Checked by.	Amendments.	Date of Approval.	Review date.
MAL Affordable Living Limited.	Director Fund Management	Policy adoption.	Feb. 2026	Feb 2028