

Ending Occupation Contracts Policy

Policy Owner	Stuart Middleton, Head of Housing & Communities
Date of Policy	September 2026
Next Review Date	September 2029
Version	Version 2
Approved by	Emma Morgan, Director for Customers, Support & Improvement

Version Control
Version 1 - 01 st October 2025
Version 2 - 01 st September 2026

Changes Made	Section	Date
New overarching policy and procedure	all	October 2025
New Introduction	Introduction	September 2026
New Scope of policy	Scope	September 2026
New Aims of policy	Aims	September 2026
Expanding definitions	Definitions	September 2026
New Introduction	Introduction	September 2026

Our Values

In applying this policy, we will be guided by our values. Our values determine how we behave towards our customers, our colleagues, our partners and our work:

Kind - We recognise that relationships are at the heart of everything we do, at the heart of good relationships is kindness.

Innovative - We continuously strive to be the best we can whilst seeking creative ideas to improve and grow.

Trusting - We trust people to do the right thing, because good relationships are built on mutual trust and respect.

Accountable - We accept the responsibilities of our role and are accountable for our actions and for doing what is right.

Introduction

Caredig is committed to ensuring that tenancies are ended fairly, consistently, and in line with legal requirements. This policy explains how a tenancy can be ended by either the tenant or Caredig and the rights and responsibilities of everyone involved. We aim to support tenants through the process while protecting homes and ensuring they remain available to those in housing need.

The Scope

This policy applies to all Caredig tenants occupying a home under an occupation contract commonly known as a tenancy agreement. It covers the circumstances in which a tenancy may be ended, including where a tenant chooses to leave their home or where Caredig seeks possession of the home through legal processes.

The Aims

The aims of this policy are to:

- Ensure tenancies are ended lawfully, fairly, and consistently.
- Clearly explain the rights and responsibilities of tenants and Caredig.
- Support tenants to understand the notice requirements and processes involved.
- Minimise the risk of tenancy disputes and rent arrears.
- Ensure homes are recovered promptly and re-let to those in housing need.
- Comply with the Renting Homes (Wales) Act 2016 and other relevant legislation.

Definitions

- **'Tenant'** is used to describe the Contract Holder
- **'Tenancy'** is used to describe an Occupation Contract

Tenant Rights

Tenants have the right to end their tenancy at any time by providing the required notice in writing. The notice period will be determined by the terms of the occupation contract.

When ending a tenancy, tenants have the right to:

- Receive clear information about the 4 week notice period and tenancy end date.
- Be advised of any rent, service charges, or other charges that remain payable up to the tenancy end date.
- Receive information about any outstanding repairs, rechargeable costs, or obligations relating to the property.
- Request support and advice if they are moving to alternative accommodation or experiencing difficulties maintaining their tenancy.
- Receive a clear explanation if Caredig believes the tenancy has not been ended correctly.
- Have their personal information handled in accordance with data protection legislation throughout the tenancy termination process.

Tenants are responsible for providing the required notice, paying all charges due until the tenancy ends, removing personal belongings, returning keys, and leaving the property in a reasonable condition.

Caredig will ensure that all requests to end a tenancy are managed promptly, fairly, and in accordance with legal requirements.

When Caredig Seeks to End a Tenancy

In some circumstances, Caredig may seek to end a tenancy. This will only be done where there is a legal basis to do so and after reasonable steps have been taken to resolve issues wherever possible.

Examples may include serious or persistent breaches of the occupation contract, rent arrears, anti-social behaviour, abandonment of the property, or where a tenancy can no longer continue under the terms of relevant legislation.

Before taking action, Caredig will ensure tenants are informed of the reasons, provided with any required notices, and given the opportunity to seek advice and support. Where possession of a property is sought, Caredig will follow the requirements of the Renting Homes (Wales) Act 2016 and obtain a court order where required by law.

Caredig is committed to a fair and proportionate approach and will consider individual circumstances, vulnerabilities, and opportunities to sustain the tenancy before pursuing legal action

Roles and Responsibilities

- Operational Managers, Community Housing Officers, Service Coordinators, Team Leaders and Extra Care Managers are responsible for the decisions and actions.
- The Head of Housing & Communities, Head of Specialised Housing & Support, Operational Managers for Housing Management, Supported Living and Extra Care are responsible for the decisions, actions and overall performance management.
- The Head of Housing & Communities has overall responsibility for this area including review and monitoring.
- The Director for Customers, Support & Improvements has overall responsibility for the policy area.

Legal Framework

The policy will be implemented in line with relevant Welsh and UK legislation, including but not limited to the Renting Homes (Wales) Act 2016, Housing (Wales) Act 2014, Equality Act 2010, Human Rights Act 1998, and associated safeguarding and data protection legislation.

Equal Opportunities

Caredig is committed to ensuring that its policy and procedures are nondiscriminatory and that all applicants can access the service, especially taking account of any vulnerability or other specific needs, and also the needs of different groups protected by the Equality Act 2010. An Equality Impact Assessment has been undertaken and as a result, we will ensure we take account of individual circumstances both in term of how we communicate and manage tenancies and support provision.

References to other relevant policies and procedures

- Gas Safety Management Procedure
- Escalating issues Procedure
- Abandonment of properties
- Complaints and Concerns
- Anti-Social Behaviour & Community Safety
- Hate & Mate Crime