

Joint Contract Holder Policy

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

Version Control
Version 1 - December 2022
Version 2 - September 2026

Changes Made	Section	Date
New overarching policy and procedure	all	December 2022
New Introduction	Introduction	September 2026
New Scope of policy	Scope	September 2026
New Aims of policy	Aims	September 2026
Expanding definitions	Definitions	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

Under the Renting Homes (Wales) Act 2016, a tenancy can be held by two or more people jointly. Joint tenants share the same rights and responsibilities for the tenancy and are equally responsible for complying with the terms of the tenancy agreement.

This policy explains how Caredig will manage requests to add or remove a joint tenant, the responsibilities of joint tenants, and the circumstances in which a joint tenant may leave a tenancy. It aims to ensure decisions are made fairly, consistently and in line with legislation.

The Scope

This policy applies to all Caredig tenants who hold a secure or periodic standard contract.

The policy covers:

- Requests to add a joint tenant to a tenancy.
- Requests for a joint tenant to leave a tenancy.
- The rights and responsibilities of joint tenants.
- Rent liability and tenancy obligations where there is more than one tenant.
- Circumstances where a joint tenant ceases to be part of a tenancy.

This policy does not cover:

- Succession following the death of a tenant.
- Transfers (known as assignments or mutual exchanges)
- The surrender or termination of a tenancy by all joint tenants.

These matters are covered by separate policies and procedures

The Aim

The aim of this policy is to:

- Ensure all requests relating to joint tenancies are managed in line with the Renting Homes (Wales) Act 2016.
- Provide a clear, fair and consistent approach to adding or removing a joint tenant.
- Protect the rights of existing and prospective joint tenants.
- Ensure tenants understand their shared rights and responsibilities, including responsibility for rent and compliance with tenancy conditions.
- Support sustainable tenancies while protecting Caredig's homes and interests.

Caredig will make decisions openly, fairly and consistently, taking account of the circumstances of each case and the needs of everyone affected.

Definitions

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

Tenant Responsibilities

Tenants wishing to add or remove a joint tenant must make their request in writing and provide any information reasonably required by Caredig to assess the application.

Before applying for a joint tenancy, tenants should ensure that all parties understand the rights and responsibilities that come with a joint tenancy, including shared responsibility for rent payments and compliance with the tenancy.

Tenants must notify Caredig as soon as possible if their household circumstances change and may affect the joint tenancy. Caredig encourages tenants to seek advice before entering or ending a joint tenancy to ensure they fully understand the implications of their decision.

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 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.

Resident Engagement & Legal Framework

The policy has undergone consultation with staff and tenants and is informed by, and 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 tenants 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

- Abandonment of Properties
- Ending Occupation contracts
- Complaints and Concerns
- Succession
- Transfer (formerly Mutual Exchange)