

Enfield Council Tenancy Strategy 2026-2031

ACTION	Details
Version	1.0
Approved	Cabinet – September 2026
Author	Service Improvement Team
Policy Owner	Service Director Council Housing - Residents
Review date	We will review this strategy in 2031, 5 years after the approval date unless there are any legislation or regulation changes that require earlier review.
Consultation process	E500 Council Housing tenants Housing Register applicants RPs Enfield residents VCS

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Foreword

At Enfield Council, we recognise that having a settled home has a huge impact on the health and well-being of residents, as well as on long-term outcomes. As a Council and landlord, we are committed to growing our borough in a way that ensures everyone is included and supported.

Our priority is that all tenants have tenancy agreements offering safety and security, and that they are fully informed about their rights and responsibilities. By doing so, we aim to help residents maintain their tenancies, feel settled, and contribute to strong, healthy and safe communities.

This strategy outlines the approach that Enfield Council and other Registered Providers of social housing in the borough should take when developing or reviewing their tenancy policies.

As a local authority, we hold both formal powers and a strong influencing role. We will use these to champion high-quality, lifetime tenancies for both council and Registered Provider tenants. We also encourage all landlords to adopt a proactive, supportive approach so residents can stay in their homes for as long as they are suitable for their needs.

We will continue to hold ourselves and other housing providers to a high standard, while we work to tackle homelessness in Enfield. By working together with Registered Providers and private landlords, we will help Enfield residents remain living in our great borough for as long as they choose to, and support them to thrive in their communities.

Cllr Lee Chamberlain
Cabinet Member for Housing

Introduction

This strategy sets out the approach Enfield Council and other Registered Providers of social housing in the borough must take when developing or reviewing their tenancy policies. It also sets out good practice for private landlords and letting agents.

This strategy supports us to deliver against our [Council Plan 2026-30](#) objectives which include:

- A safer Enfield.
- A thriving Enfield.
- A stronger Enfield.

This strategy should be read alongside:

- **Enfield's Housing and Growth Strategy 2025-2030**

This strategy outlines our commitment to delivering more, and better, homes to tackle inequality, create a more balanced housing market, and ensure local people can access a good home. It responds to the current shortage of social and affordable housing in Enfield, and this Tenancy Strategy has been developed within that context.

- **Enfield's Housing Allocation Scheme**

The scheme sets out how we allocate social housing to those who are in most need of it.

- **Enfield's Rent Setting Policy**

This policy sets out our approach to setting rent levels and service charges for our council homes.

- **Enfield's Rough Sleeping Strategy**

This strategy sets out our objectives for tackling homelessness in the Borough.

The legal and regulatory context

The Localism Act 2011¹ gives local authorities the power to shape how social housing is managed within their areas. Enfield's approach, vision, and principles are set out in this Tenancy Strategy, which must be considered by both the Council and Registered Providers when developing their own Tenancy Policies.

Policies must include:

- the types of tenancy granted
- how a person's circumstance should be considered when deciding the type of tenancy to grant

¹ [Localism Act 2011](#)

- the length of time a tenancy will be granted for
- how tenancies will be managed towards the end including the offer of a new tenancy
- the approach to tackling tenancy fraud.

All Registered Providers are expected to comply with all economic and consumer standards of the social housing regulator.

Role of the Regulator of Social Housing

The Regulator of Social Housing (RSH) is the statutory body responsible for overseeing all registered providers of social housing, including local authorities. Its role is to ensure that landlords meet the required standards for governance, financial viability, and consumer protection. The RSH sets and enforces the Consumer Standards, which include the Tenancy Standard, and has powers to inspect, review, and take enforcement action where necessary.

Council Commitment to Regulatory Compliance

This Tenancy Strategy is aligned with the requirements of the Regulator of Social Housing and the Social Housing Regulation Act 2023. The Council will:

- Ensure all tenancy policies comply with the Tenancy Standard, including provisions on tenancy types, length, and review processes.
- Offer tenancies that support stability and sustainability, with fixed-term tenancies generally set at a minimum of ten years, except in exceptional circumstances.
- Regularly review tenancy policies to reflect changes in legislation and regulatory guidance.

Transparency and Tenant Engagement

The Council recognises the importance of tenant involvement as required by the Regulator. We will:

- Provide clear information to tenants about their rights and responsibilities.
- Engage tenants in shaping tenancy policies and report publicly on how feedback has influenced decisions.
- Maintain open channels for scrutiny and accountability in line with regulatory expectations.

Inspection and Continuous Improvement

The Council will:

- Maintain accurate data on tenancy allocations, housing stock, and compliance metrics to support proactive regulation and publish this annually.

- Cooperate fully with inspections and case reviews by the Regulator and implement recommendations promptly.
- Embed continuous improvement in governance and service delivery to meet and exceed regulatory standards.

Strategic Alignment

This Tenancy Strategy complements the Council's wider housing objectives, including homelessness prevention, efficient use of housing stock, and building sustainable communities. It ensures compliance with statutory duties under the Localism Act 2011 and the Social Housing Regulation Act 2023.

Local Context

Enfield experiences significant levels of housing need and demand is high for all types of housing. Therefore, it is vital that all landlords in the Borough work together to ensure social and affordable housing is awarded to those with the highest needs.

The Council continues to invest in its existing housing stock, to ensure it remains in good repair and increase its lifespan. We have also updated our Allocations Scheme to ensure the best use of our council homes.

- Enfield Council has a current council house stock of 10,356, while Registered Providers provide a further 8,612 properties².
- The Index of Multiple Deprivation (IMD) published in 2025 shows the borough's deprivation levels have worsened considerably over the last decade with growing inequality between east and west. It shows Enfield now ranks within the worst 13% of local authority districts across the country for deprivation³
- The IMD report shows 55.5% of children live in income deprived households making Enfield the seventh worst local authority in the entire country for this metric. In total, 37.7% of all people in the borough live in income deprived households, the sixth highest rate in the country
- There are over 7,000 applicants on the Housing Register.
- Enfield is currently ranked 9th amongst London boroughs for households living in temporary accommodation with 3,140 households.
- Roughly 35% of all households in the borough being supported through either Housing Benefit (HB) or the housing cost element of Universal Credit (UC)⁴

² MHCLG, Live Table 100

³ [English indices of deprivation 2025 - GOV.UK](#)

⁴ [Enfield borough profile 2024](#)

Our vision

Our strategy is underpinned by the Housing and Growth Strategy, our Council Plan and our Rough Sleeping Strategy, which set out our ambition for strong, healthy and safe communities.

We will set high standards for tenancies in the Borough and will use our statutory powers as a local authority and our influencing role to ensure that residents can live in their homes healthily, securely and safely.

The objectives for achieving this vision are set out below:

Objective 1 Residents fully understand their tenancy

Tenancy agreements will be written in plain language and provide all the essential information tenants need about their rights and responsibilities. Residents will be directed to independent advice and support services to help them make informed decisions about their housing options.

Objective 2 Lifetime tenancies are the preferred approach for meeting housing needs in the borough

The Council favours lifetime tenancies to promote stability for local residents. Accordingly, we expect Registered Providers to offer lifetime tenancies to new tenants who meet the criteria. This level of security enables tenants to establish roots and build support networks within their communities.

A fixed-term tenancy may be favoured for larger households occupying homes with three or more bedrooms and specially adapted properties. This is detailed in the section Types of Tenancies.

Objective 3 Residents are able to remain in their home for as long as it continues to meet their needs

We encourage all landlords to maintain strong support systems so that Enfield residents can stay in their homes providing it remains suitable. If a resident's circumstances change, landlords should provide guidance to help them make informed choices—such as exploring mobility or mutual exchange schemes, and using the Council's Allocation Scheme and Choice Based Lettings website to move to a more appropriately sized or accessible home.

Objective 4 If a tenancy ends, residents are supported to prevent homelessness

Our vision is to end homelessness in Enfield. The Council will work collaboratively with all landlords in the borough to ensure that everyone meets their responsibilities under the Homelessness Reduction Act 2017 to prevent homelessness.

Under the Housing Act 1996, homelessness does not solely mean the lack of a home. A person could be treated as homeless if they are threatened with homelessness or they have no housing that is reasonable or safe for them to continue to occupy.

Equality and Diversity

Before producing or reviewing their Tenancy Policy, the Council expects Registered Providers to carry out an Equalities Impact Assessment (or equivalent) to identify any groups that may be disadvantaged by its implementation. Where disadvantages are identified, providers must demonstrate the steps they will take to mitigate these impacts for affected groups.

The Tenancy Policy should also outline the provider's approach to prioritising social and affordable housing for those most in need, while supporting sustainable communities, in line with the Council's Housing Allocation Scheme. These requirements also apply to the Council when producing or reviewing its own Council Housing Tenancy Policy.

Enfield's Allocations Scheme is available on the Council's website and can assist Registered Providers in completing their assessments.

Types of tenancies

The Council encourages all landlords operating in the borough to provide the longest and most secure tenancy possible. Several types of tenancy are used in Enfield, and these are outlined below in accordance with the Localism Act 2011 and the Housing Act 2004.

Introductory tenancies

In most cases, new Council tenants will be offered a 12-month introductory tenancy, unless they were previously a secure tenant of a local authority or an assured tenant of a Registered Provider. Registered Providers may also choose to offer an introductory, probationary, or starter tenancy to new tenants.

Introductory tenancies will remain in place for a one-year trial period, starting from the date the tenancy began or the date the tenant first became entitled to possession—whichever is later. If there is a breach of tenancy conditions during this period, the introductory, probationary, or starter tenancy may be extended by six months. All tenancy conditions are clearly set out in the Tenancy Agreement.

An introductory tenancy may be ended by serving a Notice of Possession Proceedings if:

1. the tenant breaches the tenancy conditions; or
2. a false or misleading statement was made to obtain the tenancy.

We expect tenants to receive appropriate support to help them successfully complete their introductory tenancy.

If the tenant has met all the conditions of their introductory tenancy by the end of the trial period, they should immediately be granted a lifetime or fixed-term tenancy depending on their circumstances.

Lifetime tenancies

The Council's preference is for lifetime tenancies wherever they are suitable, as they provide long-term security, promote stability and enable local people to lead settled lives. We expect Registered Providers to offer lifetime tenancies to new tenants who have successfully completed their introductory or starter tenancies, where this is the most appropriate tenancy type, taking account of local demand, housing need and the suitability of the property for the household.

Fixed-term tenancies

There are certain circumstances where fixed-term tenancies are favoured. This is due to a shortage of certain property types in comparison to demand. Following an assessment of Enfield Council's stock profile against the Housing Needs Register, the Council has introduced 10-year fixed-term tenancies for homes with three or more bedrooms and specially adapted properties⁵. Extending fixed-term tenancies to 3-bedroom properties enables the Council to exercise a degree of flexibility in response to changing environments and needs. A fixed-term tenancy will be allocated following consideration of household needs.

Exceptions will be considered where the household's need for the property is enduring and where granting a lifetime tenancy would be justified by individual circumstances. This may include households with a child or adult with lifelong care or support needs, significant disability or health-related housing requirements, safeguarding concerns, or where a young child's need for stability is a key consideration. Decisions around exceptions will be made on a case-by case basis by the Housing Director (Residents) taking account of evidence of need, property suitability and the Council's duty to make best use of its housing stock.

Fixed-term tenancies will not apply to existing tenants in adapted properties and these homes will only be considered for fixed-term tenancies if they are to be re-let.

When fixed-term tenancies are allocated, the bedroom standard⁶ is applied to determine the appropriate property size for the household. For larger households

⁵ Properties qualifying as 'specially adapted' would have significant and permanent adaptations, made in addition to the building regulations 'accessible and adaptable' standard for new properties.

⁶ [Overcrowded housing \(England\) - House of Commons Library](#)

occupying bigger homes, needs may change over time. A fixed-term tenancy allows for reassessment and helps identify households that no longer require a larger property. In such cases, support will be provided to downsize, freeing up the home for another household.

For households living in specially adapted properties, a fixed-term tenancy enables periodic review of needs and, where necessary, discussions about further adaptations to support independent living. If the property becomes unsuitable or the tenant moves to alternative accommodation, an assessment will be carried out to identify suitable housing options, and the property will be made available for another household.

Where a fixed-term tenancy is used, Registered Providers and the Council are expected to:

- grant a minimum fixed term of 10 years
- clearly advertise properties where a minimum 10-year fixed-term tenancy applies
- ensure fixed-term tenancies do not extend beyond their term without renewal or termination.
- provide tenants with advice and assistance to secure suitable alternative accommodation, preventing homelessness when a fixed-term tenancy is not renewed.

When Registered Providers determine a fixed-term tenancy is appropriate based on their assessment of the local housing market and supply and demand for affordable homes, they are expected to make a clear case for this being the most suitable arrangement.

Fixed-term tenancies **do not apply** if the tenant or a member of their household has been a victim of domestic abuse and the new tenancy is granted in connection with that abuse. This is in accordance with the Secure Tenancies (Victims of Domestic Abuse) Act 2018.

Assured Periodic Tenancies (previously AST)

The Renters Rights Act 2026 abolished Assured Shorthold Tenancies (AST), typically lasting for 6–12 months, as of 1st May 2026. These have been replaced by Assured Periodic Tenancies (APT) with no end date. These tenancies roll over on a monthly basis until the tenant chooses to leave or the landlord has reason to end the tenancy. It is recommended that this type of tenancy is not used by Registered Providers for Social Rent, London Affordable Rent, or Affordable Rent properties.

As a public authority, Enfield Council does not offer ASTs and now APTs to its tenants. However, Assured Shorthold Tenancies have been provided by Housing Gateway⁷ and

⁷ [Housing Gateway](#)

have now converted to APTs. Housing Gateway was established in 2014 and has since provided a quality housing solution for over 2,500 families. It aims to continue expanding to support the council's aims, eradicate the use of temporary accommodation, and prevent homelessness.

Non- secure meanwhile tenancies

The council uses meanwhile accommodation on regeneration sites for temporary accommodation purposes. These are flats that have been vacated by tenants or leaseholders as part of the decant process in preparation for the development of new homes. They are non-secure lettings and meanwhile use to accommodate households being assessed or accepted under Part VII of the Housing Act.

The Council will consider other types of letting as they arise, whether through changes introduced by the Government or through local policies, such as key worker schemes.

Demoted tenancies

A secure tenancy can be demoted to a 12-month introductory tenancy if the tenant has engaged in housing-related anti-social behaviour—such as vandalism, causing nuisance to neighbours, noise disturbance, or using the property for unlawful purposes.

Enfield Council does not support demoting tenancies unless all other options have been explored and proven unsuccessful. Registered Providers are expected to have robust support systems in place to help tenants resolve issues before any decision to demote is considered.

The final decision to demote a tenancy will be made by the Community Multi-Agency Risk Assessment Conference (MARAC).

Supporting tenants to manage their tenancy

We expect Registered Providers to actively support tenants in sustaining their tenancies by taking early action to address any issues that could put a tenancy at risk. Eviction should only be pursued as a last resort, once all other options have been explored and been unsuccessful.

All Registered Providers should offer appropriate support—whether ongoing or through one-off interventions—and approach tenancy challenges with a ‘how can I help?’ mindset. This proactive approach benefits both Enfield residents and landlords by preventing costly and unnecessary evictions.

Enfield Council adopts this same approach in managing all Council Housing tenancies and Housing Gateway tenancies.

Successions

Succession is the term used for the taking over of a tenancy following the previous tenants' death.

The Localism Act 2012 changed the rules on succession for social housing tenants. Succession refers to the legal process where a person takes over a tenancy following the named tenant's death. For tenancies created before 1 April 2012, existing succession rights remain in place. For tenancies created on or after 1 April 2012, only a spouse, civil partner, or cohabitee (living as a spouse or civil partner) has a statutory right to succeed, and this can only occur once.

Where there is no statutory right to succeed to an Enfield Council tenancy and moving the successor would cause exceptional hardship, the Council's Housing Team may request a new tenancy to be granted at the discretion of the appropriate Housing Panel. This is known as a discretionary or non-statutory succession. Where children are involved and have no statutory succession rights, Council officers will work with Children's Services to ensure the best possible outcome for the household.

If there is no right to succeed and no eligibility for a discretionary tenancy, the occupants will be treated as unauthorised occupants. In such cases, a Notice to Quit (NTQ) will be served as soon as possible following notification of the tenant's death on the Public Trustee and the property.

Registered Providers are expected to adopt this approach, using their own organisational processes for tenants in Enfield.

Social Housing Affordable Programme

The Social Housing Affordable Programme (SAHP) is a national initiative that aims to deliver approximately 300,000 homes over the next decade, supported by a £39 billion investment fund and with a strong emphasis on increasing the supply of social rent housing.⁸

The key aims of scheme are to:

- **Increase Housing Supply:** The program aims to tackle the shortage of social and affordable housing, with a goal of delivering 300,000 homes by 2036.
- **Focus on Social Rent:** At least 60% of the homes funded will be for social rent prioritising affordable housing for low-income families.

⁸ [Delivering a decade of renewal for social and affordable housing - GOV.UK](#)

We will actively pursue opportunities within the scheme, prioritising housing options designed for key workers. This includes exploring London Living Rent homes offered on fixed-term assured shorthold tenancies, supporting residents on their pathway into home ownership.

Delivering on our objectives

We will work with our partners and take practical steps to deliver on our commitments to ensure secure and stable tenancies for our residents.

Objective 1 Residents fully understand their tenancy

We will:

- ensure our tenancy policy is consistent with this strategy and clearly explains the types, length and expectations of our tenancies
- promote this strategy widely to ensure all Enfield residents understand the types of tenancies we provide
- signpost residents to support and information to help them make informed decisions
- encourage all landlords to ensure their tenancy agreements are transparent and accessible
- encourage residents entering into Assured Shorthold Tenancies in the private rented sector to use the [checklist](#) provided by central government, so they understand their rights and responsibilities

Objective 2 Lifetime tenancies are the preferred approach for meeting housing needs in the borough

We will:

- offer lifetime tenancies, following the successful completion of an introductory tenancy, for tenants in an Enfield Council home, with the exception of larger households or specially adapted properties where fixed-term tenancies will be favoured unless there are reasons for exception
- carefully monitor fixed-term tenancies to ensure suitable homes are allocated to those who need them the most
- expect all registered providers to offer lifetime tenancies unless a case is made for a fixed-term tenancy being more appropriate
- in cases where a fixed-term tenancy is used, expect Registered Providers to make clear in their advertising, the length of the tenancy, assessment criteria and review process

- ensure tenants entering a fixed-term tenancy are provided with advice and guidance to understand their housing options
- provide free landlord support to private landlords and encourage them to offer longer tenancies
- educate Registered Providers of the requirement of the Secure Tenancies (Victims of Domestic Abuse) Act 2018 to offer existing tenancy holder/s, or new tenancy holders that meet the criteria, a new lifetime tenancy.

Objective 3 Residents are able to remain in their home for as long as it continues to meet their needs

We will:

- work with Registered Providers to take early action and support tenants to maintain their tenancy
- collaborate with Registered Providers to ensure that Enfield residents can retain their tenancy rights if they are forced to leave their home—for example, due to fear of violence—by facilitating transfers or reciprocal arrangements. Where a tenant or a member of their household is a victim of domestic abuse and a new tenancy is granted as a result, they will retain all tenancy rights, including lifetime tenancy, in every circumstance
- encourage downsizing initiatives through nomination agreements and work with Registered Providers to facilitate them
- use fair and transparent calculations to set rents and service charges, as set out by our Rent Policy, to support tenants in managing their finances

Objective 4 If a tenancy ends, residents are supported to prevent homelessness

We will:

- ensure Registered Providers fulfil their obligations under the Homelessness Reduction Act 2017 and inform us immediately if a tenancy becomes unstable so we can work together towards a resolution
- ensure tenants understand their right to appeal a decision to end their tenancy where such a right exists
- expect Registered Providers to address under-occupation and overcrowding in their homes through mobility or mutual exchange schemes, and through meeting obligations in nominations agreements for lettings of properties within the Borough of Enfield

Guidance for tenants

Enfield Council Housing Service offers advice and guidance for tenants on leaseholders on a range of topics, including financial assistance, mutual exchanges and downsizing. Further information can be found [here](#).

Guidance for landlords in the private rented sector and letting agents

Private landlords and letting agents play a pivotal role in providing suitable housing to Enfield residents. We want to work closely with all landlords to ensure good practice as standard across the sector.

As stipulated by central government, this includes:

- keeping properties safe and free from health hazards
- making sure all gas and electrical equipment is safely installed and maintained
- keeping the property in good condition and ensuring timely repairs are carried out to an adequate standard
- ensuring smoke alarms are fitted and in proper working order
- providing an Energy Performance Certificate for the property
- protecting tenant's deposits in a government approved scheme
- checking tenants have the right to rent their property if it's in England
- giving tenants a copy of the how to rent checklist when they start renting
- offering tenancies without discrimination, in accordance with the Equalities Act
- obtaining the correct property licence if they rent a property as a House of Multiple Occupation (HMO) or the property is situated in an area where a selective licensing scheme operates. Landlords of licensed HMOs and properties must by law give tenants a written statement of the terms and conditions on which they occupy it, e.g. a tenancy or licence agreement

Landlords should also give consideration to:

- provide longer term tenancies of a minimum of 3 years for security and assurance for both landlords and tenants
- keep communication lines with their tenants open, either directly or through an appointed third-party manager
- avoid eviction wherever possible
- promote the use of a deposit and rent in advance model over a 'one off' incentive payment. This will empower tenants to take responsibility for their property and finances

We encourage all landlords and letting agencies—regardless of portfolio size—to support our vision of maintaining high standards for all tenancies in the Borough, ensuring residents live in safe, secure homes.

We will provide advice and support to private landlords and tenants to help resolve situations where tenants face financial difficulties and struggle to pay rent. Eviction should always be considered a last resort, only after all other options have been considered.

Landlords can find information, advice, and guidance on resolving tenancy or rent payment issues on our [website](#). If sustaining the tenancy is not possible, we may explore options to rehouse tenants in more suitable accommodation and advise on any financial support available to them.

Complaints

Details on how to make a complaint or appeal a decision must be included in the tenancy agreement and in the Council's and Registered Provider's tenancy policy. Enfield Council's complaints process can be found [here](#).

Review

This strategy will cover the period between 2026 and 2031. It will be kept under review until then amended as required by legislation, Enfield Council's overall vision and Registered Provider's quarterly returns.

We expect Registered Providers of social and affordable housing in the Borough to ensure their own tenancy policies are in line with this strategy.