

Tenant & Housing Management Policy Framework

2026

Issue date	2 September 2026
Effective date	1 October 2026
Review date	September 2027, or earlier if STAIRs requirements or JMHA arrangements change
Status	PUBLICATION VERSION
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1. Core principles

JMHA's approach to tenancy management is deliberately straightforward: tenants should pay their rent, look after their home and respect their neighbours. In return, JMHA will manage homes lawfully, respond to repairs and safety matters, communicate fairly and treat tenants with respect.

2. Tenancy management

JMHA provides required tenancy information at sign-up and explains key responsibilities. Tenants should occupy and look after the home in accordance with their tenancy, report repairs promptly and allow reasonable access for safety checks, inspections and necessary works. JMHA will act reasonably and proportionately where tenancy conditions are not met.

3. Rent and arrears

Rent should be paid when due in accordance with the tenancy agreement. Where arrears arise, JMHA will seek early contact and a practical resolution where possible, taking individual circumstances into account. Possession or enforcement action will only be used where appropriate and lawful.

4. Repairs and maintenance

Emergency repairs are targeted for attention within 24 hours. Routine repairs are managed through specialist and experienced contractors. Tenants can report repairs using the dedicated Repair Line: 0333 041 6845. Calls are recorded and a transcript is emailed to the JMHA office and retained on the relevant property file for monitoring and audit. Non-urgent issues may also be raised during periodic inspections.

5. Health, safety and compliance

JMHA maintains an internal compliance audit system covering relevant property-safety requirements. The checklist is reviewed every two weeks. Gas Safety Certificate activity is additionally monitored through weekly contractor updates. Periodic inspections include property-condition observations and checks for the presence/power status of smoke and carbon-monoxide alarms; specialist statutory checks remain separate.

6. Anti-social behaviour and neighbour nuisance

Tenants are expected not to cause nuisance, harassment or anti-social behaviour. JMHA will consider reports fairly, gather available evidence, take account of risk and vulnerability and use proportionate tenancy-management action where necessary. Immediate danger or serious criminal matters should be reported to the police or emergency services.

7. Equality and reasonable adjustments

JMHA will not unlawfully discriminate and will make reasonable adjustments where required. Tenants should tell JMHA if they need information or communication in a different format or need an adjustment to access a service.

8. Safeguarding

Where JMHA becomes aware of a credible safeguarding concern affecting a child or adult at risk, it will record the concern appropriately and refer or signpost it to the relevant statutory agency where necessary.

9. Tenant engagement

JMHA's engagement model is direct and proportionate to its size. Tenants can contact JMHA through normal channels and the dedicated Repair Line. Periodic inspections provide a further opportunity to raise requests and include service-satisfaction questions about the home, landlord, repairs and contractors.

10. Complaints and information rights

Complaints are handled under JMHA's published Complaints Policy. STAIRs publication reviews and information requests are handled separately under the STAIRs Information Access & Review Policy.

Approved by Board: _____

Date: _____