

Tenancy changes

Our commitment

Sentinel understands that sometimes you may want to change the details of your tenancy, this may be because

- Your name has changed via deed poll or following marriage
- You would like to change a sole tenancy to a joint tenancy or vice versa

This leaflet explains what you need to do in these circumstances.

Name change

You can apply to change your name following marriage or a name change by deed poll, by completing the 'Application for a Name Change'. You can download this form from our website or request a copy from our Customer Service Centre. You will need proof of the name change such as a copy of your marriage certificate or deed poll paperwork.

Once this form and proof has been returned to us, your application will be approved and our records will be updated. We will write to you to let you know that this has been completed.

If you have rent arrears you can still apply to have the name on your tenancy changed.

Joint to sole tenancy

You may want to change the names on your tenancy following a relationship breakdown. Joint tenants are both responsible for the conduct of the tenancy. Once the tenancy has been put into one person's name, that person is solely responsible for paying the rent and ensuring that the tenancy is managed in the correct way.

To change a tenancy from a joint tenancy to a sole tenancy, you will need complete a 'Relinquishment of Tenancy' form and a 'Transfer of Tenancy' form. You can download these forms from our website or request a copy from our Customer Service Centre. You will not be able to change your tenancy from joint to sole if:

- There has been a previous change of tenancy since March 1994 (Hart Housing Association tenants) or March 1995 (Oakfern Housing Association tenants).
- There are rent arrears or legal action is being taken.
- The occupants are tolerated trespassers.

Sole to joint tenancy

A joint tenancy is created when a sole tenant adds another person to their tenancy agreement. Where there is a joint tenancy, the tenants are both responsible for ensuring that the rent is paid and the terms of the tenancy agreement are met.

A sole tenancy can only be changed to a joint tenancy if:

- There has been no previous change of tenancy since March 1994 (Hart Housing Association tenants) or March 1995 (Oakfern Housing Association tenants).
- If there are no arrears or legal action being taken.
- If there is a tolerated trespasser residing in the property, the creation of a joint tenancy will not be permitted.
- The person wishing to become a joint tenant has lived at the property with the sole tenant for the last 12 months or be married to or have a civil partnership with the sole tenant.

If you would like to change your tenancy from a sole tenancy to a joint tenancy, you should complete an "application for Transfer of Tenancy" form (available from the Customer Service Centre or your Neighbourhood Coordinator). You should return this to us with the required proof. This should either be a marriage certificate or civil partnership certificate or utility bills/bank statements going back over the last 12 month period.

You will need to provide proof of residency such as bank statements, council tax or utility bills for the last 12 months.

If you would like **Tenancy changes**

in large print, braille or translated please contact the
Customer Service Centre on
0800 195 5515 from a landline or
0300 666 5515 from your mobile.

