grainger

Change of Sharer Policy

Supporting you when household circumstances change

Rent well. Live well.

Introduction

Grainger plc ("Grainger") recognises that circumstances can change during a tenancy. This Policy explains how a change of sharer works where a customer wishes to leave a tenancy and/or a new customer wishes to join. It sets out:

- when a change of sharer may be considered;
- the information we need from you;
- how we assess requests;
- what you can expect from us; and
- important things you should be aware of before making a request.

Our approach to a change of sharer

When considering a change of sharer, we aim to:

- act fairly, consistently and transparently;
- make the process clear and accessible;
- ensure all customers understand their responsibilities;
- apply our usual referencing and Right to Rent checks; and
- comply with applicable legislation.

We will confirm whether we are able to agree to a proposed change once we have reviewed all required information.

Definitions

For the purposes of this Policy:

Term	Meaning
Customer	Anyone named on the tenancy agreement or applying to be added to it.
Outgoing customer	A customer who wishes to leave a tenancy.
Incoming customer	A person applying to join an existing tenancy.
Remaining customer	A customer who will continue on the tenancy after the change.
Change of sharer	A process where one or more customers leave and/or join a tenancy, subject to our agreement.

Scope

This Policy applies to tenancies where:

- one or more customers wish to leave; and/or
- a new customer wishes to be added.

A change of sharer is not automatic and will only take place if we agree following our assessment.

How to request a change of sharer

All parties to the proposed change (including anyone leaving or joining) must complete our online change of sharer form to confirm that everyone agrees to the request and to provide the information we need.

Step 1 – Submit the application

All customers involved must complete the online form.

Step 2 – Our review

We will assess the request, including carrying out referencing and Right to Rent checks where required, and confirm whether we are prepared to agree to
the change.

Step 3 – Completing the change

If we agree, we will issue the relevant documentation to all customers.

Until the change is completed, the existing tenancy agreement continues to apply and all current customers remain responsible under that agreement.

What we need from you

To help us consider your request, we need:

- full details of all outgoing, incoming and remaining customers;
- confirmation that everyone agrees to the proposed change;
- completion of referencing checks for any incoming or remaining customers; and
- payment of any permitted charges.

If information is missing or incomplete, we may not be able to progress your request.

Important Information

Outgoing customers

If you wish to leave the tenancy, you must give us at least two months' notice in line with your tenancy agreement. You will remain liable until the end of your notice period or until the change of sharer process is complete.

Incoming customers

All incoming customers must pass our usual credit referencing checks, including Right to Rent checks. Reference links will be issued once the application form has been completed.

Remaining customers

In some cases, we may also need to re-reference remaining customers. We will let you know if this applies.

Charges

A fixed administration charge of £50 applies to a change of sharer request and must be paid when requested during the process.

Rent account status

We may pause consideration of a change of sharer if there are rent arrears. Any arrears must be cleared before the request can proceed.

Rent changes

Rent changes will depend on the circumstances:

- where a new tenancy is granted, rent will be set at the start of that new tenancy
- where an existing tenancy continues, any rent increase will be through the Section 13 process.

Inventory

A new inventory will not be completed as part of a change of sharer. Incoming customers must accept the existing inventory and check-in report.

Deposits

Deposit arrangements are usually managed between customers. In some cases, we may return an outgoing customer's share directly and require payment from an incoming or remaining customer so that the full deposit continues to be held. Once the change is complete, customers will receive an updated deposit certificate.

When a change of sharer may not be agreed

We may decline or pause a request where:

- required information or consent is not provided;
- referencing checks are not passed;
- rent arrears arise during the process; or
- the request does not meet our policy requirements.

If we cannot agree to a change, we will explain the reasons.

Getting in touch

If you have questions about a change of sharer, please contact our Tenancy Review Team at:

tenancy@graingerplc.co.uk

Relevant legislation and guidance

In applying this Policy, we have given regard to relevant legislation and guidance, including:

- your tenancy agreement;
- applicable housing and consumer legislation; and
- Right to Rent requirements.

Equality, diversity and accessibility

We are committed to ensuring our processes are accessible to all customers. If you need support, reasonable adjustments, or information in an alternative format, please let us know and we will work with you in line with the Equality Act 2010.

Policy review

This Policy will be reviewed every two years or sooner if required by changes in legislation or operational practice.

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