



Tenancy Management Policy

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Introduction

Purpose

The purpose of this policy is to set out how new tenancies are granted, the types of tenancies offered by Wigan Council and our approach to managing existing tenancies. The policy is intended to support both new and existing customers of Wigan Council and is applicable to all housing stock managed by the Housing Revenue Account.

Wigan Council are committed to providing good quality accommodation for those most in need. We are committed to building inclusive, resilient, and thriving communities. Our approach to tenancy management reflects our belief that progress is best achieved when we work together, tenants, officers, and partners toward shared goals.

We will:

- Promote fairness, respect, and opportunity for all tenants.
- Encourage active participation in community life and decision-making.
- Support tenants to overcome challenges and achieve personal and household stability.
- Foster collaboration across services to ensure joined-up support and continuous improvement.

Scope

This policy applies to all tenancies managed under Wigan Council's Housing Revenue Account, including general needs housing, sheltered schemes, extra care, and supported accommodation. It covers all aspects of tenancy management, including tenancy types, rights and responsibilities, financial obligations, property standards, anti-social behaviour, and tenancy enforcement.

The policy is relevant to:

- New tenants entering into a tenancy agreement with Wigan Council.
- Existing tenants with secure or introductory tenancies.
- Council officers and partner agencies involved in housing management and support.

It should be read in conjunction with related policies and procedures, including the Tenancy Agreement, Mutual Exchange Policy, Enforcement Policy, Neighbourhood Management Policy and Allocations Policy.

Legal and Regulatory Context

Wigan Council manages tenancies in line with the Tenancy Standard set by the Regulator of Social Housing and all relevant legislation. Our approach ensures fair allocation, tenancy sustainment, and prevention of unnecessary evictions.

Key legislation includes:

- Housing Act 1985 & 1996
- Equality Act 2010
- Localism Act 2011
- Children Act 1989

We offer tenancies that meet household needs, support community sustainability, and comply with statutory requirements. All decisions are transparent, fair, and legally compliant. This policy will be reviewed regularly to reflect changes in law and regulation.

Aims and Objectives

The Tenancy Management Policy aims to provide a clear, fair, and consistent approach to the management of council tenancies across the Wigan Borough. It supports the delivery of high-quality housing services that promote tenant wellbeing, community stability, and legal compliance.

Our key objectives are to:

- Ensure tenants understand their rights and responsibilities under their tenancy agreement.
- Promote sustainable tenancies and prevent unnecessary evictions.
- Provide a transparent framework for tenancy types, allocation, and enforcement.
- Support tenants to maintain their homes and meet financial obligations.
- Tackle Anti-Social Behaviour and tenancy fraud effectively and proportionately.
- Encourage tenant involvement in shaping services and neighbourhoods.
- Foster collaborative working across council services and partner agencies.

Tenancy Types and Rights

Introductory Tenancies

If you are joining Wigan Council as a new tenant, you will be an introductory tenant for the first 12 months. We can extend introductory tenancies for a further six months if we are not satisfied with how the tenancy is being conducted. This will usually be due to rent arrears or reports of Anti-Social Behaviour.

If we decide to extend the tenancy, the tenant will be notified in writing. An introductory tenancy is a trial period before a tenant becomes a secure tenant. Introductory tenants have fewer rights than secure tenants, and their tenancies can be ended more easily if they break their tenancy conditions.

Secure Tenancies

As a secure tenant, a tenant can normally live in the property for the rest of their life, if they do not break the conditions of the tenancy. Secure tenants also have additional rights.

They can:

- Rent out rooms - but not sub-let the whole property
- Buy the property through the Right to Buy scheme
- Mutually exchange the property with another council or housing association tenant with Wigan Councils permission
- Assign the tenancy to someone else
- Make improvements or alterations to their home – they need permission from Wigan Council for some types of work

Licence

Licences are used for temporary moves, for example when someone may need to move temporarily (decanted) whilst repairs are completed on their home. They are also used when providing temporary accommodation to homeless applicants.

Joint Tenancies

It is our policy to only grant a joint tenancy to two people when they are either married or in a civil partnership, via a joint application, or are in a relationship. We do not permit intergenerational tenancies or joint tenancies to siblings or friends. This approach supports effective tenancy management and reflects demand, property suitability, and safeguarding considerations.

Sole Tenancies

We will allow a sole tenancy to become a joint tenancy where the proposed joint tenant is the sole tenant's spouse, civil partner, or cohabiting partner. For applications from cohabiting partners to be approved, they must have lived at the property 12 months prior to the application and be able to license provide proof of residency.

Succession

Succession is the legal process by which a tenancy passes to another person following the tenant's death. Wigan Council will manage succession in accordance with statutory requirements and the tenancy agreement.

Eligibility: Only one statutory succession is permitted by law. If the tenancy has already been succeeded, no further statutory succession can occur. The successor must provide proof of relationship and residency.

Non-qualifying occupiers: Where someone living in the property does not qualify for succession, we will offer advice and support to help them explore alternative housing options.

Lodgers & Subletting

Secure tenants have the right to take in a lodger without seeking permission from Wigan Council. However, they must notify the Department for Work and Pensions (DWP), Housing Benefit and Council Tax services of any change to their household. Taking in a lodger means the tenant shares the property, and the lodger does not have exclusive possession of any part of the home. This arrangement is usually covered by a licence agreement, which gives the lodger limited rights.

Secure tenants may also sublet part of their home, but written permission from Wigan Council is required before doing so. Subletting part of a property means granting exclusive possession of a room or area to another person under a tenancy agreement. Subtenants have stronger legal rights than lodgers, so tenants should consider this carefully before entering into any agreement.

Subletting the entire property is strictly prohibited and is a criminal offence. If a tenant is found to be unlawfully subletting their home, Wigan Council will take legal action to recover possession of the property, and the tenant's secure status will be permanently lost.

Introductory tenants do not have the right to take in lodgers or sublet any part of their property, but they may apply to Wigan Council for permission.

If you suspect someone is subletting their home, please report this to your Neighbourhood Tenant Officer.

Mutual Exchange

If you are a secure tenant, you can apply to mutually exchange properties. A mutual exchange is when you arrange to swap homes with another tenant. This can be with another secure tenant or an assured tenant of the registered social landlord. You need to apply to Wigan Council for permission before you exchange properties. Wigan Council subscribes to HomeSwapper the UK's leading mutual exchange service. If you are a Wigan Council tenant, you can register and look for potential swaps free of charge anywhere in the UK.

You can swap your home with:

- Another tenant of Wigan Council
- A tenant of any council
- A tenant of any registered social landlord

You cannot move until written permission has been given. We have 42 days to make a decision on your application. Further information can be found in our Mutual Exchange Policy [Mutual Exchange Policy](#) and our Mutual Exchange Guide [Mutual exchange guide](#)

Tenancy Costs and Financial Responsibilities

Rent Types

Wigan Council offers two types of rent: Social Rent and Affordable Rent.

Social Rent is calculated using a national formula based on property size, value, and local earnings rather than market rates. It is typically lower than Affordable Rent and is designed to provide genuinely affordable housing for people on low incomes. Social rents are regulated by the Regulator of Social Housing and generally apply to long-term council properties.

Affordable Rent is set at up to 80% of the current market rent, which reflects the typical rent charged for similar properties in the private rental market within the same area at the time of letting. Market rent is determined using local property data and valuation benchmarks, in line with regulatory

guidance. Affordable rents are usually applied to new-build homes but may also apply to some general needs, sheltered, extra care, and supported accommodation.

All rents are clearly advertised before allocation, and customers are informed of the rent level and any additional charges before signing their tenancy agreement. Tenants are responsible for paying their rent in full and on time.

Service Charges

Wigan Council may apply service charges in addition to rent for certain properties where additional services are provided. These charges contribute to the cost of services that benefit tenants and are not covered by the basic rent.

Examples of services that may incur a charge include:

- Cleaning of communal areas
- Grounds maintenance
- Lighting in shared spaces (stairways corridors, communal lounges)
- Communal heating and heating in shared spaces (where applicable)
- Lift maintenance
- Concierge or security services
- Fire safety equipment servicing

All service charges will be clearly itemised and communicated to tenants prior to the start of the tenancy and annually thereafter.

Arrears and Payment Support

Wigan Council is committed to supporting tenants in maintaining their tenancies and managing financial obligations. If a tenant falls into rent arrears or struggles with service charge payments, our Collections Team will provide tailored advice and support to help resolve the issue.

We take a proactive and preventative approach, offering early intervention, flexible repayment plans, and referrals to welfare support services where appropriate. Tenants are encouraged to contact us as soon as financial difficulties arise to avoid escalation.

Persistent non-payment may result in formal recovery action, but we will always seek to engage constructively and explore all available options before proceeding. Our aim is to sustain tenancies wherever possible and ensure tenants feel supported, not penalised, during periods of financial hardship.

Tenancy Management Processes

New Tenancy Visit

A New Tenancy Visit will normally be undertaken within the first few weeks of a tenant signing for a property. The visit will be undertaken by the Neighbourhood Tenant Officer, for the local area. The purpose of the visit is to introduce the tenant to their Neighbourhood Tenant Officer and to ensure that the new tenant is settling into their property. A further visit may be completed within the first six months of the tenancy as part of the decision-making process for Introductory Tenancies. For those tenants living in supported housing, for example, Sheltered Housing, this visit will be undertaken by the Scheme Manager.

Transfer Visit

Prior to being allowed to transfer to a new property a Transfer Visit will be undertaken. The purpose of this visit is to determine the condition of the property prior to the move. If the property fails to meet the expected standard the transfer may be refused, alternatively the tenant will be given a short period to bring the property up to the required standard. Transfers will not be allowed to progress unless a Transfer Visit has been completed.

Abandoned Properties

We recognise that tenants may not be at their home for a period of time for a variety of reasons. Our tenancy agreement states that tenants must notify us in writing if they intend to be away from home for 28 days or more. Where we believe that the tenant(s) may have abandoned a property, we will open an abandoned property investigation.

The investigation will be carried out in accordance with the abandonment procedure; legal steps will be followed to take back possession of the property.

Wigan Council:

Will not take possession of an abandoned property unless:

- A court order for possession has been applied for and granted.
- The tenant has given notice to quit or notice to surrender the tenancy.
- A valid notice to quit served by Wigan Council has expired.
- Will carry out a property inspection within 24 hours of receiving a report of an abandoned property.

Will undertake investigations to determine the validity of the report including:

- Attempting to contact the tenant to find out if they intend to return
- Check records for any indication of why the tenant is away i.e. extended holiday, prison, hospital stay etc.
- Send a letter to the tenant asking them to contact us within seven days
- Serve a 28-day Notice to Quit by hand to obtain possession of the property
- Change the locks of the property upon the expiry of the 28-day Notice to Quit
- Locks will only be changed once Wigan Council has lawfully obtained possession
- Interview any customer who returns following the expiry of the notice to quit and decide whether or not to grant a new tenancy
- Contact any customer (or a representative) who receives a prison sentence to establish if the tenant is prepared to relinquish or surrender their tenancy

Emergency and Temporary Decants

In some cases, tenants may need to move temporarily to allow major repairs or in emergencies such as fire or flood.

Planned Decants: Permanent moves for major works require management approval and will be to a similar property. Aspirational moves will not be approved.

Emergency Decants: In urgent situations, temporary accommodation may be provided in council stock where possible. If this is not available, short-term options such as hotels or bed and breakfast will be used until a suitable property is found.

Property Standards and Responsibilities

Wigan Council expects tenants to maintain their homes to a reasonable standard and will provide an efficient repairs service to support this.

Tenant Responsibilities

- Report repairs promptly to prevent further damage.
- Carry out minor repairs for which tenants are responsible (e.g., replacing toilet seats, lost keys, sealing sinks/baths, minor plaster repairs).

- Keep the property clean, hygienic, and suitably decorated.
- Maintain gardens to prevent them becoming overgrown or causing nuisance (unless the Council has agreed to maintain them).
- Seek written permission for home improvements or alterations, including external structures (e.g., sheds, summerhouses).
- Ensure communal areas remain free from obstruction.

Council Responsibilities

- Provide a responsive repairs service using qualified contractors.
- Complete repairs efficiently, ideally in a single visit.
- Inspect properties periodically for safety compliance (e.g., gas servicing, electrical testing).
- Offer advice and support where tenants struggle to meet responsibilities.

Enforcement

Where tenants fail to meet these responsibilities or deliberately damage property, Wigan Council may:

- Recover costs for repairs caused by neglect or damage.
- Charge for rubbish removal and garden clearance at tenancy end.
- Take enforcement action for persistent breaches, including legal remedies.
- Make safeguarding referrals where property conditions pose health risks.

Gardens

Tenants are responsible for maintaining their gardens to a reasonable standard unless Wigan Council has agreed to maintain them. This includes keeping gardens tidy, preventing overgrowth, and avoiding any nuisance to neighbours.

Tenant Responsibilities

- Maintain lawns, plants, and boundaries in good condition.
- Prevent gardens from becoming overgrown or causing hazards.
- Dispose of garden waste appropriately.
- Seek permission before making significant changes (e.g., installing sheds or structures).

Council Support

- Wigan Council will maintain gardens of empty properties until re-let.

- An Assisted Gardening Scheme is available for eligible tenants who need help.

Enforcement

Failure to maintain gardens may result in:

- Tenancy warnings
- Charges for clearance or maintenance
- Further enforcement action for persistent breaches

Access

The safety and wellbeing of our tenants, and their family members, is very important to us. It is the tenant's responsibility to report repairs and concerns. We will respond to reports received in respect of repairs and developing issues that require attention but cannot do so if we are not aware of them. Whilst we wish to allow our tenants to freely enjoy their occupation of the property, we have a legal right to inspect the premises, carry out repairs and hold legal duties to periodically inspect some fixed installations for safety compliance purposes, such as annual gas servicing and electrical testing. Where access to the property is refused or denied, we will take appropriate legal action to obtain access to carry out the inspection which could be by means of a Notice of Seeking Possession or injunction. We will normally give at least 24 hours' notice but, more immediate access may be required in an emergency.

Community, Behaviour and Conduct

Anti-Social Behaviour (ASB)

Wigan Council expects all tenants to behave in a manner that promotes safe, respectful, and inclusive communities. Tenants are responsible for ensuring that their conduct, and the conduct of anyone living with or visiting them, does not cause nuisance, annoyance, or distress to others.

What is ASB?

ASB refers to behaviour that causes or is likely to cause harassment, alarm, or distress to others. Examples include:

- Verbal abuse or threats
- Noise nuisance (e.g., loud music, shouting)
- Vandalism or property damage

- Drug use or dealing
- Intimidation or harassment
- Domestic abuse
- Misuse of communal areas
- Hate incidents

Tenant Responsibilities

- Do not engage in behaviour that constitutes ASB.
- Do not engage in criminal behaviour
- Ensure visitors comply with tenancy conditions.
- Report incidents promptly to Wigan Council.

Council Responsibilities

- Investigate all reports of ASB promptly and fairly.
- Work in partnership with agencies such as Greater Manchester Police and community safety teams.
- Take proportionate enforcement action where ASB is substantiated.

Enforcement Actions

Where ASB is proven, Wigan Council may take the following steps:

- Tenancy warnings
- Mediation between parties
- Acceptable Behaviour Contracts (ABCs)
- Injunctions or legal notices
- Possession proceedings in serious or persistent cases

Further details of the types of enforcement action taken by Wigan Council can be found via our [Enforcement policy](#)

Support for Victims

We recognise the impact ASB can have on individuals and families. Support may include:

- Referrals to victim support services
- Safety planning and safeguarding referrals
- Temporary accommodation in extreme cases

Prevention

We aim to prevent ASB through:

- Early intervention and education
- Tenancy audits and estate inspections

- Clear communication of tenancy responsibilities
- Use of alerts to flag known risks

Partnership Working

We work closely with Greater Manchester Police, community safety teams, and other agencies to tackle ASB. Multi-agency meetings may be held to coordinate responses to complex cases.

For environmental ASB (e.g., fly-tipping, graffiti, dog fouling) and neighbourhood safety measures, please refer to the **Neighbourhood Management Policy**. Both policies work together to ensure safe homes and communities.

Domestic Abuse

The impact of domestic abuse on the lives and well-being of Tenants and communities across the Wigan Borough are significant. It is essential that we work proactively in partnership to prevent Domestic Abuse from happening in the first instance. We must provide the best possible care and support to families and individuals affected by Domestic Abuse at the earliest possible opportunity.

Wigan deem domestic abuse as being unacceptable in all its forms. We want people in our community to be able to live safely and have happy lives free from abuse. Wigan Councils domestic abuse strategy outlines our response to domestic abuse in Wigan and the services and support available [DA Strategy](#)

Pets and Animals Management

Wigan Council recognises that pets can contribute positively to tenants' wellbeing. However, tenants must ensure that animals are kept responsibly and do not cause nuisance, damage, or health risks.

Permission and Notification

- Tenants must notify Wigan Council of any pets before the tenancy start date, including assistance dogs.
- Written permission is required for pets in properties within buildings of more than two storeys.
- The Council may refuse permission where the property is unsuitable or where multiple pets would create overcrowding or welfare concerns.

Tenant Responsibilities

- Pets must not cause nuisance or annoyance to neighbours (e.g., persistent barking, fouling in communal areas).
- Tenants must prevent damage to the property and maintain hygiene standards.
- Animals must not be kept in communal areas or gardens.
- Breeding animals at the property is prohibited.
- Tenants must comply with all relevant tenancy conditions and legal requirements.

Prohibited Animals

- Illegal or exotic animals and any breed of dog legally designated as dangerous are not permitted.
- Tenants who owned an XL bully prior to the breed becoming banned must hold a valid certificate of exemption.

Enforcement and Action

Wigan Council will take proportionate action where pets:

- Cause nuisance or noise (e.g., dog barking complaints).
- Create unhealthy living conditions or damage property.
- Are not properly controlled in communal spaces.
- Result in breaches of tenancy conditions.

Action may include:

- Tenancy warnings
- Fixed penalty notices for dog fouling
- Referral to environmental services
- Legal action for persistent breaches

Support and Education

We will provide guidance on responsible pet ownership and promote initiatives such as dog registration schemes to help tenants comply with their obligations.

Tenancy Fraud

If council tenants are found to commit housing fraud, legal action will be taken against them to take back possession of the property. If tenants are found to have committed tenancy fraud it is also likely to prevent their right to council housing in the future and in cases involving illegal subletting this could also lead to criminal proceedings.

Types of Tenancy fraud

Not telling the truth when applying for a property - for example claiming to have children when you do not Sub-letting a property without permission

- Living in a property after someone has died without the right to do so
- Non-occupation
- Unlawful assignment
- Key Selling
- Right to Buy and Right to Acquire fraud
- Benefit fraud

Running a Business from Home

We will normally grant permission to run a business from home provided that:

- The running of the business will not cause nuisance, annoyance or danger to neighbours or damage to the property.
- The property is suitable for the nature, type and extent of the business applied for.
- There will be no breach of other tenancy conditions.
- The business does not need a change of use in respect of the building or lead to objections from statutory authorities.
- Registration required is provided by a statutory and professional body.
- There are no related health & safety issues.
- It is the tenant's responsibility to make sure that any statutory consents, e.g. planning permission, are granted and that any conditions applying such consents are fulfilled. Failure to comply with any of the above will result in permission being refused, or where permission already exists, to that permission being removed.

Support and Engagement

Tenant Support and Communication

Wigan Council is committed to ensuring tenants feel supported and understood throughout their tenancy. We provide flexible options for communication and safeguarding to meet individual needs.

Representatives and Advocates

- Tenants may bring a friend, relative, or advocate to any meeting or interaction with us.

- If you want someone to act on your behalf, written permission is required to share your information.
- Our aim is to make every interaction positive and accessible, ensuring tenants feel comfortable and informed.

Use of Alerts

Alerts are placed on our systems to identify:

- Support needs and vulnerabilities
- Communication preferences (e.g., large print, interpreter)
- Risks such as aggressive or threatening behaviour

These alerts help us tailor services, protect staff and contractors, and ensure tenants receive appropriate support.

Equality and Diversity

We are committed to fairness and equality for all regardless of their colour, race, ethnicity, nationality, gender, sexual orientation, marital status, disability, age, religion or belief, family circumstances or offending history.

Our aim is to ensure that our policies and procedures do not create an unfair disadvantage for anyone, either directly or indirectly. Our commitment to fairness and inclusion reflects the Progress with Unity mission to create equitable opportunities for all residents.

Data protection and equality impact assessments have been undertaken in respect of this policy and which identified no negative impact on any person/group with a protected characteristic as a result of this policy.

Community Engagement and Co-design

We believe that tenants should have a say in shaping the services they receive. Wigan Council will continue to involve tenants in policy development, service design, and neighbourhood planning. Through forums, surveys, and resident groups, we aim to co-create solutions that reflect the diverse needs of our communities.

Tenancy Monitoring and Audits

Wigan Council carries out regular monitoring and audits to ensure tenancies are being managed effectively and to support tenants in sustaining their homes.

Purpose

- Confirm that the legal tenant is occupying the property as their principal home.
- Identify changes in household composition.
- Check compliance with tenancy conditions.
- Assess property standards and identify any health, safety, or fire risks.
- Offer advice and information on services, welfare changes, and opportunities for tenant involvement.

Tenancy Monitoring

- Routine inspections of properties and estates will be undertaken to maintain safe and welcoming neighbourhoods.
- Officers may visit properties unannounced; tenants can request a rescheduled visit if the timing is inconvenient.
- Monitoring helps identify issues early, such as property neglect, ASB, or safeguarding concerns.

Tenancy Audits

Audits are more detailed checks carried out periodically or when concerns arise.

They include:

- Verification of occupancy and identity.
- Review of property condition and any unauthorised alterations.
- Discussion of support needs and referrals to relevant services.
- Audits are designed to be constructive, focusing on sustaining tenancies and improving tenant wellbeing.

Follow-Up

Where issues are identified during monitoring or audits, Wigan Council will:

- Provide advice and support to resolve problems.
- Take enforcement action where necessary for serious or persistent breaches of tenancy conditions.

Estate Management

Wigan Council undertakes routine inspections to maintain safe, clean, and welcoming neighbourhoods. These inspections focus on:

- Communal areas and shared facilities
- External condition of council properties
- Grounds maintenance and environmental standards

Occasionally, officers may visit properties during estate inspections. If this is inconvenient, tenants can request a rescheduled visit. Estate management

helps identify issues early and ensures neighbourhoods remain well-maintained

Ending Your Tenancy

If you wish to end your tenancy, you must give Wigan Council written notice.

Notice Period: The standard notice period is four weeks from the Sunday following the date we receive your notice.

Responsibilities Before Leaving:

- Clear all belongings from the property, garden, and any outbuildings.
- Leave the property clean and in good condition.
- Return all keys, including any communal or garage keys, by the agreed date.

Charges: You may be charged for any damage, missing fixtures, or rubbish left behind.

Final Inspection: A Neighbourhood Tenant Officer may inspect the property before the tenancy ends.

Outstanding Rent or Charges: All rent and service charges must be paid up to the end of the notice period.

Complaints and Feedback

Complaints

Unfortunately, we don't always get things right, if a customer is unhappy with the service, they have received from Wigan Council, we ask that they let us know. We are committed to making it easy for anyone who is unhappy with a service, or experience provided by the Council, to tell us about it. Where customers require additional support, we will endeavour to provide a service that seeks to meet the needs of a particular individual or household.

- You can make a complaint to us in whichever way is easiest for you.
- Use our online form at www.wigan.gov.uk/contactus
- Email us at complaints@wigan.gov.uk
- Phone us on (01942) 827607.
- Write to us at the Complaints and Information team, PO Box 100, Wigan, WN1 3DS.
- Call into any public Council office.

In cases where we cannot resolve complaints informally, complaints are dealt with in line with Wigan Council's Complaints Policy and a Stage 1 and Stage 2 complaints process is followed. If a customer remains unhappy and are not satisfied with our response, they can appeal through the Housing Ombudsman service, the Local Government Ombudsman, or their local MP.

How to complain to the Housing Ombudsman

- Use the online complaint form at [Make a complaint - Housing Ombudsman \(housing-ombudsman.org.uk\)](https://housing-ombudsman.org.uk)
- Phone them on 0300 111 3000
- Email: info@housing-ombudsman.org.uk

How to complain to the Local Government Social Care Ombudsman

- Use the online complaint form at [Contact us - Local Government and Social Care Ombudsman](https://www.local.gov.uk/contact-us)
- Phone them on 0300 061 0614

Feedback

It is vital we know what our customers think and that is why your feedback and suggestions are important to us.

Tell us about any feedback or suggestions you have that might make our services better or more efficient

Let us know if we have given you a good service.

This helps us to understand what is important to you and to share good practice so that we can improve our services. Use this link to complete the online form [Give us feedback](#)

Who to Contact

If you need help, advice, or want to report an issue related to your tenancy, here are the key contacts:

General Tenancy Queries

Neighbourhood Tenant Officer: Contact your local officer for tenancy visits, audits, and general support.

- By Phone: (01942) 489005
- By Email: myhome@wigan.gov.uk

Rent, Service Charges & Arrears

Collections Team: For help with payments, arrears, or benefit-related support.

- By Phone: (01942) 486865
- By Email: myrent@wigan.gov.uk

Repairs & Property Issues

Repairs Team: Report repairs or request permission for home improvements.

- Online: Via [Book a repair](#)
- By Phone: (01942) 489005

Anti-Social Behaviour (ASB)

Community Resilience Team: Tenants, residents, and members of the public can report ASB through the following channels:

- The Council website: <https://www.wigan.gov.uk>
- By phone: 01942 404364
- In person at your local Life Centre

Please provide as much detail as possible, including dates, times, and what happened. You may be asked to keep a diary or use the Noise App to record incidents.

Domestic Abuse Support

- Further information and support: [Domestic abuse](#)
- Wigan Borough Domestic Abuse Service (DIAS) by phone 01942 311365 or via email at admin@diasdvc.org
- Greater Manchester Police 999 in an emergency 101 to report any incidents

Mutual Exchange

Housing Register Team: Contact the Housing Register Team for support with help to find or register for a mutual exchange

- Register and search for swaps: www.homeswapper.co.uk
- Email: houreg@wigan.gov.uk

Review and Version Control

This policy will be reviewed every two years or sooner if required by legislative changes or operational needs. The Service Manager for Tenancy Management is responsible for coordinating the review process.

A version control table will be maintained to track amendments and ensure clarity on the current policy status.

Version	Date Approved	Summary of Changes	Approved by
1.0	January 2026	New policy issued –Tenancy Management Policy 2026	Full Council