

TENANCY READY SERVICE POLICY

31 October 2019

Prepared by:	Emma Crick
Date effective from:	31/10/2019
Policy approved by:	Si Welch
Review Date:	31/10/2022

EIA Required?	<input type="checkbox"/>
EIA Completed?	<input type="checkbox"/>
Revision number:	01
Lead officer:	Jane Allen

1 INTRODUCTION

1.1 The aim of the Tenancy Ready Service is to ensure customers have the highest chance of sustaining their tenancy successfully. Customers will be equipped with the information and life skills necessary to conduct a tenancy in accordance with the tenancy agreements managed by Stockport Homes (SHG).

1.2 The Tenancy Ready Service is open to all customers who are most likely to be future SHG tenants and focussed on those who are statistically at the greatest risk of future tenancy failure.

1.3 This Policy sets out the circumstances under which the Tenancy Ready Service will be offered and what the service consists of.

2 STRATEGIC LINKS

2.1 This Policy links to the following:-

- Allocation Policy
- Homelessness Strategy
- Anti-social Behaviour Policy
- SHGs mission of Transforming Lives
- SHG's aims to support customers in all aspects of their lives through effective partnership working and also to develop our thriving, safe and sustainable neighbourhoods, maximising our contribution to meeting housing need.

3 KEY FEATURES

3.1 SHG is dedicated to preventing homelessness and wherever possible, minimising the risk of tenancy failure amongst vulnerable tenants.

3.2 SHG is committed to ensuring that customers are supported when taking on a tenancy and will provide services that ensure prospective tenants are well prepared and ready to become responsible tenants and sustain independent living.

3.3 The Tenancy Ready Service provides essential housing options guidance and housing support information for first time tenants and other customers deemed vulnerable, who may otherwise struggle to secure and sustain a tenancy.

3.4 The Tenancy Ready Service is targeted to:-

- Vulnerable customers looking to rent from SHG for the first time
- Temporary Accommodation residents

- Care leavers
- People who have had previous unsuccessful tenancies
- People who have a background, issues or behaviours that increase their risk of not sustaining a tenancy.

3.5 The Tenancy Ready Service delivered on an individual basis and is tailored to meet specific needs in order to achieve maximum success.

4 EQUALITY IMPACT ASSESSMENT

4.1 An Equality Impact Assessment (EIA) screening form has been completed and whilst there are no major impacts on the current systems in place and/or delivery from staff to customers, the Tenancy Ready Service positively supports those individuals or groups that could otherwise be excluded and therefore positively addresses inequality.

4.2 As part of the assessment, it was agreed that customers should be advised of how to make a report of ASB or Hate Crime. This has been reflected in the customer presentation and all staff have been made aware of the need to provide this information.

5 OWNERSHIP, MONITORING AND REVIEW

5.1 The Policy is owned by the Neighbourhoods and Support Directorate and will be monitored by the Neighbourhoods and Support Policy Review Group through the schedule for review.

5.2 Any queries with the policy should be forwarded to the Project Officer on 0161 474 4151.