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# Three Sixty Living Landlord Policy

## 1 Introduction

1.1 Three Sixty Living is a lettings and property management service for privately owned properties, operated by Stockport Homes Group.

1.2 Three Sixty Living provides a reliable lettings and property management service to landlords and tenants.

## 2 Scope

2.1 This policy sets out the service offered by Three Sixty Living for landlords.

## 2 Lettings and Property Management Service

2.1 Three Sixty Living provides landlords with a comprehensive lettings and property management service offering the following packages:

- Tenant Find Only
- Full Management
- Full Management with Rent Guarantee; and
- Property Leasing.

2.2 Three Sixty Living effectively deliver these by promoting the service to maximise the number of private sector properties available. This includes properties offered for rent at Local Housing Allowance levels and also those which can attract higher rental levels.

## 3 Tenant Find Only Package

3.1 Three Sixty Living's experienced lettings staff will inspect all new properties before accepting them. Inspection includes market appraisals and ensuring they meet the standard as set out in the Three Sixty Living Standard for Lettable Homes.

3.2 Where the property does not meet the standard, Three Sixty Living will work with the landlord to address any concerns and support them to improve standards. If minimum standards are not met following this, Three Sixty Living will decline the property.

3.2 Once a property has been accepted it will be advertised on [Rightmove's](#) property website and have a 'To Let' board (if required).

3.3 Three Sixty Living will co-ordinate and host property viewings. It will assess all applications from prospective applicants to ensure that they are able to take on and sustain a tenancy, complying with any specific requirements set by the landlord, e.g. carrying out credit checks/references.

3.4 Tenant sign-ups will be co-ordinated and managed ensuring all relevant parties are present.



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3.5 Three Sixty Living will collect and register tenancy deposits and manage end of tenancy deposit claims and disputes where required.

3.6 All legal documentation will be prepared, for example tenancy agreements.

3.7 If tenants encounter difficulties with their tenancy, Three Sixty Living can refer to Stockport Homes' support services including money and benefits advice, tips on managing energy usage.

3.8 Throughout each tenancy, Three Sixty Living will ensure tenants and landlords adhere to the terms of their Tenancy Agreement and taking appropriate action where breaches occur.

3.9 Where required, Three Sixty Living will serve legal notices to terminate tenancies, refer tenants for housing advice and assist landlords with court paperwork for possession orders and bailiff warrants.

3.10 Three Sixty Living will work with landlords to keep periods where their properties are empty between lettings to a minimum.

### **4 Full Management Package**

4.1 This package includes the Tenant Only package above plus the following.

4.2 Access to a dedicated tenancy manager who will answer queries from landlords and tenants.

4.3 Completion of a full and comprehensive inventory of each property before letting.

4.4 Ensuring rent is collected and property inspections are conducted leading to effective tenancy and property management.

4.5 Co-ordinating and managing repairs during the tenancy and in periods where the property is empty between lettings.

4.8 Where a tenancy is renewed, Three Sixty will complete all tenancy renewal documentation.

4.9 End of tenancy inspections.

4.10 A repairs service for landlords is available to landlords on the full management package as an optional extra. The service is delivered through Three Sixty Living approved sub-contractors and includes an emergency out of hours response service

### **5 Full Management with Rent Guarantee**

5.1 This package includes all those outlined in the Tenant Find Only and Full Management packages and includes guaranteed rent scheme. The guaranteed



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rent scheme provides security for any loss of rental income for an additional fee.

## 6 Leasing

6.1 Three Sixty Living offer leasing scheme's which can provide landlords with a longer-term arrangement. These schemes may be subject to external funding and requirements and details are available upon request.

## 7 Contact Us

7.1 For more information on any of the landlord packages described and costs please contact Three Sixty Living by ringing 0161 474 2696, visiting the website - <https://www.threesixtyliving.uk>, or find the team on [Facebook](#), Instagram and Twitter.

7.2 If customers are unhappy with the service they have received, please let us know by:

- Completing an online form - <https://www.stockporthomes.org/about-us/our-performance/complaints/#ComplaintForm>.
- Emailing [feedback@stockporthomes.org](mailto:feedback@stockporthomes.org) /Telephoning 0161 474 2600.
- Reporting a complaint to any member of Stockport Homes staff.

## 8 Internal Controls

1	<b>Version control</b>	Version number will change every three years or at major review	
	<b>Version No.</b>	<b>Date</b>	<b>Change/s and reasons for change</b>
	1	March 2025	Three yearly review

2	<b>Policy Owner</b> i.e. Director	Director of Customer Services
	<b>Policy Author/s</b> i.e. Head of Service	Head of Property Management
	<b>Consultation</b>	
	<b>Approved by/date</b> Directorate Management Meeting	Customer Services Management Meeting – 8 <sup>th</sup> April 2025 – Decision
	<b>Effective Date</b> - the date of sign-off	8 <sup>th</sup> April 2025
	<b>Next Full Review Date</b> i.e. 3 years after effective date, with an annual light touch review	7 <sup>th</sup> April 2028

3	<a href="#">Regulatory Standards</a>	Please list the Consumer, Governance, Viability standards and outcomes this policy meets
	<b>Standard/s / Legislation</b>	<b>Required outcome</b>
		Private landlords must keep their properties safe and free from health hazards and must comply with regulations including Gas Safety, Electrical Safety, energy Performance, Smoke and Carbon Monoxide Alarms, Fire Safety.

4	<b>Linked policies</b>	
		Stockport Metropolitan Council Empty Property Strategy

5	<b>Equality, diversity and inclusion</b>	Describe how different experiences, characteristics, and approaches were considered during the formulation of the policy, e.g. neurodiversity, age, religion, sex/gender, financial/digital inclusion
		As part of the assessment to find a tenant, Three Sixty Living will work with landlords to ensure there is consistency in the selection process and landlords aren't exclusionary in whom they select.

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<b>6</b>	<b>Customer/Colleague Voice</b>	Describe how the customer and/or colleague voice shapes and influences the policy and services
		All landlords signed up to the scheme receive the Three Sixty Living newsletter where updates to the services available (of there is a new leasing scheme for example) are provided. Landlords are updated on any proposed or forthcoming changes in legislation so they are well informed and can ask for further information from the team or independently.

<b>7</b>	<b>Risk management</b>	This policy helps to mitigate the following risks identified on the Corporate Risk Register
	Corporate Risk 3	SHG does not maintain a strong, positive reputation where stakeholders have trust and confidence in SHG, including partners in Stockport and across GM
	Corporate Risk 6	Stockport Homes does not deliver excellent customer services in the way that customers require them
	Corporate Risk 7	Stockport Homes does not respond to and learn from complaints effectively and does not listen to the customer voice
	Corporate Risk 15	Health and safety obligations to colleagues across SHG aren't fulfilled
	Corporate Risk 20	Health and safety obligations to customers aren't fulfilled, including gas safety, electrical safety, fire safety, legionella, lift safety, asbestos and carbon monoxide

<b>8</b>	<b>Performance monitoring</b>	Please list the relevant government TSMs (Tenant Satisfaction Measures)
		N/A