

THREE SIXTY LIVING POLICY

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Policy approved by:	OMT
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EIA Required?	<input type="checkbox"/>
EIA Completed?	<input type="checkbox"/>
Revision number:	4
Lead officer:	Emma Crick

1 INTRODUCTION

- 1.1 Three Sixty Living (TSL) is a lettings and property management service for privately owned properties, operated by Stockport Homes (SHG).
- 1.2 TSL let and manage properties on behalf of landlords within Stockport and surrounding areas, providing a reliable lettings and property management service to landlords and tenants alike.
- 1.3 TSL also provide an affordable estate agency service for vendors wishing to sell their properties located in Stockport and the surrounding areas.
- 1.4 TSL has direct links with other SHG services, including Housing Options, Homechoice, GMCA Ethical Lettings Agency and Stockport Council's Housing Standards Team.
- 1.5 In light of an emergency or unprecedented situation, all staff must refer to any guidance or risk assessment issued changing working practices. All such guidance will be issued in a timely manner and will be reviewed on an ongoing basis as any situations develops or changes.

2 STRATEGIC LINKS

- 2.1 This policy links to the following;
 - Stockport Homes' Mission of Transforming Lives and its specific aim to 'provide comfortable, affordable homes'.
 - Stockport Council's Empty Property Strategy.
 - 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.
 - TSL Application Process Procedure
 - TSL Sign up procedure
 - TSL Tenancy Management Procedure
 - TSL Ending a Tenancy Procedure.

3 KEY FEATURES OF THE SERVICE

Lettings and Property Management Service

- 3.1 TSL provides a comprehensive lettings and property management service through the following packages:
 - Tenant Find Only
 - Full Management
 - Full Management with Rent Guarantee; and

- Property Leasing.
- 3.2 TSL effectively deliver these by:
- 3.2.1 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.
 - 3.2.2 Inspecting all new properties before they are accepted onto the scheme, carrying out market appraisals and ensuring they meet a lettable standard as set by the TSL Standard for Lettable Homes.
 - Where the property does not meet the lettable standard, TSL will work with the landlord to address any concerns and support them to raise standards. If minimum standards are not met following this, TSL will decline the property.
 - 3.2.3 Advertising properties to let online via the Rightmove portal
 - 3.2.4 Co-ordinating and hosting customer viewings.
 - 3.2.5 Assessing applications from prospective customers to ensure that they are able to take on and sustain a tenancy, complying with any specific requirements set by the landlord.
 - 3.2.6 Reviewing all customer applications and carrying out necessary checks (such as credit checks/references) and selecting the most suitable applicant as set out by the landlord.
 - 3.2.7 Co-ordinating and managing tenant signups with the relevant parties.
 - 3.2.8 Ensuring rent is collected and property inspections are well managed leading to effective tenancy and property management.
 - 3.2.9 Ensuring tenants and landlords adhere to the terms of their Tenancy Agreement and taking appropriate action where breaches occur.
 - 3.2.10 Co-ordinating and managing repairs during the tenancy and in void periods.
 - 3.2.11 Registering tenancy deposits and managing end of tenancy deposit claims and disputes.
 - 3.2.12 Serving legal notices to terminate tenancies when required, referring tenants for housing advice and assisting landlords with court paperwork for possession orders and bailiff warrants.
 - 3.2.13 Re-letting properties after a tenancy has ended, ensuring the void period is kept to a minimum.
- 3.3 All tenants signed up to a tenancy who have housing related support needs can be referred to SHG's Housing Support service who will provide support to ensure the tenancy is sustainable. In addition, other services, such as Money Advice and Energy Advice can provide support when required.
- 3.4 TSL offers landlords a guaranteed rent scheme to provide security for any loss of rental income for an additional fee.

- 3.5 TSL offers access to an optional repairs service for landlords as part of its property management package through approved sub-contractors and Three Sixty Maintenance, including an emergency out of hours service
- 3.6 TSL offer a leasing scheme which can provide landlords and TSL with a longer term arrangement. Leases can be negotiated to meet the needs of the landlord offering a bespoke package.
- 3.7 TSL work in partnership with Stockport Council to identify empty homes within the Borough, referring owners of empty homes to the TSL service to explore possible options for letting or selling.

Sales

3.8 TSL offer a sales service for property owners wishing to sell a property. This service is available to anyone and TSL, in line with their lettings and property management service, will operate within Stockport and the surrounding areas, working to compete alongside other high street and online estate agents.

3.9 TSL promotes its sales service to current TSL landlords aiming to secure business if a landlord chooses to sell its property. In addition, TSL will then look to match a potential new investor up with a property working to secure the accommodation for any tenant who may be in situ and then retain the lettings business after sale.

3.10 The sales service aims to offer a competitive 'one fee covers all' approach giving customers value for money and a transparency of approach with no hidden or additional charges.

4 EQUALITY IMPACT ASSESSMENT

- 4.1 An Equality Impact Assessment screening has been completed. A full EIA is not required.
- 4.2 As part of the assessment, it was determined that as part of the letting process, TSL will continue to work with landlords to ensure there is consistency in the selection process.

5 OWNERSHIP, MONITORING & REVIEW

5.1 This Policy is owned by the Operations Directorate and will be monitored by the Operations Management Team.

5.2 The Policy will be reviewed in line with the Operations Management Policy and Procedure Review Schedule.