
Paige Jennings
paige@pprproject.org

12th May 2021

Ref: FOI 21 079

Dear Ms Jennings

Freedom of Information Act 2000

Thank you for your request received on 1st April 2021. I apologise for the delay in providing this response however you were contacted by Frank Chapman, the FOI Coordinator for Belfast Region, on 5th May who advised you of the difficulties for staff in gathering information as a result of the pandemic. You acknowledged Mr Chapman's email and he confirmed to you that the response should be with you within a week of 5th May 2021.

I am dealing with your request under the terms of the above legislation. You made the following request;

This is a request for information under the Freedom of Information Act.

In past FOI responses from you (FOI/BA/2019/14, FOI/BA/2019/16 and others) you kindly provided us information about accommodation via NIHE of the Syrian refugees who have come to be in Belfast through the UN/Home Office Vulnerable Persons Relocation Scheme.

We request updates regarding

- 1. The number of these households currently residing in Belfast.***
- 2. Where the families have been placed in Belfast, broken down by HNA Area. Please include information on the capacity / number of units in each area.***
- 3. By HNA area, information about the categories of accommodation providers involved (for instance Housing Executive, housing associations, private companies, letting agents, individual private landlords) as well as***

-the number of providers in each category, by HNA area

-the number of units and capacity in each category, by HNA area.

- 4. Please indicate which corporate entities (including housing associations, letting agencies etc) provide accommodation to VPRS refugees in Belfast, broken down by HNA area, indicating capacity / number of units for each.**
- 5. Please provide all information available about the process for selecting the properties where VPRS refugees are housed, including for instance copies of any application or registration forms for interested landlords, agencies or companies; any guidelines or guidance for landlords, agencies or companies; any agreements or contracts with agencies or companies involved in these services; any information on monitoring and evaluation of the performance of these landlords, agencies or companies.**
- 6. Please provide any staff guidance, guidelines or training documents related to placements in and monitoring of this accommodation.**
- 7. Please provide information on the number (if any) of properties from which people have been moved due to unsuitability, failure to meet minimum fitness standard or otherwise.**
- 8. Please provide information on the number (if any) of properties initially included but later removed from the scheme due to failure to meet minimum fitness standard or otherwise.**

Below are the responses to each query-

1. There are currently 119 families residing in Belfast
2. I am unable to provide details of the number of providers and accommodation units within all individual HNAs as the number in some is less than 10. The Housing Executive considers that in such circumstances there is a risk of indirect identification of families and disclosure would be in breach of section 40(2) of the FOI Act 2000 (Personal Information) and the Data Protection Act (2018), Schedule 2, Part 3, Paragraph 16-Protection of the rights of others. The table below provides details of those HNAs that have more than 10 units-

HNA	No. UNITS	CAPACITY
Annadale	Less than 10	

Donegall Road	Less than 10	
Finaghy	Less than 10	
Inner West Belfast	45	211
Lisburn Road	Less than 10	
Lower Ormeau	Less than 10	
Middle West Belfast	11	43
North Belfast 1	14	75
North Belfast 2	Less than 10	
Outer West Belfast	24	112

3. I can only provide you with details of HNAs that have 10 or more units. The Housing Executive considers that in such circumstances there is a risk of indirect identification of families and disclosure would be in breach of section 40(2) of the FOI Act 2000 (Personal Information) and the Data Protection Act (2018), Schedule 2, Part 3, Paragraph 16-Protection of the rights of others.

In addition, I am unable to provide you with the names of individual providers or landlords providing accommodation to Syrian refugees as to do so would, in my opinion, be likely to prejudice the commercial interests of these landlords. The landlords involved include a number of individuals managing a single property and others who also provide mainstream bed and breakfast accommodation. The Housing Executive considers that the providers would expect a high degree of confidentiality due to the sensitive nature of the services being provided, the vulnerable client group involved and any possible impact on their other mainstream commercial activities.

The relevant FOI exemption is section 43(2) (Commercial Interests)

43 Commercial Interests

- (1) Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it)

On weighing the factors for and against disclosure, the Housing Executive considers in all circumstances that the public interest in maintaining the exemption outweighs the public interest in disclosure.

The table below provides details of those HNAs that have more than 10 units-

HNA	NIHE	Capacity	HA	Cap'	Individual	Cap'	Private company	Cap'
Annadale	Less than 10 units							
Donegall Rd	Less than 10 units							
Finaghy	Less than 10 units							
Inner West Belfast			2 HAs 2 Dwellings	9	2 individuals 2 Dwellings	10	4 companies 41 Dwellings	192
Lisburn Rd	Less than 10 units							
Lower Ormeau	Less than 10 units							
Middle West Belfast	1	1	1 HA 2 Dwellings	4	1 dwelling	7	2 companies 7 Dwellings	31
North Belfast 1			2 HAs 3 Dwellings	13			1 company 11 Dwellings	62
North Belfast 2	Less than 10 units							
Outer West Belfast	3	7					2 companies 21 Dwellings	105

4. I am unable to provide you with the names of individual providers or landlords providing accommodation to Syrian refugees as to do so would, in my opinion, be likely to prejudice the commercial interests of these landlords. The landlords involved include a number of individuals managing a single property and others who also provide mainstream bed and breakfast accommodation. The Housing Executive considers that the providers would expect a high degree of confidentiality due to the sensitive nature of the services being provided, the vulnerable client group involved and any possible impact on their other mainstream commercial activities.

The relevant FOI exemption is section 43(2) (Commercial Interests) – see 3 above

On weighing the factors for and against disclosure, the Housing Executive considers in all circumstances that the public interest in maintaining the exemption outweighs the public interest in disclosure.

5. Please find attached Section 4 and 6-10 of ***Transitional Arrangements for Acquisition and Management of Single Lets***. The Vulnerable Persons Resettlement Scheme (VPRS) follows this guidance for managing properties used by Syrian refugees. There are the arrangements for single lets that have been acquired to meet the NIHE's obligations under the Housing (NI) Order 1988 for those who required temporary accommodation. The VPRS does not have specific guidance of its own.

It has not been possible to disclose the full document as parts of it contain information that is commercially sensitive and disclosure of this information would be likely to prejudice the commercial interests of both the Housing Executive and current and future providers of this type of service. The relevant FOI exemption is section 43(2) (Commercial interests) and public interest considerations are as set out above in the response to questions 3 and 4."

6. Staff from the VPRS do not have guidance or training documents specific to the accommodation provided to Syrian refugees. The ***Transitional Arrangements for Acquisition and Management of Single Lets*** referred to in point 5 above is used for this purpose.

7.

Reason for Move	Number
To be near family	3
New homeless applicant	7
OT Recommendation	6
Police Advice	5
Overcrowding/under occupation	12
Disrepair	5
Landlord asked family to leave/NTQ	6
Rehoused permanently	20

8.

Properties Removed Reason	Number
Police advice	3
Landlord removed property	6
Disrepair	5
No further need	16

If you are unhappy with the level of service you have received in relation to your request, you may ask for an internal review within two calendar months of the date of this letter.

You may write to:

Freedom of Information
Information Governance Team
Planning, Performance Risk & Governance
Northern Ireland Housing Executive
The Housing Centre
2 Adelaide Street
Belfast, BT2 8PB

or send an email to foi@nihe.gov.uk if you wish to make a complaint.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a review of our original decision.

The Information Commissioner can be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

If you have any queries about this letter, please contact **Frank Chapman** at frank.chapman@nhe.gov.uk

Yours sincerely



pp Mrs Jennifer Hawthorne
Belfast Regional Manager

Personal Information

To find out how we use your personal information and your individual rights you can view the full version of our Privacy Notice at www.nihe.gov.uk/privacy_notice.

Section 4: Acquisition

Providers may approach the Housing Executive as a result of an advertisement or as a result of general awareness of the Housing Executive's requirement for temporary accommodation or to add properties to their portfolio. When responding to such an approach from a provider Regional Homelessness staff should follow the below steps:

1. Refer to the process detailed in section 2 on 'identification of need' (this step will have already been undertaken where the provider is responding to an advertisement)
2. Check that the provider is officially registered with the Northern Ireland Provider Registration Scheme
<https://www.nidirect.gov.uk/services/provider-search>
3. Carry out an inspection of the property to verify it is of an appropriate standard (see checklist in Appendix 1). (Photos should be taken of the property, and from 1st October 19 uploaded onto HMS property documents tab)
4. Agree payment rates with provider (see section 5)
5. Issue relevant documentation (see appendix 2)

Any property offered by a provider must comply with the criteria listed below:

- Proof of ownership such as solicitor's letter or copy of deeds
- Electric meter – meter card type
- NICEIC Cert for wired smoke alarms
- Gas Safe or Oil Boiler test certificate
- Carbon monoxide alarms
- Proof of Public Liability Insurance
- Confirmation that provider is registered on the Landlord Registration scheme
- Confirmation that property is registered with Land & Property Services (LPS)
- Provision of fire blanket or extinguisher in the kitchen

Acquisition of the property is also subject to a satisfactory physical standards inspection by Regional Homelessness staff in North and South Regions or Housing Solutions staff in Belfast Region.

The acquisition of single lets is also subject to budget availability. Before making a commitment to the provider, if Regional teams are considering bringing on a block of properties (more than 5) they should check with Central Homelessness Contracts team that there is sufficient budget available.

Providers should be advised of the above requirements plus the following:

- There will be no written agreement between any of the three parties involved, i.e. provider, Housing Executive and homeless applicant.
- Providers must not request deposits or rent in advance.

- Liability for damages to the property rests with the customer.
- All aspects of housing management will remain the responsibility of the provider; repairs should be carried out in a timely manner.
- The electricity meter and gas meter (if applicable) in the property should be a 'meter card' type so that customers are unable to run up a bill. Your electricity provider will change your meter to a "pay as you go" type meter if required. Cards for meters should be left at the property for new customers.
- The provider should carry out regular visits (monthly) to the property in order to ascertain if the customer is still occupying the property and to address any problems which have arisen. Payments will only be made when properties are occupied.
- If the provider wishes to remove the property from the Bed Bureau they should provide the Housing Executive with as much notice as possible to allow for alternative arrangements to be made.
- The Housing Executive is not responsible for the payment of meals, heating electricity costs or hot water.
- In order to be included on the register of temporary accommodation all providers will be expected to comply with equality legislation.

To add a newly acquired property to HMS Regional staff should complete Appendix 5 and forward to HMS Support team, and copy to Homelessness Strategy inbox (homelessness.strategy@nihe.gov.uk). Regional staff should ensure they advise local Housing Solutions teams of any additions to, or removals from, the Bed Bureau.

Once HMS Support team has added the new property to HMS all supporting documentation should be scanned onto the HMS property documents tab by Regional Homelessness staff.

Reinstatement of lapsed property

If a property has not been used as a single let for eight weeks or more but remains on HMS as inactive, to reinstate it, Regional staff should complete all of the above steps (with the exception of adding the property to HMS) and scan the up to date documentation to the property documents tab as above. Regional staff should email homeless strategy to advise of reinstated properties also (homelessness.strategy@nihe.gov.uk).

The Oversight Committee will review a 10% sample of newly acquired properties on a quarterly basis to ensure compliance with the above guidance. The review will comprise a comprehensive examination of property files.

Section 6: Management of portfolio

Confirmation of property on Bed Bureau

Once a property has been accepted onto the Bed Bureau Regional Homelessness staff should issue a confirmation letter to the provider along with an information sheet detailing the agreed arrangements. Templates are attached in Appendix 2.

6.1 Assigning single lets

Chapter 7 of the Homeless Guidance Manual deals with the Full Accommodation Duties including offers of temporary accommodation.

Once a Housing Advisor or Patch Manager has established that the Housing Executive has either an interim or full duty to provide temporary accommodation for a household they should try to match the household with the most suitable available temporary accommodation. Factors to be considered include:

- Household size/bedroom requirements
- Location requirements
- Support needs
- Bespoke requirements e.g. level access accommodation.

A match can be carried out using the Temporary Accommodation Matching tab in the homeless module on HMS. The HMS Step by Step User Manual outlines this process.

Unlike hostels, single lets do not offer housing support along with the accommodation. A referral may be made for floating support but where an applicant has high support needs Housing Advisors and Patch Managers should explore alternative temporary accommodation types which have more 'built in' support before considering a placement in a single let.

When a single let becomes vacant Housing Solutions teams/ Patch Managers should consult their temporary accommodation needs list for alternative temporary accommodation to see if it could meet the needs of any cases on this list. It should be offered to the presenting household or a household on the list whose need is most urgent and for whom it is the most suitable accommodation match. The offer should be issued through HMS as above.

Please note that single let properties must not be used as decants for Housing Executive tenants or for owner occupiers or private renters pending the completion of improvement works funded by the Housing Executive's Private Sector Grants department. They should be used only in the discharge of the Interim and Full Homelessness Duties.

6.2 Making a placement

When a homeless applicant accepts an offer of single let accommodation the Housing Advisor or Patch Manager should confirm the placement with the provider (typically by phone). They should agree a time and access arrangements for their customer to gain entry to the accommodation. It should be noted that there is no contract between the Housing Executive and the provider or the customer in respect of single let placements; the agreement is between the provider and the customer. This is typically formalised through a license agreement or other form of occupancy agreement between the two parties and it is the responsibility of the provider to draw this up and get it signed by the customer.

As detailed earlier, single lets must be furnished to be included on the Bed Bureau. As such, some households moving into this type of accommodation may need to store their furniture. In these cases the Housing Advisor should make these arrangements (Chapter 9 of the Homeless Guidance Manual covers this aspect).

The Housing Advisor or Patch Manager should go through the following with the customer while they are in the office:

- Explain and complete the Standards of Behaviour in Temporary Accommodation (Appendix 4) including advising that failure to comply may result in the provider ending the placement
- Explain relevant payments information and complete online Housing Benefit (HB) application in all cases – it's necessary to facilitate payment of top up, even if customer is working (see section 10 on payments). **The customer should be advised if they are likely to have a shortfall in Housing Benefit and will thus have payments to make to the provider.** Once Housing Benefit is assessed the customer will be advised of the exact shortfall but in the interim period should be advised to agree payments with the provider. **The Housing Advisor should advise the provider where there is not a full HB entitlement and remind them that it is up to them to agree required payments with the customer pending HB assessment.**
- Upload/attach ID to Housing Benefit claim
- Complete 'Booking in form' (and upload to HB application – see section 10 on Payments)
- Advise that they will be held liable for any damages to the property or furnishings
- Advise that if they move out of the property they should advise their Housing Advisor or Patch Manager
- Advise that any repairs or housing management issues should be reported to the provider directly
- Advise that the property will be furnished but that will need small electrical items e.g. TV, hairdryer and personal belongings.

Whilst it is not a statutory duty to provide transport there are times when a customer may not be able to make their own arrangements to get to the temporary accommodation that has been arranged for them i.e. physical health problems. On these occasions the Housing Advisor or Patch Manager may arrange a taxi to transport the customer to their temporary accommodation. It should be arranged with one of the agreed taxi companies and, for payment purposes, a voucher should be created on HMS and given to the taxi driver on arrival. Details of how to produce the voucher can be found in the Homelessness Services HMS Keying Guidance.

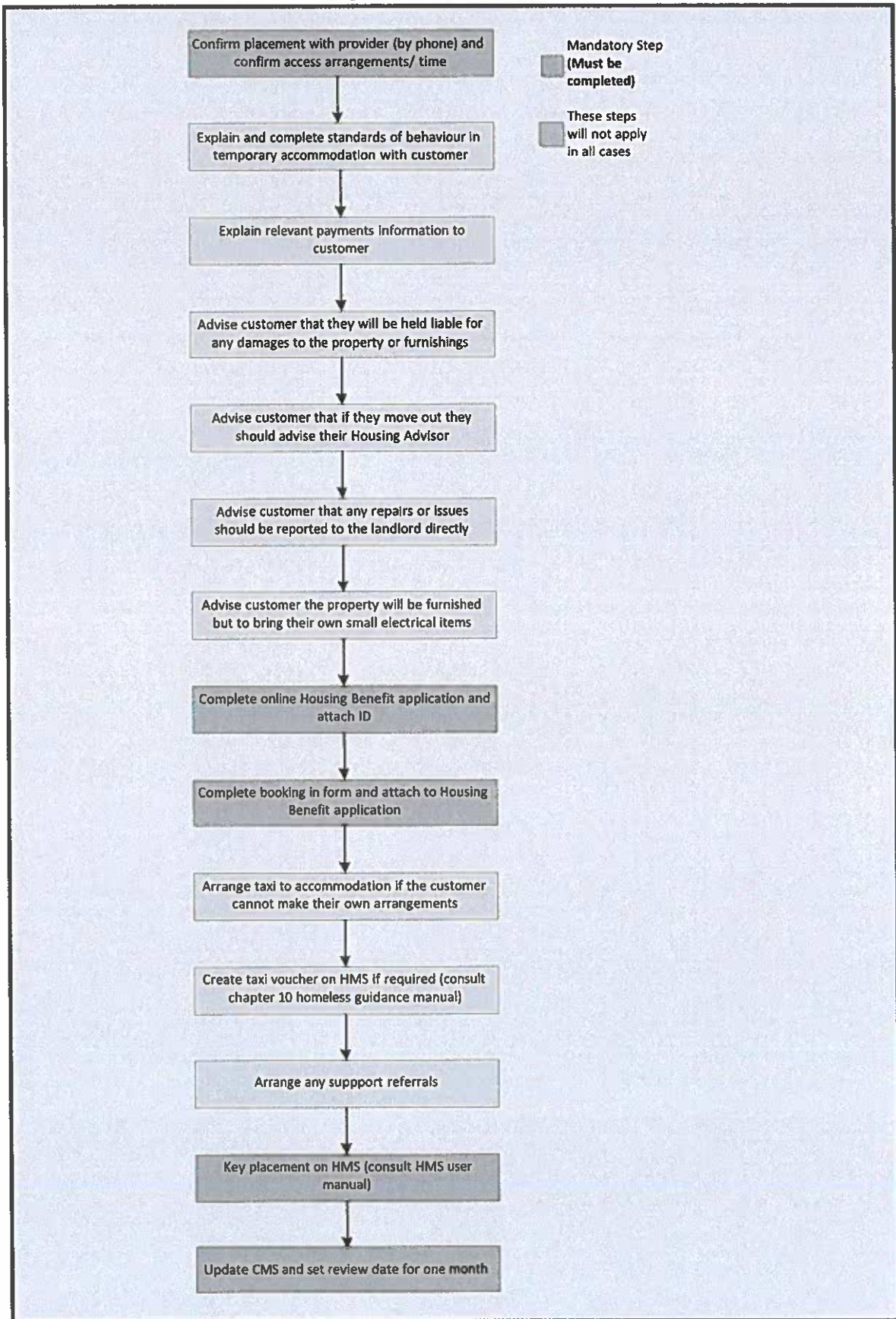
For more guidance on transport see Chapter 10 of the Homeless Guidance Manual.

The Housing Advisor or Patch Manager should also give consideration to any other support needs of the customer at this stage. For example, a referral to floating support may be appropriate (if support is not already in place and is available) or the customer may benefit from a referral/voucher for a local food bank.

Having made the immediate arrangements for the applicant and completed the steps above the Housing Advisor or Patch Manager should key the temporary accommodation placement on to HMS. The HMS Step by Step User Manual provides comprehensive guidance on this.

The Customer Management System (CMS) should be used to set review dates to assist in the management of temporary accommodation placements. The Housing Solutions Handbook states that temporary accommodation placements should have a review date of one month to prompt a review of both suitability and continued need.

Making a Placement Process



6.3 Managing a placement

6.3.1 Repairs and maintenance

The single let provider is responsible for maintenance and repairs to the property. If the applicant encounters any issues with the property the applicant must, in the first instance, contact the provider. If the applicant is unable to resolve the issue with the provider the Housing Advisor or Patch Manager may advocate with the provider on behalf of the applicant to resolve the problem.

It is not the role of Regional Homelessness staff to deal with routine repairs and maintenance issues on the customer's behalf. However if a Housing Advisor or Patch Manager is finding that minor issues are not being addressed by the provider when contacted by them, or if they have noticed a pattern of outstanding minor repairs with an individual single let provider they should escalate to the Regional Homeless Officer who should subsequently remind the provider of the required standards.

6.3.2 Health and safety issues

If an issue is raised which flags a potential risk to the customer the Housing Solutions team should take immediate steps to source alternative accommodation for the household and refer the property concerns to the Regional Homelessness Team. Regional Homelessness staff should advise the provider that failure to remedy the issue will result in the removal of the property from the Housing Executive's Bed Bureau. Regional Homelessness staff will liaise with the provider to ensure the health and safety issue is resolved and, if not, remove the property from the Bed Bureau.

Lack of Amenities and Disrepair points should not normally be awarded to applicants placed in a single let. Properties with identified lack of amenities should instead be referred by Regional Homelessness staff to the provider to rectify the defect, or be removed from the Bed Bureau. As per section 3.13: 'Lack of amenities and disrepair' of the Housing Selection Scheme Guidance Manual, any property for which Lack of Amenities and Disrepair points are awarded should be referred by the Housing Executive to the appropriate Environmental Health Department (Employer Council) responsible for fitness inspections in an area (or other authorised officer) for an inspection.

6.3.3 Anti-social behaviour

Providers are advised that they are responsible for dealing with housing management issues arising during the life of the placement. As such anti-social behaviour complaints should be raised with the provider in the first instance. In situations where a problem is escalating and

the applicant is at risk of losing their placement due to anti-social behaviour the Housing Advisor or Patch Manager may want to act as an intermediary to try and sustain the placement. This may include visits to the property to discuss the issues raised with the customer and ensure they are aware that if the undesirable behaviour continues the provider may end the placement. It may be appropriate for the Housing Advisor to reconsider the household's support needs and make any relevant support referrals. **Staff should be mindful of the General Data Protection Regulation (GDPR); only information which is relevant and necessary should be shared with single let providers.**

6.3.4 Non-occupancy of single let

It is important to note that there is no legal/contractual relationship between the occupant and the Housing Executive in respect of the accommodation sourced from the Bed Bureau.

The terms upon which the occupant occupies the accommodation are a matter of agreement between the accommodation provider and the occupant. It is important for the Housing Executive to be clear and that accommodation providers understand that they are not acting as agents or on behalf of NIHE as providers of single let accommodation.

Providers should be advised at acquisition stage that they should carry out regular (approx. monthly) inspections of their properties to satisfy themselves that the customer is occupying the property. Similarly, Housing Advisors are expected as part of the case management of customers in temporary accommodation to review the suitability of placements on a three monthly basis. Whilst this may not always involve a visit to the property, periodic visits to clients in temporary accommodation should be made (at least every six months). If there is reason to believe that a single let is not being occupied as the primary residence of the relevant customer, the Housing Advisor should contact the provider to establish when they last visited the property and if they can confirm that the property is occupied as expected. The provider should be advised that Housing Benefit and top up payments will only be made when properties are occupied.

If there is reason to believe a single let has been abandoned or is unoccupied, all reasonable enquiries should be undertaken to ascertain if the property has been abandoned, so that the decision the accommodation has been abandoned is defensible in the context of any challenge to the decision. If the provider wishes to recover possession in circumstances of being satisfied that the accommodation has been abandoned then it is a matter for them (they should seek their own legal as required).

Where a single let has been abandoned and belongings left behind the Housing Advisor or Patch Manager should consider Article 13 of the Housing (NI) Order 1988: Protection of property of homeless persons and persons threatened with homelessness (as detailed in Chapter 9 of the Homelessness Guidance Manual).

6.3.5 Complaints

During the life of a placement it is possible that issues may arise between providers and customers which may result in complaints to the Housing Executive.

Complaints from Customers

If the customer makes a complaint about the provider, Housing Advisors and Patch Managers should utilise their own judgement in assessing the severity of the issue and respond as follows:

Where the issue raised is routine or low level in nature, the Housing Advisor or Patch Manager should advise the customer that the license is between them and the provider and that they should raise the issue directly with the provider in the first instance. Depending on the capacity of the particular homeless applicant, it may be appropriate for the Housing Advisor or Patch Manager to advocate on behalf of their customer and contact the provider for them.

Where the issue is serious or poses a potential risk to the customer, the Housing Solutions team should source alternative accommodation for the household as soon as possible and refer the matter to Regional Homelessness staff to consider removing the property from the Bed Bureau.

Complaints from Providers

If the provider makes a complaint to the Housing Executive about the customer, staff should again use their own judgement and knowledge of the customer circumstances/needs in deciding on the appropriate response:

Where the issue is routine or low level in nature staff should advise the provider that the license is between them and the customer and that they should raise it directly with them in the first instance. It is likely that the provider will have attempted to do this before escalating the problem to the Housing Executive for intervention. This being the case the Housing Advisor or Patch Manager, in the interests of sustaining the placement, may wish to mediate between the provider and the customer. They should:

- Remind the customer of the consequences of failure to comply with the standards of behaviour and terms of the licence to which they signed up i.e. the provider may end the placement.
- Consider if there are unmet support needs and, if so, make any appropriate support referrals.

The Housing Advisor or Patch Manager should keep the provider up to date with any action taken and ask them to provide adequate notice should they decide to issue notice to terminate the licence. **Staff should be mindful of GDPR; only information which is relevant and necessary should be shared with providers.** For example, if a support referral is made this should not be shared with the provider.

Notes relating to any of the above issues arising during the course of a temporary accommodation should be recorded on HMS. Notes which relate to issues with the property or provider should be recorded on the Property Notes tab. Notes which relate to applicant behaviour or breaches should be recorded on the Homeless Notes tab.

6.3.6 Property visits

As referenced in the Housing Solutions Handbook temporary accommodation placements should be reviewed every 3 months; to review the placement including the need and suitability. In addition, it is expected that where a customer is placed in a single let these reviews should include a visit to the single let at least every six months, at which time the need and suitability of the temporary accommodation should be reviewed and to ascertain that the customer is occupying the single let. Should any management issues become apparent at this visit the processes outlined in the earlier section of 6.3 should be followed.

There is no requirement for properties to be visited between placements; the responsibility is on the provider to ensure the property is of the required standard for the commencement of a new placement. Applicants should be advised to report any issues with the property with the provider in the first instance. If the applicant is unable to resolve the issue with the provider the Housing Advisor or Patch Manager may advocate with the provider on behalf of the applicant to resolve the problem. In some circumstances Housing Advisors may wish to visit the property prior or at the start of the placement, in order to support the homeless customer.

Regional staff are not required to routinely carry out visits to properties. However may choose to do so either routinely to understand the current portfolio or for example if issues have been raised in relations to concerns of a particular provider.

Commercially Sensitive

- Vacuum Cleaner
 - Brush and Dustpans
 - Mop and Bucket
 - Bin
 - Clothes dryer
-
- Double Bed/Single Beds (to accommodate household)
 - Quilts and pillows for each bed
 - Bedclothes for each bed (2 sets each)
 - Bedside cabinet
 - Wardrobes for each bedroom
 - Chest of drawers for each bedroom
-
- WC, WHB and Bath/shower
 - Towels
 - Mirror
-
- Lampshades to be fitted to every light as necessary
 - All rooms to have fitted carpet or vinyl floor coverings suitable for their use
 - Curtains or blinds to be installed at every window
 - Gardens/ outside area to have a washing line
 - Outdoor bins

6.4 Ending a placement

6.4.1 Reasonable notice

An applicant can be required to leave a single let property for a variety of reasons, including but not limited to:

- Duty Discharged (rehoused, 3 reasonable offers)
- Adverse Homelessness Decision
- No longer eligible
- Abandonment of property
- Problems in the property
- Provider wishing to remove property from the Bed Bureau

In all circumstances when ending a temporary accommodation placement the Housing Executive should liaise with the provider. Although there is no standard period of time which will be given to the applicant the test of reasonableness is well established. The applicant must be provided with reasonable notice to pack up and vacate the property. Each case must be considered on its individual merits. When looking at reasonableness it would be good practice to consider the following (but not limited to);

- The duty owed to the applicant – Interim Duty to Accommodate (see Chapter 2 Homelessness Guidance Manual) or The Full Housing Duty (see Chapter 7 Homelessness Guidance Manual)
- Eligibility
- Actual length of residence
- Individual circumstances
- Any vulnerabilities

In some cases a few weeks may be reasonable; however some applicants may require more or may be given less time. All relevant facts must be taken into consideration and the time period decided is at the discretion of the Designated Officer who is managing the case. All details and subsequent actions **must** be documented on HMS and/or in the applicant's homeless file.

6.4.2 Furniture storage from single lets

In some instances the furniture/personal belongings of the applicant may require to be placed in storage; this includes cases where the applicant has abandoned the temporary accommodation placement. Furniture Storage should be arranged and carried out in line with the process set out in **Chapter 9: Homelessness Guidance Manual**.

If the applicant cannot be in attendance they should be asked to send a representative on their behalf. Reasons for the applicant's non-attendance must be documented on HMS and/or in the applicant's homeless file. In circumstances where the whereabouts of the applicant is unknown the Housing Executive will make attempts to find a representative to act on the applicants' behalf for example, a next of kin, a support worker, etc. A member of staff from the Housing Executive, a representative on behalf of the applicant (where possible) and a representative of the temporary accommodation provider must be present and remain to oversee the entire process in all cases. In cases where the applicant has abandoned the temporary accommodation it would be good practice for the Designated Officer to photograph and document the condition of the property.

A detailed inventory must be documented and signed by all representatives present. Once the inventory is received from the furniture contractor Housing Executive staff should check the inventory to ensure that an adequate amount of detail is documented. If there is a problem with the inventory it should be returned to the furniture storage company and a detailed inventory requested.

6.4.3 Third party information leading to the ending of a placement

In some circumstances the provision of information from a third party can be a vital asset to obtaining a full picture of what has happened during an applicant's time in temporary accommodation. In situations where the provider or the Housing Executive is considering closing a temporary accommodation placement the applicant must be contacted or reasonable attempts to contact the applicant must be made.

Making direct contact with the applicant will help to establish the intentions of the applicant, provide an explanation of any issues or absence, provide a timeframe of when they will return etc.

Information provided by third parties can be helpful and may be taken into consideration when deciding to close a single let placement however; getting the full story from the applicant is the preferred option. Designated Officers must make a fully informed decision based on all the information provided, challenge any inconsistencies with all information provided and give sufficient weight to all of the facts provided by all parties. **All such communication with the provider, the applicant or any third party must be clearly documented on HMS and/or in the applicant's homeless file.**

If a decision is taken to close a temporary accommodation placement procedures will need to be explained fully to the applicant and documented on HMS and/or in the applicant's homeless file.

Procedure to be explained to the applicant when closing the temporary accommodation placement:

- The time period that will be given to the applicant to vacate the property and the reasons for this timeframe.
- If the applicant requires temporary accommodation in the future they must present to their Local Housing Executive Office for a temporary accommodation to be sourced.

If Furniture Storage has been arranged from the single let in the absence of the applicant, the applicant should be notified that their belongings have been secured and that they must contact the Local Housing Executive Office to have their belongings returned to them.

6.4.4 Ending a placement - customer rehoused

Given the pressure on temporary accommodation it is important that the single let Bed Bureau is managed efficiently and that properties are made available for the next emergency placement as quickly as possible. Housing Solutions teams and Patch Managers should work to ensure providers complete any required repairs and health and safety checks as quickly as possible so that they are able to meet the needs of other presenting homeless households with an immediate need for temporary accommodation.

Housing Advisors and Patch Managers should routinely use the Address My Immediate Need dashboard "Housing Offer Accepted/Outstanding Accommodation" screen to identify applicants who have accepted an offer of permanent accommodation who are currently in temporary accommodation. Having identified that a household currently occupying a single let has accepted an offer of permanent accommodation the Housing Advisor or Patch Manager should liaise with the customer, Patch Manager (NIHE or HA) and single let provider in relation to a likely moving date. The Housing Advisor should do so at the earliest opportunity to allow the provider time to inspect the property before the customer leaves and to plan for works to prepare the property around for the next placement. It is important that Housing Advisors and Patch Managers keep providers updated in the event of any delays to their customer moving on.

The Patch Manager and Housing Advisor will provide advice and assistance to the customer as they move from temporary accommodation to permanent housing. This may include arranging furniture delivery, advice on actions needed to update benefits claims and the redirecting of their mail. If Floating Support is in place they should ensure the provider is aware of the move and is providing support to set the customer up to succeed in their new tenancy.

It is up to the provider to agree arrangements for the return of keys with the outgoing customer.

Once the property has been vacated the Housing Advisor should complete the 'booking out form' and forward to the relevant HB Unit within 2 working days. They should also

terminate the placement on HMS. The HMS Step by Step User Manual provides guidance on this.

The Housing Solutions team or Patch Manager should liaise with the provider to establish when the property is likely to be available for occupation. Providers should carry out repairs (including essential health and safety checks), replace any damaged or missing furnishings and ensure the property is cleaned. NIHE staff should ensure they have some form of b/f system for managing turnover of single lets - be that using a whiteboard or spreadsheet. Housing Advisors should confirm with the provider that the property is ready for a new placement.

It is the provider's responsibility to ensure the property is ready for the next placement; whilst it may be good practice, it is not necessary for Housing Advisors to carry out inspections every time a property turns over.

6.4.5 Ending a placement - negative homeless decision

The Interim Duty to Accommodate.

The interim duty to provide temporary accommodation for a customer arises when a customer presents to the Housing Executive and there is reason to believe they are:

- Homeless
- Eligible for assistance, and
- In priority need for accommodation

As per chapter 2 of the Homelessness Guidance Manual this duty remains pending investigations and until a decision is made. If a positive decision is made the Interim Duty becomes the Full Duty; where there is a negative decision the Interim Duty ends. In either case the applicant is advised of the decision in writing. In fulfilling the Interim Duty a placement in temporary accommodation should be arranged. This may involve a placement in single let accommodation in which case the previously outlined steps for 'making a placement' should be followed.

There are two circumstances under which the Housing Executive will discharge its Interim Duty:

1. Once the customer has been notified of a negative homeless decision (even if the customer requests a Review of the decision)
2. Where the applicant is evicted from temporary accommodation due to unacceptable behaviour.

When the Housing Advisor (or Patch Manager) has concluded that there is no further duty to provide accommodation the customer should be notified in writing that they should vacate the temporary accommodation. They should be given a reasonable period to do so.

Factors to consider in deciding on reasonable notice should include eligibility, actual length of residence, individual circumstances and support needs or vulnerabilities. Both the customer and the single let provider should be advised of the date on which the Housing Executive will consider its Interim Duty to be discharged and cease to cover the cost of the top up for the accommodation. It is then up to the provider to manage arrangements to secure vacant possession of the property and timely return of the keys.

The cessation of an Interim Duty to accommodate may result in an ineligible family with children finding themselves without accommodation or any prospect of further assistance. Such cases may be deemed "destitute persons with a care need" and may be able to receive support from the Health and Social Care Trusts. Referrals to the relevant Health and Social Care Trust should be made in these cases.

Review of homeless decision

Section 11.3.1 of the Homelessness Guidance Manual covers considerations when a request for temporary accommodation is made pending the outcome of a homeless review. It is noted that the Housing Executive will discharge its Interim Duty once a negative homeless decision has been made, even if the customer requests a Review of the decision. However, Chapter 11.3.1 of the Homelessness Guidance Manual also notes that it is at the Housing Executive's discretion to provide accommodation pending a decision on the Review. The Manual advises that in deciding whether to provide accommodation during the Review period staff should consider:

- The strength of the applicant's case on review
- Whether any new material, information or argument has been raised since the initial decision was made
- The personal circumstances of the applicant
- The consequences for the applicant if accommodation is not secured and any other relevant considerations.

The Housing Advisor should liaise with the Regional Homelessness Officer in order to establish this information in order to make an informed decision on the provision of accommodation pending a decision on the review.

It goes on to say that 'consideration must also be given to determining if, at the outset, there was a complete absence of any explanation or reasoning in the statutory decision letter, in dealing with the various important aspects of the case'.

There is no right of review against a decision not to provide temporary accommodation in these circumstances. If a customer wishes to challenge this decision they may use the Housing Executive's formal complaints procedure and judicial review.

Whatever decision is reached on whether to continue to provide temporary accommodation pending a Review the Housing Advisor should ensure that both the customer and provider are clear on the date on which the Housing Executive will cease payment for the top up. If the customer does not vacate the property by the advised date the Housing Executive will not normally reimburse the provider for any associated loss of income (see Section 7). It will be up to the provider to secure vacant possession and liaise directly with the customer in respect of repaying any arrears which have accrued.

6.4.6 Ending a placement - duty discharged following refusal of three reasonable offers

Once a customer has refused three reasonable offers they lose their Full Duty status and the Housing Executive is no longer obligated to provide temporary accommodation or furniture storage. On refusal of their third or final offer the customer will be advised in writing that these duties have ceased. If they are occupying single let accommodation they should be advised immediately that they are required to vacate the property and arrange for the return of any furniture in storage (if applicable) as the Housing Executive will no longer take responsibility for top up or storage payments. As per earlier sections on reasonable notice the Housing Advisor should consider an appropriate time frame on a case by case basis. Consideration should be given to:

- The duty owed to the applicant – Interim Duty to Accommodate (see Chapter 2 Homelessness Guidance Manual) or The Full Housing Duty (see Chapter 7 Homelessness Guidance Manual)
- Eligibility
- Actual length of residence
- Individual circumstances
- Any vulnerabilities

Both the customer and the single let provider should be advised of the date on which the Housing Executive will consider its Full Duty to be discharged and cease to cover the cost of the top up for the accommodation. It is then up to the provider to secure vacant possession of the property and manage arrangements for the timely return of keys.

The discharge of the Full Duty may result in a family with children finding themselves without accommodation. Such cases may be deemed “destitute persons with a care need” and may be able to receive support from the Health and Social Care Trusts. Referrals to the relevant Health and Social Care Trust should be made in these cases.

Review of reasonableness of offer(s)

Once a customer has been notified that the Housing Executive is discharging its homeless duties, following the refusal of three reasonable offers, they may decide to request a

Review of the suitability of their final offer of accommodation (or any offer which still falls within the 40 day review period). Chapter 11 of the Homelessness Guidance Manual deals with Reviews of Homelessness Decisions and County Court Appeals and staff should follow this guidance where a request for Review is made. In terms of the requirement to continue to provide temporary accommodation, Chapter 11.3.1 of the Homelessness Guidance Manual notes that it is at the Housing Executive's discretion to provide accommodation pending a decision on a Review. The Manual advises that in deciding whether to provide accommodation during the Review period staff should consider:

- The strength of the applicant's case on review
- Whether any new material, information or argument has been raised since the initial decision was made
- The personal circumstances of the applicant
- The consequences for the applicant if accommodation is not secured and any other relevant considerations.

The Housing Advisor should liaise with the Regional Homelessness Officer in order to establish this information in order to make an informed decision on the provision of accommodation pending a decision on the review.

Whatever decision is reached on whether to continue to provide temporary accommodation, pending a Review, the Housing Advisor should ensure that both the customer and provider are clear on the date on which the Housing Executive will cease payment for the top up. If the customer does not vacate the property by the advised date, the Housing Executive will not normally reimburse the provider for any associated loss of income (see Section 7). It will be up to the provider to secure vacant possession and liaise directly with the customer in respect of repaying any arrears which have accrued.

Once a single let has been vacated following any of the above scenarios, essential repairs will be completed by the provider after which time Housing Solutions teams may offer it to another homeless applicant as per section x on the assigning of single lets.

Section 7: Damages and requests from providers for reimbursements

Providers should be advised at acquisition stage that liability for damages to the property rests with customers.

Similarly, customers should be advised at the point of placement that the provider will hold them liable for any damage (outside reasonable wear and tear) to the property during their occupancy.

Only in exceptional circumstances, where there is severe damage and there is a query over the appropriateness of the placement, providers may seek reimbursement from the Housing Executive.

Payments for damages of this type are deemed Special Payments. As special payments are not considered to be part of the normal housing functions they are therefore subject to special control procedures. Officers should be aware that responsible officer's delegated limits of authority do not apply to special payments. Although a special payment may appear to fall within an officer's delegated limit, the nature of special payments falls outside normal delegated areas of authority and as such must follow the approval procedure as outlined in the Losses, Write Offs and Special Payments policy. As such no payments should be made in respect of claims received for damages and should be forwarded to Homeless Policy for processing.

Section 8: Annual certificates

Regional Homeless teams should ensure that all documentation relating to insurance and health and safety are provided by providers at the acquisition stage and on an annual basis thereafter. A 'b/f' system should be utilised to monitor these returns. It is mandatory that providers supply up to date copies of:

- Public liability insurance
- Gas safe or boiler test certificate.

Reminder letters should be sent 4 weeks in advance of the renewal due date. All property documentation should be scanned on to the property module on HMS.

In the event that existing certificates expire and a provider has not provided up to date certificates the below procedures should be followed:

1. Regional Homelessness staff should advise the relevant Housing Solutions Team that the property is going to be removed from the Bed Bureau so, if void, it should not be offered to any other households
2. If the property is occupied the Housing Solutions team should arrange alternative accommodation for the household
3. If the property is void it should remain so until the required certificates are provided.

Pending the Review of Single Lets the Oversight Committee will ensure that Regional Homeless teams have a system in place for managing the renewal of certificates.

Section 9: Removal of properties from the Bed Bureau

The Housing Executive may consider removing properties from the temporary accommodation Bed Bureau in certain circumstances. A decision may be taken to remove an individual property or the whole provider portfolio.

In the cases listed below the Housing Executive should consider removing the specific property from the Bed Bureau:

- When a provider has failed to address health & safety concerns
- When the provider has failed to provide the required up to date certificates
- Where there is no longer a need for the property.

In the below instances the Housing Executive should consider removing the entire portfolio of the provider in question from the Bed Bureau:

- When there are reasons to believe a provider has behaved inappropriately
- When there are reasons to believe the provider has committed fraud.

The relevant Housing Solutions team and Regional Homelessness staff should discuss the situation and come to an agreement on the appropriate course of action. If the decision is taken to remove the property/portfolio the Housing Solutions team should seek alternative temporary accommodation for the affected household(s) at the earliest opportunity. The Regional Homelessness team should formally advise the provider (in writing) of the intention to remove the property/portfolio from the Bed Bureau outlining the reasons for doing so.

A provider may decide to remove their property from the Bed Bureau at any time. At acquisition stage providers are asked to provide as much notice as possible in the event that they wish to opt out of the Housing Executive's Bed Bureau. The provider should advise Regional Homelessness staff of their intention and they should in turn notify the relevant Housing Solutions team. If the provider fails to notify the Regional Homelessness Officer and instead advises the operational staff, they should advise the Regional Homelessness Officer accordingly. If the property is occupied at this time the Housing Solutions team should seek to find alternative accommodation for the affected households at the earliest opportunity. They should liaise with the provider in relation to a final move out date and support the customer to make the necessary arrangements to move. If the property is void at the time, the Housing Solutions team should make no further offers of the accommodation.

Once the property has been vacated the Housing Solutions team should advise the Regional Homelessness team who can then update HMS (to reflect that the property has been 'terminated') following the steps identified in the HMS Temporary Accommodation Step by

Commercially Sensitive

Step Guide for Regional Homelessness Officers. Regional staff should advise Homeless Strategy team by email (homelessness.strategy@nihe.gov.uk) of removals from Bed Bureau.

Section 10: Payments

LSAN HSG 05/19 provided guidance in respect of procedures for payments for single lets. The contents are provided below and remain applicable.

Housing costs for customers placed in temporary single let accommodation

Determining Housing Benefit entitlement for customers at sign-up is essential in ensuring that providers are paid promptly & correctly.

Costs up to the Local Housing Allowance are met from the HB budget or by the customer where there is no or partial HB entitlement. The difference between the agreed rent and the Local Housing Allowance (top-up) is paid to the provider via Discretionary Housing Benefit and funded from the Homeless budget.

Customers placed in Single Let accommodation where they are not entitled to full Housing Benefit will have a contribution to pay. The relevant HB officer will advise the customer, the provider and email the relevant Housing Solutions Team inbox.

Completing a new claim for Housing Benefit for temporary single let accommodation

All customers **must** complete an application for Housing Benefit at sign-up. If possible this claim should be completed online. Even if the stay is likely to be only one or two nights a claim for Housing Benefit **must** be completed. NOTE: All questions on the application form **must** be answered, ID provided & paper forms signed.

A change of address form is adequate where the claimant is in receipt of HB and moving either from single let to single let or from rented accommodation to single let as long as there is no breaks in the dates of occupation. Where no HB is in payment or where there is a break between leaving one property and moving into the other, even if it is only a one day break, then a full HB application is required.

Should you encounter a customer that does not wish to complete an HB application form they must however complete as a minimum an HB pro forma, which is required to ensure the provider receives the top up element of the single let payment via the DHP functionality in I-world.

Failure to complete a claim for Housing Benefit will mean eligible housing costs will not be paid via Housing Benefit. Should this occur the customer will be responsible for payment up to the Local Housing Allowance rate.

In all cases a Booking In Confirmation Form must be completed. If Housing Benefit is claimed online this form should be saved and uploaded through the additional evidence link on the online facility.

Completed hard copy claims for Housing Benefit must clearly identify the property as single let accommodation (please ensure the box 'Single Let Temporary accommodation placement by NIHE or Social Services' is completed – see screen shot below).

HB1- HOUSING BENEFIT CLAIM FORM FOR NEW CLAIMS
 Do not use this form if you currently receive Housing Benefit and are moving home. You need to complete a change of address form instead. You must complete all the sections that apply to you, but do not complete any white boxes as these are for NIHE use only.

<p>I am a</p> <p>Housing Executive Tenant <input type="checkbox"/></p> <p>Housing Association Tenant <input type="checkbox"/></p> <p>Private Tenant <input type="checkbox"/></p> <p>Hostel Tenant <input type="checkbox"/></p> <p>Single Let temporary accommodation placement by NIHE or Social Services <input type="checkbox"/></p> <p>Other <input type="checkbox"/></p> <p>Please tick one box ✓</p>	<p>I wish to claim Housing Benefit Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>I wish to claim Rate Relief Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>I wish to claim Lone Pensioner Allowance Yes <input type="checkbox"/> No <input type="checkbox"/></p>
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A completed Booking In Confirmation Form must be attached with the claim and all information should be sent to the relevant Housing Benefit Unit within 2 working days.

Staff should ensure appropriate customer ID is attached to the claim and uploaded through the additional evidence link on the online HB facility.

Housing Management System (HMS)

Staff are reminded to ensure all details are accurately recorded on HMS in accordance with the Homelessness Services HMS Keying Guides, Accommodation Section pages 4–6: Adding Internal Placements. (Definition of Internal Placements include: single lets, and Voluntary Sector Hostels)

Single Let placements and Universal Credit

Temporary Housing costs (rent and rates) are paid through Housing Benefit.

Regardless of what benefits are currently in payment to the customer Housing Benefit claims must be made for all customers placed in single let Accommodation.

A claim for Housing Benefit must be completed by/with the customer. If the customer needs more information on other benefit payments please sign-post them to their nearest Jobs & Benefits Office.

A customer who temporarily moves into a single let Accommodation who is currently claiming Universal Credit and needs to maintain housing costs for the residence they have temporarily left must:

- Make a Housing Benefit claim for the single let Accommodation as set out above, ensure the box 'Single Let Temporary Accommodation placement by NIHE or Social Services' is completed and includes comments advising of their intention to return to their permanent accommodation as soon as possible; and,
- Contact Universal Credit to check if they will continue to pay housing costs for the residence they have temporarily left.

When a customer is booked in or out of Single Let Accommodation

If the Housing Executive books a customer in to single let accommodation the 'booking in' form [Housing Benefit Booking In Confirmation Form] must be sent to the relevant Housing Benefit Unit within 2 working days.

If the Housing Executive books a customer out of single let accommodation a 'Single Let Booking Out Confirmation Form' [Housing Benefit Booking Out Confirmation Form] must be sent to the relevant Housing Benefit Unit within 2 working days.

Housing Management System (HMS)

Staff are reminded to ensure all details are accurately recorded on HMS in accordance with the Homelessness Services HMS Keying Guides - Accommodation Section pages 4-9.

Customer moves from one Single Let to another Single Let

If a customer is moved from one single let to another single let the following must be completed:

1. Single let Housing Benefit Booking Out confirmation form
2. Housing Benefit Change of Address form
3. Single let Housing Benefit Booking In confirmation form.

Completed forms must be sent to the relevant Housing Benefit Unit within 2 working days.

Housing Management System (HMS)

Staff are reminded to ensure all details are accurately recorded on HMS in accordance with the Homelessness Services HMS Keying Guides.

Customer's HMS notes – essential steps. - For audit purposes it is essential staff follow the steps on the bottom of the Housing Benefit Confirmation Booking In/Out forms for every placement made in order to confirm the appropriate actions for customers booked into or booked out of single let Accommodation have been taken.

Backdating of Housing Benefit

Housing Benefit will only be backdated in exceptional circumstances where good cause is shown by the customer for a maximum of one month for working age customers and three months for non-working age customers.

Please note that exceptional payments to cover HB must not be made.

If further guidance is required staff should contact their nearest Housing Benefit Team, Homeless Policy & Strategy or the Welfare Reform Project Team on 03448 920 900.

Appendix 1

SINGLE LETS – TEMPORARY ACCOMMODATION INSPECTION FORM

Full Address				
Date	General condition	General cleanliness	Comments	
OUTSIDE AREAS				
Bin				
Washing line				
INSIDE				
Front & back doors				
Bannister				
Meter box				
Central Heating			Type	
Sitting Room				
3 Piece Suite				
Rest of the room				
Kitchen				
Cooker			Fire Blanket on the wall	
Fridge				
Hot & cold water				
Table & chairs				
Crockery				
Cutlery				
Bathroom				
Hot & cold water				
Bath / shower				
WC				
WHB				
Bedroom 1	Single / Double			
Furniture				
Bedding				
Bedroom 2	Single / Double			
Furniture				
Bedding				
Bedroom 3	Single / Double			
Furniture				
Bedding				

Bedroom 4				Single / Double			
Furniture							
Bedding							
Fire Precautions							
Fire Alarm – mains connected				yes / no			
Position (s) 2		State location(s)					
NICEIC details		Certificate no.			Certificate date		
General comments							

Factors to be considered at time of inspection

Inside

- Front and back doors open & close properly with locks fitted
- Banister secure
- Central Heating – state type and if in working order
- General cleanliness and condition of each room / communal area
- General cleanliness and condition of furniture
- Cracked / loose sockets / light switches / light fittings / loose wires
- Meter box cupboard – lockable
- Radiators securely on walls
- Sanitary ware in bathroom securely fitted / any cracks
- Broken windows / faulty window catches
- Dampness
- Units of kitchen cupboards secure
- Loose carpet / floor tiles

Outside gardens)

- General cleanliness and condition outside (roof tiles, gutters, fences, pathways,
- Bin
- Washing line

Appendix 2

Name
Address
BTXX XXX

Date : XXXXX

Dear Mr and Mrs XXXX,

Temporary Accommodation for Homeless

I wish to confirm that the property at XX XXXX XXXX has been added to our Register of Temporary Accommodation for the XXXXXX Region.

The amount which the Executive has agreed to pay in respect of the accommodation is £XXX.XX per week.

The enclosed document contains information you should be aware of as a temporary accommodation provider.

If you have any further queries please do not hesitate to contact me.

Yours sincerely

XXXXXX XXXXX
Regional Homelessness Officer

Information for Temporary Accommodation Providers

General

- There will be no written agreement between any of the three parties involved i.e. provider, Housing Executive and the customer.
- Providers must not request deposits or rent in advance.
- Liability for damages to the property rests with the customer.
- All aspects of housing management will remain the responsibility of the provider; repairs should be carried in a timely manner.
- The electricity meter and gas meter (if applicable) in the property should be a 'meter card' type so that the customers are unable to run up a bill. Your electricity provider will change your meter to a "pay as you go" type meter if required. Cards for meters should be left at the property for new customers.
- The provider should carry out regular visits to the property in order to ascertain if the customer is still occupying the property and to address any problems which have arisen.
- If the provider wishes to remove the property from the Bed Bureau they should provide the Housing Executive with as much notice as possible to allow for alternative arrangements to be made.
- The Housing Executive is not responsible for the payment of meals, heating electricity costs or hot water.
- In order to be included on the Bed Bureau, all providers will be expected to comply with equality legislation.

Payment

If a customer is in receipt of benefits and is not working, payment for the property will be covered by Private Housing Benefit (the maximum of which is set independently by the Valuation and Lands Agency), and a top up payment from the Housing Executive.

Payments are made every four weeks, in arrears. As you may be aware, Housing Benefit is means tested and there may be occasions when the applicant is working full or part time and will be liable to pay rent to you. Collection of this rent (and/or any rent arrears which accrue) is the sole responsibility of you the provider. It should also be noted that the Housing Executive will only pay rent for the period while the property is occupied. No rent will be paid for periods when the property is vacant.

N.B: Applicants on Universal Credit who are placed in temporary accommodation will have their rent portion paid through Housing Benefit directly to the provider.

Health and Safety Requirements

- Landlord Registration
- Registration of property with LPS
- Copy of public liability insurance
- Copy of proof of ownership (letter from solicitor)
- Copy of gas safety certificate (if applicable) and gas boiler serviced
- Copy of electrical hard wired smoke alarm certificates
- Electrical Installation Condition Report
- Oil boiler serviced (if applicable) and basic oil fill
- Carbon monoxide detector(s)
- Fire Blanket for kitchen.

Minimum requirements (this is not an exhaustive list and may be decided on a case by case basis)

- Sofa/armchairs appropriate to household/property size
- Dining table and chairs (to accommodate household)

- Fridge/freezer
- Washing machine
- Cooker
- Kettle
- Toaster
- Cutlery for household size
- Crockery for household size
- Pots and Pans
- Cooking Utensils
- Chopping board
- Oven trays
- Sink drainer
- Tin opener
- Potato peeler
- Teatowels
- Fire blanket

- Iron
- Ironing Board

Appendix 4

STANDARDS OF BEHAVIOUR IN TEMPORARY ACCOMMODATION PROVIDED BY THE HOUSING EXECUTIVE PURSUANT TO HOMELESSNESS DUTIES

Homeless applicant details

Name _____

Reference number _____

This purpose of this statement is to confirm the Housing Executive's expectations in relation to homeless applicants who have been provided with temporary accommodation by the Housing Executive in response to its homelessness duties.

The Housing Executive's Standards of Behaviour in Temporary Accommodation are:-

- Occupiers must pay all expenses connected with the use of temporary accommodation, including electricity (if applicable).
- Occupiers must co-operate with Housing Executive staff in securing housing benefit in connection with their occupation of temporary accommodation, including the provision of any necessary information and the completion of relevant forms.
- Occupiers (or members of their household) must not do, or allow to be done, anything in or around the temporary accommodation which could be an annoyance or nuisance to other people living in the accommodation or nearby.
- The occupier (and members of their household) must comply with any accommodation rules that may be required by the Manager / Provider of the temporary accommodation.
- When vacating the temporary accommodation, occupiers must return all keys to the Manager / Provider and must also notify the Housing Executive that they have vacated the accommodation.

I, the occupier signed below, have read and understood the Housing Executive's Standards of Behaviour in Temporary Accommodation, as set out above.

Occupier _____

Date _____

Appendix 5

Pro-forma to add single let property to HMS

Area		
Provider Details		
Provider Telephone No		
District Office		
If the provider currently has homeless properties in this District please provide the SCHEME CODE		
Property Address		
Town/County		
Postcode		
Property Type		
Tenure Type e.g. Private tenant/NIHE Hostel tenant		
Number of bedrooms	Double	Single
Mobility Standard		
Signature		
FOR OFFICE USE ONLY		
Street Code		
Ward		
Common Module Code		
Homeless Module Code		
Void Module Code		
Heating Type		
Right to Buy		
Notes		
Ivanti Number		
Add Homeless Scheme		