



stonewall housing **POLICIES**

MOVE-ON POLICY AND PROCEDURE

ISSUED: July 2004

Review due: July 2007

CONTENTS

1. Policy
2. Nomination Process
3. Allocation of move-on quota
4. Offer & viewing property
5. Appendix 1 - Tenant Recommendation Form
6. Appendix 2 - Guidelines for acceptance/refusal
7. Appendix 3 - Resettlement Questionnaire

1. Introduction.

The Move-on Policy is aimed at Stonewall Housing's supported housing schemes, working with tenants to equip themselves with the skills needed to move into general needs permanent accommodation.

- 1.1 Move-on is an offer of permanent housing from local authority or housing association stock. The accommodation offered is specifically for single tenants who have resided in a supported housing scheme from 12 - 18 months.
- 1.2 The Supported Housing Officer will work with tenants to identify their longer Term housing requirements.

2. PROCEDURE.

2.1 Nomination Criteria.

In order to be nominated for move-on tenants will have to meet the following criteria:

- Have been a Stonewall Housing tenant for a minimum of six months.
- To have a clear rent account for a minimum of six months.
- Capable of budgeting/managing money.
- Is aware and able to access the local support network.
- To look after the accommodation and report maintenance problems.
- Must have completed the resettlement programme
- Be able to live independently.
- To have participated in the Tenant Support Plan.

2.2 Withdrawal of nomination.

- 2.2.1 Tenants who have been nominated for move-on must ensure that their rent is paid consistently and their account does not accumulate rent arrears. If they accumulate rent arrears of more than three weeks their nomination will be withdrawn.
- 2.2.2 If a tenant has a Notice of Seeking Possession for Rent Arrears served they must ensure the rent arrears are cleared before an offer of move-on will be made.
- 2.2.3 Any tenant who has a Notice of Seeking Possession for any reason other than rent arrears will not be considered for move-on unless they have maintained their tenancy on the grounds the Notice of Seeking Possession was served for a period of six months.
- 2.2.4 Any tenant who Stonewall Housing has agreed to nominate for move-on and subsequently either breaches their tenancy agreement, has a Notice served or court action taken against them will lose their nomination with immediate effect. The case will be reviewed after 12 months.

3. Allocation of Housing Nominations.

3.1 The allocation of housing nominations will be made through consultation with the Housing Management Team.

3.2 Stonewall Housing currently receive housing nominations throughout the year each with different deadlines - according to the local authority/housing Association. The Housing Services Manager is responsible for the Co-ordination of the yearly move-on quotas and for requesting new quotas each new financial year.

3.3 The majority of move-on may be tied to particular schemes. Due to the limited number of move-on nominations Stonewall Housing receive each year, the Supported Housing Officer must explore other housing options open to the tenant. Stonewall Housing cannot guarantee a nomination to permanent self-contained accommodation. Stonewall Housing currently receive Nominations from the following Housing providers:

- *Circle 33 Housing Trust* -
- *Mosaic Homes* -
- *Haringey Council* -
- *Hackney Council* -
- *London & Quadrant Housing Trust* -

3.4 When the Housing Services Manager receives confirmation of move-on quotas they will contact the relevant Supported Housing Officer (SHO). The SHO will complete the Tenant Recommendation Form (Appendix 1) stating which tenant they believe is ready for move-on and what work has been carried out to ensure the tenant is capable of living independently and sustaining a tenancy.

3.3 On receiving a completed Tenant Recommendation Form the Housing Services Manager will inform housing staff at the next Housing Management Team Meeting. The recommended tenant will be discussed at this meeting. The team will consider whether the tenant is suitable for move-on and decide if the tenant should be allocated the nomination. If the team is unable to reach a decision at the meeting the Housing Services Manager will make a final decision.

The team will consider the following information when making a Decision:

- Record of rent and service charge payments.
- Management of tenancy.
- Level of independence and need to move-on.

- Length of stay in current accommodation.
- Participation in the Tenant Support Plan

3.4 Once a nomination has been agreed the Supported Housing Officer will Inform the tenant of this decision and meet with them to discuss a Resettlement plan.

3.5 At the initial meeting the Supported Housing Officer will discuss the Nomination procedure and agree a resettlement plan with the tenant concerned. The tenant will also be given a copy of the Move-on Policy & Procedure at this meeting. The aim of the resettlement plan is to ensure the tenant is prepared to live independently, identify what skills needed to live independently and to ensure they can sustain a tenancy on leaving Stonewall Housing. Each tenant nominated must complete the first four stages of the resettlement plan before the referral is made to the nominating agency.

4. OFFER & VIEWING OF A PROPERTY.

4.1 The nominating agency are required to send confirmation of an offer to The Supported Housing Officer. The tenant will also receive a copy and must contact the Supported Housing Officer to confirm their attendance to view and arrange a time and location to meet with the worker.

4.2 The tenant must ensure the Supported Housing Officer is able to attend the Viewing with the tenant. This will enable the Supported Housing Officer to provide effective support if the tenant rejects the offer. (Reasons for rejection - Appendix 2).

4.3 If the tenant attends a viewing without the presence of a member of Stonewall Housing staff and rejects the offer, the Supported Housing Officer may be unable to provide a letter of appeal and advocate on behalf of the tenant. The Officer will be able to provide the tenant with advice in making an appeal and explain the appeal procedure to the tenant concerned.

4.4 On leaving Stonewall Housing and moving into permanent independent Accommodation the tenant will receive resettlement support for a Maximum of 6 months. This can be extended in exceptional circumstances at the discretion of the Housing Services Manager.

4.5 The resettlement support will involve home visits that will include the Following:

- Discuss/explain the tenancy agreement in detail, with particular attention to tenant and landlord obligations.
- Assist with sign-up of utilities.
- Budgeting advice.

- Ensure all necessary forms are completed (housing benefit forms, community care grants).
- Discuss location of local amenities and organisations.
- Discuss areas of support the tenant will require over the initial 6 months.

4.6 At the point of move-on from Stonewall Housing the tenant will be required to complete an Exit Questionnaire. This information will enable Stonewall Housing to assess the service the ex-tenant received and ways of improving the service. (Appendix 3).

TENANT RECOMMENDATION FORM

To be completed by the Supported Housing Officer.

1 PERSONAL DETAILS

Name

Current Address

.....

.....

.....

Commencement of Tenancy

BACKGROUND INFORMATION.

Housing & support history at Stonewall

.....

.....

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.....

.....

.....

RENT HISTORY

Current Rent Arrears.....

Rent Payment History.....

Support Needs.

How is the tenant coping with the following:

Managing Money.....
.....

Looking after their accommodation
.....

Living independently
.....

Living alone/isolation
.....

Please give your reasons why you wish to nominate this tenant.

Signed by SHO:

Signed by HSM /SHO:

Date:

Appendix 2

GUIDELINES FOR ACCEPTANCE/REFUSAL

1. Offers should not contravene agreed requirements as stated in the nomination Application e.g. medical grounds.
2. The property should be structurally sound and not require any major repairs.
3. The property should have utilities in place.
4. The property should not have any damp.
5. The property should be free from infestation.
6. The property should be free of squatters.
7. The property should not have any racist, sexist, homophobic etc. graffiti.

These are a number of examples and this list is not exhaustive.

RESETTLEMENT QUESTIONNAIRE

The following set of questions have been put together for ex-tenants of Stonewall Housing who have moved on as part of a planned process of resettlement. Your comments are important to us and will give Stonewall Housing the opportunity to assess your comments and suggestions and help us look at ways of improving our service.

All Surveys are confidential.

Please circle the relevant answer below and add further comments if you wish.

1. Do you feel that the Supported Housing Officer met your expectations in providing support and assistance? If your answer is 'No' please give comments.

YES NO

Further Comments:

2. Were you given clear information on your benefit entitlements?

YES NO

Further Comments:

3. Did your Supported Housing Officer provide support and information about some of the challenges you may face in living independently?

YES NO

Further Comments:

4. What further support would you like to receive from your Supported Housing Officer?

5. Did the Supported Housing Officer agree a resettlement support plan with you?

YES NO

Further Comments:

6. Was this plan carried out and regularly reviewed?

YES NO

Further Comments:

7. Do you see your Supported Housing Officer on a regular basis?

YES NO

If the answer is 'No' please explain why

8. Do you feel the resettlement process prepared you for the move into living independently? If the answer is 'No' please state what areas/topics you may have found useful.

YES NO

Further comments

9. Do you wish to receive on-going support and home visits from the Supported Housing Officer once you have moved into your flat?

YES NO

Further Comments:

10. Do you have any suggestions on how this service could be improved?

11. After your resettlement support period has finished would you still feel comfortable in contacting your Supported Housing Officer in the future?

YES NO

Further Comments:

Thank you for completing this questionnaire we hope that your comments will help us maintain and improve Stonewall Housings resettlement service.