

Housing Benefit – Tenancy Information

Accommodation address
(Where the tenant lives)

Landlord's name ("The landlord")
and business address

Landlord's telephone number

Landlord's e-mail address

1) About the accommodation

What type of accommodation do your tenants live in?

Detached house
or bungalow

☐

Semi-detached
house or bungalow

☐

Terraced house or
bungalow

☐

Flat in block

☐

Flats over shops

☐

Flats or maisonette
in a house

☐

Other, please
describe

How many floors are there in the property?

Which floors are used for
accommodation?

All

☐

Ground

☐

First

☐

Second

☐

Third

☐

Other (please state)

☐

Do the tenant's rooms have
central heating?

Yes

☐

No

☐

Is the property?

Un-furnished

☐

Fully furnished

☐

Partly furnished

☐

Minimally furnished

☐

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Did you determine a need for such accommodation by working with Rushcliffe Borough Council? Please provide details of contact name.

Working to the Government's National Statement of Expectations for Supported Housing can you confirm that in addition to contacting Rushcliffe Borough Council, you fully assessed the local demand for supported housing, planned effectively for the required provision and deliver accommodation which is good quality and value for money? Please provide evidence of this.

The government encourages supported housing providers to participate in sector-led accreditation and benchmarking schemes which demonstrate compliance with standards and are aimed at improving transparency and performance on value for money and quality of housing services. Can you confirm and provide proof if your company/organisation has done this or is in the process of doing so? If you do not intend to take part in any of the above, please explain why.

Please confirm why this property was chosen by your organisation to operate as supported accommodation in terms of local amenities, transport links, leisure facilities and what research was carried out.

Did either you or the care provider ensure that there are health facilities including GP surgeries and dentists nearby and that they have capacity to take on new patients?

What have you considered in terms of the location of your supported accommodation factoring safeguarding your tenants and local residents?

Did you research the area statistics for example in terms of crime rates?

Please provide a copy of the lease or proof of purchase including price paid and confirm if you negotiated a lower price. If the property has been purchased, please give details of how this was financed including finance company details

Have you researched rents for comparable accommodation/schemes and those of general needs housing in Rushcliffe?

What considerations are there when deciding accommodation is suitable for an individual tenant?

2) About the number of rooms

How many of each type of room are in the property and which do your tenants occupy?

Rooms	Living rooms	Bedrooms	Bedsit rooms	Kitchen	Bathroom	Toilet	Other (give details)
Number in property							
Which rooms are shared							

How many tenants will live at the property?

How much of the accommodation is made up of communal areas?

%

3) About rent and service charges

Please provide a full breakdown of the rent and evidence of how each cost was determined. If costs are averaged out over several properties, please give details of this and explain why this is the case. **Each item listed on the breakdown must be accompanied by proof of this cost i.e. contract/invoice and how this cost has been apportioned.**

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How much do you charge your tenant? £ per (week month etc)

How much of this is rent? £

How much of this is a service charge? £

Please provide signed copies of your tenants licence agreements or tenancy agreements

When was the last rent increase?
(If applicable)

Personal charges

Does the rent or service charge include personal charges for any of the following? If so, how much are the charges per week?

Water rates for own room	£	Heating of own room	£	Lighting of own room	£
Hot water for own room	£	Gas/Electricity for own room	£	Personal laundry	£
Cleaning of own room	£	Personal alarm system	£	Meals	£

If meals are included in the charges, please indicate what is provided

Full Board ☐ (At least three meals per day)

Part Board ☐ (Less than three meals per day and more than breakfast only)

Breakfast only ☐

Service charges

Please list any other rent and service charges you make. Please list the weekly amount

[illegible]

Please provide evidence of the costs you incur which supports the charges being made. This may be in the form of receipts or invoices or other documentary evidence. For example, if you have included charges for electricity for communal areas, please provide evidence of the usage.

Please provide a detailed, quantified breakdown of the Intense Housing Management costs, service charges and care & support costs. We will need to see proof of these costs.

If white goods are included in the tenancy please confirm if these are for individual units or shared, how often they are serviced and how often they are replaced. We will need to see an invoice to evidence the purchase price.

Do the white goods become the property of the tenant?

Please provide proof of costs for all charges listed on the rental breakdown. This includes insurance, utility charges, maintenance contracts etc. Evidence of these costs must be provided.

Can you confirm your process to ensure all charges for external services such as gas safety certification, decorating contracts etc. are competitively priced? Please provide evidence.

Please confirm your global annual running costs for this property?

What date are you intending to move tenants into this property?

4) About 'support'

Do you as the landlord or agent (or someone acting on your behalf) provide the tenants with support?

Yes

☐

No

☐

By support we mean general counselling and support, or similar services required due to the tenant's vulnerability or state of health.

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If you answered 'No' please go straight to question 5 'About care' below. If you answered 'Yes', please complete the remainder of this question.

Does the rent include a service charge to cover the provision of this support? Yes ☐ No ☐

If 'Yes', how much is the charge per week? £

And how is this service funded

How do you determine what type of support is needed for an individual tenant? Who carries out the assessment? Please provide a blank assessment form.

Can you provide information on the type of support that is provided, by whom, for how long, how often and how it is funded?

How often is the level of support required, reviewed for individual tenants?

Please provide a case study from a tenant either current or former to show the support they receive, and the positive outcomes achieved. (Please ensure personal information is redacted)

Are there systems in place to monitor and improve the quality of support? Please evidence this.

Is it mandatory for all tenants to receive support as part of their tenancy? Please provide a copy of the tenancy/licence agreement.

Please confirm the type of training staff receive to enable them to assist tenants with support such as with budgeting or welfare benefits.

5) About 'care'

Do you as the landlord or agent (or someone acting on your behalf) provide the tenants with care?

Yes

☐

No

☐

By care we mean, assistance with bathing, dressing and eating for people who are unable to do these things without help.

If you answered 'No' please go straight to question 6 'About supervision' below. If you answered 'Yes', please complete the remainder of this question.

Does the rent include a service charge to cover the provision of this care? Yes

☐

No

☐

If 'Yes', how much is the charge per week?

£

And how is this service funded

6) About 'supervision'

Do you as the landlord (or someone acting on your behalf) provide the tenants with supervision?

Yes

☐

No

☐

By supervision we mean you have to watch a person or activity to make certain that everything is done correctly and safely / to make certain that they behave correctly and are safe.

If no, please go to 'About facilities' below. If you answered 'Yes', please complete the remainder of this question.

Does the rent include a service charge to cover the provision of this supervision?

Yes

☐

No

☐

If 'Yes', how much is the charge per week?

£

How is this service funded?

7) About care, support and supervision

Please provide a full description of the client group who will be residing at the property and who you will be providing care, support or supervision (CSS) to? Please explain the reasons why this client group require CSS.

Are the tenant's CSS needs assessed by a professional from outside of your organisation

Yes

☐

No

☐

If yes, please confirm who assessed your tenants need, their job title, the organisation they represent and their contact details.

If no, how are the tenants CSS needs assessed and how is the decision to place the tenant with your organisation made?

Please confirm your referral process including who you accept referrals from. If your tenant's needs are assessed and they are then referred to you, please provide evidence of the referrals and provide a copy of your referral form.

Are your tenants from Rushcliffe and surrounding areas? If not please give a reason as why you will be accepting referrals from outside this area.

Please give details of the desired outcomes for your tenants stating if this will be their forever home or if it is intended for them to move on to general needs housing. How do you decide if this tenancy is not working for an individual and in what timeframe? Please confirm what steps you take once this has been established.

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Do you set out in writing what tenants can expect from the standard of their accommodation and the level and quality of the support they will be receiving? Please provide a copy of this.

How many people are employed specifically to provide the Care support and supervision for your tenant(s)?

How many hours in total per week do they spend providing this service?

How many hours per week do they spend providing this service to each individual tenant?

Are the support workers paid to provide support

Yes

No

We require the job descriptions and salaries for all of the roles involved within this property, the staff structure, number of hours worked and how many hours per day staff are on site? If workers cover multiple sites, please confirm the geographical area they cover, how many properties they cover and how many tenants they support per site.

What form does the care, support and supervision take and where is it provided? For example, do you visit tenants in their own homes, or is there another location used to facilitate this service? **Please provide records to support this.**

How does your tenant access the service and how often is it available to them? For example, is it provided at the request of the tenant, or do you have regular sessions with each tenant? How much time is allocated to this tenant on a weekly basis? **Please provide records to support this.**

How do you record the care support and supervision provided to your tenant and the time taken to deliver it? For example, do you have records of all the visits you make to the tenant? **Please provide examples of your records to support this.**

Do you assess the progress your tenant is making and the prospect of them being able to move out of supported accommodation? **Please provide records to support this.**

Are you **contractually liable** to your tenant to provide them with care, support and/or supervision?

Yes

☐

No

☐

If 'yes' please provide a copy of this contract.

Is the care, support and/or supervision provided by your own staff or by another organisation that you pay to provide it?

Own staff

☐

Other organisation
(please name the organisation)

If provided by your own staff, please provide a copy of the job description.

If the care, support and supervision is provided by someone on your behalf please provide evidence of the contract or agreement you have with the provider.

Does anybody else who is not employed by you or contracted by you provide the tenants with CSS. If yes, please provide the name of the support provider and who they are contracted with to provide CSS

Does the **rent** you charge include an amount to cover a sleepover room for carers, sensory rooms or rooms required to facilitate the provision of treatment or support to your tenant?

☐

If 'Yes', how much of the rent charged is to cover these services a week?

£

Does the property include any rooms or facilities that are required due to any individual tenants vulnerability or state of health not covered above? If so please give details in the box below.

If the rent includes a charge for these rooms or facilities please give the weekly amount of that charge, if the rent does not include a charge for these please indicate how they are funded. If no such rooms or facilities are provided, please state 'No'.

Do you have working relationships with existing organisations within Rushcliffe to give the best outcome for your tenants? This could be links with counselling services, employment support, volunteering organisations etc.? Please give details

Does your organisation have strong links with the local community? Please evidence this.

Taking Rushcliffe's diverse population into consideration can you explain how the premises meet tenants diverse and cultural needs?

8) Your organisation

Is your organisation a 'Housing Association'? Yes ☐ No ☐

If 'Yes' what is your registration number?

A '**Housing Association**' means a society, body of trustees or company which is established for the purpose of providing, constructing, improving, managing or encouraging the construction of housing accommodation that does not trade for profit.

Is your organisation a 'Registered Charity'? Yes ☐ No ☐

If 'Yes' what is your registration number?

A '**Registered Charity**' is a charity that is registered with the Charity Commission.

Is your organisation a 'Voluntary Organisation'? Yes ☐ No ☐

A '**Voluntary Organisation**' means a body, other than a public or local authority, the activities of which are carried on otherwise than for profit.

If 'Yes', please send in copies of your Memorandum of Association which regulates the company's dealings with the outside world and the Articles of Association which regulate the company's internal affairs.

9) About the property

Does your organisation own the property? Yes ☐

No ☐ Please answer the next question

Name and address of the property owner

Does your organisation lease the property Yes ☐ No ☐

How much is the lease per year or per month £ Per year / month

If you lease the property, please provide a copy of the lease agreement with this application form

Are you, any director, any employee or any volunteer for your organisation related to the owner of the property being used to provide accommodation?

Yes

☐

No

☐

If you have answered yes, please provide further details of the person who is related and how they are related to the owner of the property

Do you, any director, any employee or any volunteer for your organisation have an interest in **or** have previously had an interest in the property being used to provide the accommodation.

Yes

☐

No

☐

If you have answered yes, please provide further details of the person who has or has had this interest and what their interest in the property is.

10) Other Information

If you have any additional information you wish to provide, please use the box below

Declaration

Please read this declaration carefully before you sign and date it. I understand the following:

- If I give information that is incorrect or incomplete, you may take action against me. This may include court action.
- You will use the information I have provided to process my claim. You may check some of the information with other council departments, rent offices, other councils and government organisations.

I declare the information I have given on this form is correct and complete and that I have read and understood the declaration above.

Signature of the person
completing the form

Your name and position or title
In the organisation

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Name of the landlord or organisation

Date

Landlord or company stamp

If you have completed this application form on behalf of the landlord, please provide signed written consent from the landlord allowing you to act on their behalf.

How we collect and use information

We will use the information you give us in this form, and any supporting proof you send to process your tenant(s) claim(s) for Housing Benefit and Council Tax Reduction.

Under the Freedom of Information Act 2000 or the Environmental Information Regulations 2004, we may have to release the information in this form if we are asked to do so. However, under the Data Protection Act 2018, your personal information will not be released without your permission, except where the law allows. You can find additional details of how the Council handles personal data in the Council's Privacy Policy at: www.rushcliffe.gov.uk/privacy/.

By law, we may pass your personal information to other local authorities and government departments and agencies to prevent and detect fraud, corruption, money laundering and other crimes and to manage your affairs.

Please contact us if you would like to know more about the information we hold about your organisation and how we use it.