

London Borough of Haringey/Homes for Haringey

SPECIFICATION FOR THE PROVISION OF NIGHTLY PAID ACCOMMODATION

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1.0 Introduction and Definitions

- 1.1 This schedule sets out the Specification for the provision of Overnight Accommodation to the Council.
- 1.2 This Specification forms Schedule 6 of the Agreement between the Council and the Supplier.
- 1.3 The terms Supplier and Service User shall have the same meaning as that defined in the Supplier Agreement, can be found supplier agreement on the demand site <https://demand.sproc.net/>
- 1.4 The Authorised Officer (AO) and the Supplier's Representative (SR) shall have the same meaning as that defined in the Supplier Agreement.
- 1.5 The Temporary accommodation Service is the Council's team that is responsible for providing alternative housing solutions to homeless Service Users including those Service Users whose homeless applications are being assessed.
- 1.6 **Property** shall mean a unit of Overnight Accommodation, whether or not self contained, offered by the Supplier to the Council.

2.0 Property Standards

- 2.1 Set out at Appendix 1 are the minimum property standards for all Overnight Accommodation (the **Minimum Property Standards**).
- 2.2. All Properties shall meet these standards before they shall be accepted by the AO for use as Overnight Accommodation. If Suppliers are unsure about whether a particular property is suitable for use as Overnight Accommodation, they shall consult the AO before offering the property for use by the Council.
- 2.3 In addition to the above all Overnight Accommodation shall comply fully with planning regulations, building control regulations, furniture safety regulations, asbestos regulations and any other statutory regulations and legislation that are appropriate.

3.0 Property and Other Documentation

3.1 Property file

The Supplier shall keep a Property File (preferably electronic) for each property used by the Council which shall contain all relevant information about that property (the **Property File**). The Property File should include a Document Progress Sheet (Appendix 2) and Checklist as set out at Appendix 3 which shall be a reminder of the documents that shall be required for each Property (the **Document Checklist**). The Supplier shall keep the Document Checklist up to date. Set out on the Property File shall be the details of the beneficial owner or owners of the Property, property/building insurance, and details of the renewal dates for inspections and certificates.

3.2 Gas and Electrical Certificates

Every Property offered shall have a current gas safety certificate and a current electrical safety certificate. The certificates shall be without recommendations for any further work being required.

Both certificates must be signed by an appropriate professional affiliated to the relevant organisation which shall be either Gas Safe or for electrical a government approved company.

Copies of these certificates shall be uploaded to the *adam*Housing.

3.3 Building Regulations Certificate

An appropriate building regulations certificate shall be obtained from the Council for any works that that has been done to the Property. This certificate shall be placed in the Property File and shall be made available on request to the AO.

3.4 Offer of Accommodation Letter

There shall be an Offer of Accommodation Letter for every Service User (the **Offer of Accommodation Letter**).

Copies of all such Letters shall be provided upon request by the AO.

A template copy of the Offer of Accommodation Letter is set out at Appendix 7

4. Provision of Properties by the Supplier

4.1 Property Preparation

Before any Property is offered for use by the Council, the Supplier shall ensure that the Property is fully ready for use. This shall include:

- The Property complying with all the Minimum Property Standards as set out in Appendix 1, together with any additional requirements for that Property as specified by the AO in his absolute discretion;
 - The Property being in good repair with no outstanding repairs being required;
 - The Property being in a clean state throughout;
 - All utilities being in good working order with meters having been charged with sufficient credit;
 - Where required there being a sufficient number of beds to meet the Service User's needs;
 - All appliances being in good working order;
 - Refuse disposal arrangements being in place together with arrangements being made to explain them to the Service User; and
 - A photographic record and or video log (minimum HD) being made and kept of the Property at check in. This record shall be placed on the Property File.
- * The Service User being offered the property shall complete a Service User Satisfaction Form (Appendix 5) following the viewing of the property. This is then to be forwarded to the Lettings Team, who will notify the Temporary Accommodation Allocations Team. This will allow the Supplier to respond to any

immediate concerns raised through the technology and allow the AO to consider whether the property is suitable.

5.0 Procedural Matters

5.1 Property Availability The process of making a property available to the Council will be as set out in the Supplier Entry Guide or as otherwise advised by the Council.

The Council will give Suppliers indicative non contractually binding estimates of the number of Properties required annually in advance. Subject to these indicative estimates, the AO will specify at such time periods as the AO shall from time to time decide the number and other attributes of the Properties that the Council requires either in an Accommodation Supply Request or by telephone. In practice this is likely to mean Suppliers and the AO discussing availability daily by telephone or through www.SProc.Net

5.2 Belongings Left in the Property when vacated

The Supplier shall inform the Service User of the following procedure in the Welcome Pack (see section 5.9 below) and/or prior to a booking being cancelled.

The Supplier shall make a full inventory of and store any belongings of the Service User left in the Property for up to one month. All perishable food shall be disposed of within two days of any vacancy.

If any belongings have still not been collected after the permitted period set out above then the Supplier shall dispose of the belongings with appropriate notice prior to disposal as follows:

- Electrical appliances shall be disposed of as refuse and not reused.
- All other items shall be given to charity or disposed of, to offset the cost of storage.

5.3 Gaining Vacant Possession

Once a booking has been cancelled the Council's involvement with the case shall cease, unless it is reinstated using the procedure set out above. If the Service User concerned fails to vacate the Property, then the Supplier or the Council shall follow the proper legal process to gain possession. Under no circumstances shall the Supplier use any illegal means to evict the Service User. All responsibility for evicting the Service User shall lie entirely with the Supplier unless otherwise agreed with the Council.

5.4 Invoicing

Invoices will only apply if confirmed by the Council. Invoices will not be paid unless they contain all relevant information. This information shall match the details on the purchase order.

Invoices shall be submitted following the end of the month, unless otherwise agreed, to which they relate with the appropriate purchase order number which shall be issued within one week of the following month of the booking.

Invoices shall be sent by email as a PDF document to Housing.Servicesfinanceteam@homesforharingey.org

Payment shall be made 30 days after receipt of the invoice.

All invoices shall contain full details of:

- Who the invoice is to;
- Who the invoice is from (including address and telephone number);
- Invoice number and invoice date;
- Supplier's vendor number;
- Supplier's purchase order number;
- Property address and details (including Property UPRN)
- The Service User's name and housing application/case number;
- The booking period the invoice relates to;
- Start date;
- End date
- Number of days
- Nightly/daily rate;
- VAT amount;
- VAT registration number;
- Company registration number; and
- Total amount of charge for that Property.

A Sample Invoice is set out at Appendix 4.

The Council may move to a different form of invoicing including electronic invoicing or goods receipting through www.SProc.Net during the Agreement and Suppliers shall comply with any such change.

5.5 The Viewing By and Checking Of a Service User into a Property

The following arrangements shall apply:

- Upon receiving a Booking Form from the AO, the Supplier shall make arrangements to either convey the Service User to the Property or to meet the Service User at the Property;
- The Supplier shall at the viewing make the Service User familiar with all necessary aspects of the Property including clear instructions on the fire strategy of the building, the means of escape, alarms and place of safety, appliances, utilities information, the location and operation of cut off switches and the stopcock;

5.6 Service User Information

The Supplier shall provide the Service User with information which will help to make the Service User's stay in the Property a problem free experience for both the Service User and the Supplier.

- Name and address of the Supplier;
- A named contact person, who is a representative of the Supplier, including 24 hour emergency telephone contact numbers;
- Office opening hours;
- Repairs reporting procedure (see section 5.9);
- Repairs priority details (see section 5.9);
- Complaints Procedure details (see section 5.11);
- Fire emergency details;
- Useful local telephone numbers;
- Council telephone number;
- Refuse storage and collection day;
- Details about leaving the Property;
- Details of utility meter charging;
- Instructions on how to operate the heating and hot water system;
- And any additional information the Supplier feels would be useful to the Service User.

5.7 Repairs

Repairs shall be carried out in a timely manner in accordance with the repair procedure and without undue inconvenience to the Service User.

The Service User shall be informed fully of the repairs reporting procedure and repairs priorities in the information provided to them on induction.

Suppliers shall draw up a repairs procedure in accordance with and to comply with this section (the **Repairs Procedure**).

Suppliers are responsible for ensuring that repairs and maintenance to Homes are carried out within the requisite time scales. They shall operate an effective, 24 hours a day, repairs reporting service for Service Users, 365 days a year. Repairs shall be carried out quickly and to a high standard which minimises inconvenience to Service Users. Service Users shall be informed fully about the Repairs Procedure and the timescale for any work scheduled, including an expected completion date.

A Repairs Procedure shall contain the following elements:

It should deal with logging, prioritising and the carrying out of repairs,

The Service User should be aware of the Supplier's repairs reporting procedure and the Supplier's repairs policy, all repairs shall be allocated a reference number which shall be given to the Service User,

Repairs shall be prioritised in accordance with the repairs priority list set out at Appendix 6 (the **Repairs Priority List**),

Service Users shall be told when the repairs will be carried out and if more than one call is required,

Service Users shall be given as full a timetable and explanation as possible,

Service Users shall be informed of any delays and given new appointment times,

Appointments shall be made for all repair calls,

The Supplier shall contact the Service User after the completion of each and every repair to confirm that the work has been completed to the satisfaction of the Service User (Appendix 5). A note of every contact shall be placed on the Service User's file. If the repair has not been completed to the Service User's satisfaction the Supplier shall make appropriate arrangements to do this and/or note on the file where the Supplier does not agree with the Service User's view.

Supplier employees shall carry identification and authorisation from the Supplier. Supplier employees/Suppliers shall never enter the property when a child is home alone without an adult being present (see section 25 Child Protection below).

Repairs shall be classed into 3 categories as follows:

Priority A (Emergency) Repairs:

Priority A Repairs (as defined in the Repairs Priority List) shall be made safe **within 2 hours and completed within 24 hours**.

Procedures shall be put in place by the Supplier to carry out Priority A Repairs that may occur outside normal working hours, on weekends or on public holidays.

If an emergency arises outside normal working hours the Supplier shall ensure that appropriate repairs are carried out in line with health and safety standards.

Priority B Repairs:

Priority B Repairs (as defined in the Repairs Priority List) shall be completed within 5 working days.

Priority C Repairs:

Priority C Repairs (as defined in the **Repairs Priority List**) shall be completed within 28 working days.

The Repairs Priority List is not intended to be exhaustive and should be used as a guide for repairs not listed. In all cases Suppliers shall ensure that a qualified and accredited trades person carries out the work.

Suppliers shall ensure that their Repairs Procedure meets the required time scales set out above. Suppliers shall have appropriate default repair arrangements where landlords fail to meet their repairing obligations. Suppliers shall ensure that works are done within the required timescales set out above, regardless of whether a landlord is co-operating with the repairs process or not.

Repairs caused by Service User damage (i.e. not by normal wear and tear) shall still undertake repairs. If damage by vandals has been reported to the police and there is no evidence to suggest that the damage was caused by the Service User, their family or a visitor to their home, the Supplier shall accept responsibility for the repairs, once they have been given the crime reference number issued by the police.

5.8 Occupant Misbehaviour

Where a complaint is made about a Service User's behaviour or the behaviour of a member of the Service User's household or a visitor to the Service User's property, the Supplier shall follow the process set out below.

Once a complaint has been received, the Supplier shall investigate the circumstances and establish the facts. The investigation shall include an interview with the Service User and, if possible, the complainant. This shall allow both parties an opportunity to discuss the complaint and to offer any explanations for the subject of the complaint. A written record shall be kept of the interview and kept on the Service User's file along with any supporting evidence relating to the complaint.

If the complaint is upheld, the Supplier shall inform the AO in writing who shall decide on the appropriate action to be taken against the Service User.

5.9 Complaints

Suppliers shall have Complaints Procedure that must be made available to Service Users.

A Model Complaints Procedure is set out at Appendix 8.

Complaints Procedures shall provide for:

- The logging of every complaint;
- The acknowledgement of receipt of a complaint in writing together with a copy of the Supplier's Complaints Procedure;
- The intended action by the Supplier;
- The name of the designated person to deal with the complaint on behalf of the Supplier;
- The date for completion, response, or explanation;

- The Council being informed of complaints if they show any persistent pattern of behaviour; and
- Complaints being monitored, analysed and reported periodically to the Council.

The first point of contact for Service Users shall normally be the Supplier, who shall be given a reasonable opportunity to resolve the complaint before the Council becomes involved.

The complaint shall be dealt with in accordance with the approved Complaints Procedure of the Supplier.

If a Service User considers that their complaint has not been dealt with satisfactorily by the Supplier, the Service User may approach the AO. Suppliers shall fully cooperate with any consequent complaints investigation carried out by the Council. If a Service User is awarded compensation as a result of a complaint about a matter that is the responsibility of the Supplier, the Supplier shall reimburse the Council the full cost of the compensation. Suppliers shall be aware that if a Service User is unhappy with the Council's investigation of a complaint they have a subsequent right to appeal to the Local Government Ombudsman. The Supplier shall cooperate fully with any investigation by the Ombudsman.

5.10 Occupancy Check

The Supplier shall ensure that the Property remains occupied by the Service User for the entire duration of the booking.

The Supplier shall carry out at least monthly or as requested by the AO an occupancy check of all self contained property and keep a written record thereof, in a form prescribed by the AO. A Model Inspection and Occupancy Check Form is set out at Appendix 9.

5.11 No Occupation/Unauthorised Occupation

Only individuals whose details are included on the Booking Form or otherwise advised by the AO shall be entitled to be in occupation of the Property.

Any absences from the Property by any member of the Service User for whom the Property is made available, other than in pursuance of daily routine or living shall be recorded and reported to the AO immediately.

Any unauthorised individual found to be residing in the Property shall be asked to leave immediately and the AO informed of any such unauthorised occupation.

The AO will contact the Service User concerned to discuss non-occupation or unauthorised occupation with the Service User.

The AO will give the Service User an appropriate written warning. Persistent breaches may lead to the Council discharging its duty and cancelling the booking.

5.12 Entering A Property Without An Appointment

The following guidelines shall be followed when visiting a Property for any reason such as fire and flooding carrying out emergency repairs, inspecting a Property, or carrying out an occupation check. The Supplier or Service Employee shall:

- Announce arrival by ringing the bell, knocking on the door and giving the Service User reasonable time and opportunity to answer;
- If there is no reply, let themselves in by using the key, opening the door ajar and shouting out their name, the Supplier's name and purpose of the visit before and after entering the Property;
- Check visually that there is no person present and if there is ask permission to continue;
- Fix the inspection notice as set out at Appendix 10 (the **Inspection Notice**) to the front door;
- Leave the front door ajar for the duration of the visit, if safe to do so;
- Leave the Property clean and tidy when finished;
- Leave the Supplier's card stating that a call has been made at the Property in the Service User's absence; and
- Ensure that all doors and windows are closed and locked on departure.

The above procedure is the minimum expected from a Supplier or Service Employee. Respect for the Service User's privacy and belongings shall be paramount during this procedure and in all dealings with the Service User.

It is strongly preferable that for all tasks requiring access to a property a mutually agreed and convenient appointment to both the Supplier and the Service User shall be made.

5.13 Incident Recording/Reporting to the Council

All incidents relating to a Property shall be recorded.

All incidents involving a Service User shall be recorded.

All minor incidents shall be recorded and dealt with by the Supplier.

All serious incidents (or breaches of the Offer of Accommodation Letter) shall be reported to the AO.

Hate Crime Domestic Abuse

Each Supplier shall deal with reports of Hate Crime harassment or domestic abuse (Appendix 11) proactively and as a high priority. All Service Users reporting harassment or domestic abuse shall be interviewed sympathetically, as soon as possible, in order to establish what has happened and to evaluate any danger to the victim. Service Users reporting domestic abuse shall be offered the option of being interviewed by a Service Employee of the same gender. If a Service User has fled abuse, Suppliers shall take great care not to give any information relating to the Service User's current whereabouts to the

alleged perpetrator. If a crime has been committed, victims shall be encouraged to report it to the police and to record the crime reference number. Victims shall also be encouraged to gather as much evidence of the Hate Crime as possible, for example by keeping incident diaries recording the time and date of any occurrences.

If a Supplier considers that a Service User is in danger should they remain at their current address, a transfer shall be considered by the AO as a matter of urgency.

A history of harassment problems may render a Home unfit for the Scheme. In such cases, the Council will advise the Supplier that the Home is no longer suitable and it shall be handed back to the landlord.

5.14 Customer Care

The Supplier shall have a service standards policy, and the Supplier makes available on request. For an example of a policy please refer to the Council's website. <https://www.haringey.gov.uk/housing/housing-strategies-policies-and-plans/housing-service-standards>

6. Safe Guarding

6.1 Child Protection

6.2. Many Service Users have young children in their Service User so it is important that Suppliers carefully consider child protection issues. The purpose of the Child Protection Act 1999 is to enhance the protection of children. Every organisation that comes into contact with children and their families needs to be aware of its role in the protection of children.

6.3.

6.4. Duty to Report Concerns

If a Supplier has concerns for a child's welfare, they shall report them immediately to the Children and Young People's First Response Team and inform the AO that this has been carried out.

However, If you feel a child is in **immediate danger call 999**

Contact The Children and Young People's First Response Service on:

Tel: 020 8489 5492/ 5652 / 5762 / 4582

Emergency out of hours duty team on:

Tel: 020 8489 0000

6.4 Child abuse

Child abuse includes physical abuse, sexual abuse, emotional abuse and neglect. Examples of causes for concern include children under 14 being left at home on their own, children not going to school, children suffering repeated, untreated episodic illnesses or injuries and children who appear dirty, unkempt, under-nourished or unusually timid and

withdrawn. Cause for concern could also be indicated by anti-social or inappropriate behaviour.

6,5 **Home Alone**

If Service Employees come across a young child left at home on their own, in the course of inspections or repairs works, they shall not attempt to enter the Property. The only exception to this rule would be if the child were in serious danger of harm such as a fire in the Property. The Supplier shall immediately contact the statutory authorities and the police to report the child being at home alone.

Set out at Appendix 12 are the Child Protection Risk Indicators that set out signs that a child may be at risk. Suppliers may also be asked for information to help the statutory authorities in evaluating and investigating a case. Set out at Appendix 12 is a Child Protection Checklist which indicates the type of information that Suppliers may be asked to provide.

Appendices 12 and 13 shall be used by Suppliers to carry out their responsibilities under this section.

6.5 **Adult Protection**

Refer to Appendix 14

7.0 **Dealing with Asbestos**

- Arrange a survey by a licensed asbestos surveyor immediately

THIS IS A BRIEF SUMMARY OF A COMPLEX AREA: SPECIALIST ADVICE IS ESSENTIAL.

Each Council may be able to help with asbestos related queries in the first instance and should be contacted via the AO.

8.0 **Working with Challenging Service Users**

8.1 **Challenging Service Users**

Service Users can sometimes be challenging and time consuming to work with. This is understandable given their experience of homelessness and their attempts to be accepted for re-housing by the local authority.

This may leave the Service Users concerned feeling uncertain, frustrated, angry, confused and vulnerable. It is important that the Supplier understands the situation and provides appropriate training for Service Employees to deal with such Service Users. This should help the Supplier to deal appropriately with such Service Users and their problems and reduce the risk of any health and safety issues arising.

8.2 **Steps in Dealing with Difficult Situations and Challenging Service Users**

The Supplier shall always seek to resolve the situation quickly and satisfactorily with a

minimum of fuss or delay.

8.3.1 Minor Incidents

The following steps should be taken:

- Log all incidents;

- Attempt to resolve the situation at the time of the incident;
- Remind the Service User of the rules of occupation and the Service User's responsibilities (This will have been outlined and presented to the Service User in the Welcome Pack);
- Give a verbal warning where appropriate;
- Repeat incidents should be followed by a written warning to the Service User;

8.3.2 Major Incidents

Major incidents involve cases where the Supplier or Service Employees or other residents are exposed to violence or the threat of violence in carrying out their duties.

The following steps shall be taken by the Supplier:

- Record the incident as quickly and as fully as possible while it is still fresh;
- Inform the AO immediately or as soon as contactable and forward a report of the incident within 24 hours or on the next working day;
- Report serious incidents to the Police;
- Provide appropriate training to Service Employees to enable them to deal with such situations; and
- Do not unilaterally cancel a booking or evict a Service User, contact the AO to agree a suitable course of action.

9.0 Staffing Issues

9.1 Staff criminal record checks

Following recent high profile cases, public and government concern has been raised about the need to vet staffs that have contact with children. Suppliers shall carry out Disclosing and Barring Service (DBS) checks on all Service Employees who may be required to visit Homes. This shall be extended to include any contractors doing repairs to Homes. The results of the check shall be made available to the AO upon request.

The DBS will carry out criminal record checks for individuals, on application, in exchange for a fee. The service will draw on four primary sources of information. They are the Police National Computer (PNC), local police force records and records held by the Department of Health and the Department for Children, Schools and Families.

Further information can be accessed on the DBS website or by telephoning the DBS Information Line on 03000 200 190.
<https://www.gov.uk/government/organisations/disclosure-and-barring-service>

9.2 Staff Training

Suppliers shall ensure that their Service Employees are adequately trained to enable them to carry out their duties efficiently. Training shall be delivered by both internal and external organisations as appropriate. Training shall be an integral and ongoing part of the

personal and professional development of the Service Employees, in areas such as housing management.

Suppliers shall keep a record of their training plans and training undertaken by the Service Employees which shall be made available to the AO on request.

The AO shall from time to time identify issues in which the Service Employees who have contact with Service Users placed by the Council shall be properly trained. When this happens the AO shall make relevant information available to Suppliers to enable them to organise training for the Service Employees. The AO reserves the right to organise and provide training for Suppliers and the Service Employees. Attendance at such training shall be mandatory, in the absolute discretion of the AO.

10.0 Performance Reporting and Monitoring

10.1 Quarterly Performance Report

Each Supplier shall submit a Quarterly Performance Report to the Council, in a form prescribed by the AO (the Quarterly Performance Report). Completed reports shall be submitted to the AO at the end of each of the quarters of the financial year (i.e. Quarter 1 April to June, Quarter 2 July to September, Quarter 3 October to December, Quarter 4 January to March). Appendix 15 contains the Model Template For Quarterly Performance Reporting setting out how this information shall be presented. The model template may be changed from time to time by the AO following consultation with the Supplier. In any case of dispute the decision of the AO shall be final.

10.2 Property Profile Audit

Every quarter (or at such other interval as the AO shall decide) the AO shall visit the Supplier's offices to audit a random sample of Homes (the Property Profile Audit). The Supplier shall make available to the AO for the purpose of such an audit all relevant Home files and other documentation in relation to those Homes audited, which shall be chosen at random by the AO and an audit may involve visits to the Homes concerned with or without prior notice to the Supplier.

10.3 Performance Review Meetings

Every quarter (or at such other interval as the AO shall decide) performance review meetings shall be held between the AO and the Supplier (the Performance Review Meetings). The standing agenda items each meeting shall be the Quarterly Performance Report, the Property Profile Audit, Anti-Social behaviour incidents and any performance failure the AO deems to have arisen during the period or which need to be brought forward from previous reviews. Further items shall be added to the agenda at the request of either party.

A Model Performance Review Meeting Agenda is attached at Appendix 16. This may be altered following consultation with the Supplier in the absolute discretion of the AO.

10.4 Performance Failure

The Council will deal with performance failure at the Performance Review Meeting where any matter relevant to the Agreement shall be raised by either party, and/or under the provisions of clauses 14 and 15 of the Agreement.

If the provisions of clause 17 and 18 of the Agreement are invoked at anytime, the parties shall first meet within 10 working days of any dispute notified by one party to the other party (or such shorter period as may be appropriate in the circumstances of the dispute) under the provisions of clause 14 of the Agreement.

If the matter is not resolved to the satisfaction of the AO, it shall then be dealt with under the provisions of clause 18 of the Agreement.

11.0. **Pets**

11.1 **Self Contained Properties**

In general Pets are not allowed unless there is a specific agreement , any decision to give agreement to allow a pet shall be at the AO's absolute discretion.

Service Users are responsible for their pets and are liable for any damage caused by them. If a pet is damaging a Home or creating a nuisance then the Supplier shall interview the Service User and warn them to control their pet. Subsequent incidents may result in possession proceedings on the basis of nuisance (5.10)

12.0 **Utility Costs**

The Service User shall be liable for the payment of water, council tax, and gas and electricity fuel bills. In no circumstance shall the Council be liable for such bills.

Appendix 1 - Minimum Property Standards

1. Introduction

Set out below are the minimum property standards that all Homes shall meet.

The Home is likely to be the main residence for the Service User family placed in it for a considerable period of time and probably for the full duration of the booking so the following standards must be met.

Homes accepted for the Scheme shall not contain any Category 1 hazards under the Housing Health and Safety Rating System as set out in the Housing Act 2004 and associated guidance. Where the Home is a flat, all flats in the building of which it is part shall also conform to the appropriate fire protection standard.

Conversions of houses or other buildings into flats require both planning permission and building control approval. Loft and other conversions require building control approval. Proof of any required permissions and/or approvals including HMO licence shall be provided before a Home can be accepted for the Scheme.

Accommodation above restaurants, fast food outlets or commercial premises where hazardous substances are kept shall not be acceptable for the Scheme. Neither are flats above noisy, late night opening premises such as minicab offices, clubs or pubs acceptable for the Scheme.

Where a standard of repair etc. is specified the Home shall be expected, in normal use, to maintain this standard throughout the period of the Lease.

2. External Property Standards

2.1. Access

All Homes shall have:

- Safe, and easy access with no obstructions,
- Paths and yards (if present) which are reasonably surfaced so as not to present a tripping hazard and which shall be adequately drained so as not to retain standing water,
- Access stairways (if present) which are secure and not unreasonably steep, any stairway or step shall not vary from current building regulation requirements in such a way as to present an unreasonable level of hazard to users,
- Access stairways (if present) which have an adequate and secure handrail

2.2. Communal Areas (where applicable)

All communal areas shall be:

- Clean, tidy, and well maintained,
- Maintained by a responsible landlord or managing agent who shall be identified.

2.3. Roof (where applicable)

All Homes shall have:

- A roof or roofs which are well insulated (a minimum of 200 mm of Rockwool insulation or equivalent where possible), watertight, free from all defects, loose or missing tiles/slates, etc.

2.4. Guttering (where applicable)

All Homes shall have:

- Adequate drainage from roofs,
- Downpipes secured to walls, gutters and downpipes which are free from blockages and in good repair.

2.5. Garden (where applicable)

All gardens shall:

- Be cleared of rubbish and have all vegetation, shrubs and trees cut back,
- Have their walls and fences in good order,
- Have gates (if present) that operate well with gate posts/pillars that are secure,
- Have sheds or ancillary buildings (if present) which are empty, in good repair and safe.

2.6. Rubbish Disposal

All Homes shall have:

- Sufficient bins provided for a normal household's use, depending on the size of the Home, in a clearly defined and easily cleaned bin storage area or adequate refuse storage and disposal facilities.

3. Internal Property Standards

3.1. Doors

Doors shall meet the following standards:

- All external front (main entrance) doors and frames shall be of exterior grade quality and should be reasonably secure from access by burglars. They shall have a 5 lever mortise dead lock with an additional "Yale type" latch, or where purpose made UPVC door has integral door locking mechanism and an internal chain,
- where front entrance doors open to a share space (not an outside space) that constitutes a means of escape there is a requirement for a fire door, burns tested (double side) timber history certificate and an accredited installer certificate.
-
- All other external doors shall have a five lever mortise dead lock with internal bolts,

- All external front doors shall open freely, have a bell or adequate knocker fitted and be clearly numbered,
- All internal doors shall open, close and fasten properly and have their keys removed, bathrooms and toilets should be provided with a courtesy latch that could be forced open by an adult if a child accidentally locks themselves in.
- All doors with large glass panels shall be fitted with safety glass or safety film.

3.2. Staircases (where applicable)

All staircases shall have:

- Gaps between their spindles and gaps between their balustrades which are no more than 100mm,
- All gaps between treads and risers filled in,
- A two way light switch provided in all stairwells/hallways with more than one floor so that the light can be switched off/on from either floor or floors,
- Be free from obstruction and not unreasonably steep,
- A suitable handrail.

All staircases should where possible conform to current building regulations. Any stairway or step should not vary from current building regulation requirements in such a way as to present an unreasonable level of hazard to users.

3.3. Walls and Ceilings

Walls and ceilings shall meet the following standards:

3.3.1. Dampness

- All Homes shall be free from damp, mould, condensation, peeling paper, etc.
- Condensation occurs sometimes in all homes. Condensation problems due to structural features shall not be so pervasive as to constitute a health hazard or be a statutory nuisance,
- If a Home has been accepted for the Scheme, and subsequently found to suffer from significant condensation problems, then the AO in his absolute discretion shall have the right to require the landlord to provide and fit suitable heat recovery/ventilation systems, investigate the cause and appropriate remedy.

3.3.2. Plaster

- All plaster shall be sound and show no movement when examined.

3.3.3. Decoration

- All surfaces shall be painted/papered/or tiled,

- All paint shall be cleaned and free from obvious marking, dirt, etc,
- All wallpapers shall be in good condition and free from defects,
- All woodwork shall be free from rot of any description and painted to a reasonable standard with gloss paint suitable stain or varnish.

3.4. Windows/Glazing

The following requirements shall apply to windows and glazing:

- Louvre windows and centre hung "swing" windows shall be accepted in the absolute discretion of the AO. All "swing" windows shall have a restraining bar,
- Any windows above ground floor level which open shall be fitted with a restrictor mechanism. This mechanism shall limit the windows opening to no more than 150 mm,
- Overlook windows in bathrooms and toilets shall be glazed with obscure glass or treated with plastic film to provide privacy,
- New or replacement glazing installed after April 2002 shall consist of energy saving sealed double-glazing and comply with Building Regulations. To prove compliance it shall have:
 - a) A certificate showing that the work has been carried out by an installer registered with the FENSA scheme, and
 - b) A certificate from the local authority confirming that the installation has been approved under the current Building Regulations.
- All glazing which is under 800mm/2.8 feet from the floor (and greater than 25cm in any direction) shall be re-glazed with toughened glass or have safety film properly applied to prevent shattering if it is broken.
- All main habitable rooms (living rooms and bedrooms) shall have a reasonable glazed window area allowing reasonable levels of natural light. Bedrooms and living rooms should not have borrowed light or ventilation, e.g. from a glazed panel above a door.
- All windows shall be reasonably secure from entry by intruders

3.5. Ventilation

The following standards shall apply:

- All main habitable rooms (i.e. living rooms and bedrooms) shall have at least one twentieth of the floor area available as windows that open,
- This requirement also applies to kitchens, bathrooms and WC cubicles if they rely on natural ventilation (openable parts of windows should easy to operate),
- If a kitchen, bathroom or a WC is an internal room it shall have mechanical extract ventilation,

- If mechanical ventilation is required in a kitchen it shall be capable of three air changes per hour,
- If mechanical ventilation is required in a bathroom and/or WC it shall be capable of three air changes per hour,
- A light switch shall activate any mechanical ventilation and the fan shall have a twenty minute overrun when the light is switched off.

3.6. Insulation

The following standards shall be met:

- All accessible loft spaces shall have a minimum of 200mm Rockwool insulation (or equivalent) properly laid,
- All hot water tanks should be foam lagged or have a good quality insulating cylinder jacket, which has been properly fitted,
- All water tanks and pipes which may be liable to damage by frost shall be adequately protected with lagging.

3.7. Heating and Hot Water Systems

Heating and hot water shall be provided and shall meet the following standards:

- There shall be either a full gas central heating and hot water system, which is preferred, or electric Economy Seven night storage heating. The property must have fixed, controllable, programmable, affordable heating, some types of panel heaters may be acceptable at the discretion of the AO.
- If water heating is by electricity it shall be of reasonable capacity and have an on and off peak tariff.
- The heating shall be sufficient to maintain an internal room temperature of 21 degrees Celsius in the living room and 18 degrees Celsius in the bedrooms when the outside temperature is minus 1 degree Celsius,
- Boilers shall be less than 10 years old, older units to be agreed at the absolute discretion of the AO.
- All pipe work to the boiler should be boxed in appropriate to its location.
- All gas heating systems shall have a 3 star British Gas Service Agreement or equivalent,
- All heating systems shall have a timer and thermostat,
- All hot water systems shall be able to operate independently from the heating system,
- Details for the location of the on/off switch shall be noted and provided to Service Users,

- Landlords shall provide a gas safety certificate and copy of the annual Gas Safe service agreement every year. A copy of the safety certificate shall be given to the Service User; the report should not have any items requiring attention.
- Homes with boilers fitted in bedrooms shall not normally be accepted. The AO may consent in his absolute discretion to a boiler being located in a bedroom, such consent shall be sought in advance of the Home being offered to the Council for letting,
- Operating instructions for heating/hot water system shall be provided to Service Users.

3.8. Electrical Items

All Homes shall meet the following standards:

All Homes shall have a current NICEIC, NAPIT or equivalent government approved electrical safety report. This report must have no items marked as requiring urgent attention or Electrical Installation Report certificate (EICR).

-
- All electrical wiring shall be covered,
- All surface mounted wiring shall be enclosed in suitable plastic conduit,
- All RCD consumer unit shall be housed in a cupboard, with a childproof latch on the door to prevent access and ensure that cables under the meter are covered,
- Boiler and cooker. Fused spurs shall be provided,
- Portable Appliance Testing (PAT) is required annually for all electrical appliance supplied (e.g. electric cookers).

An adequate number of sockets shall be required and the following shall be appropriately spaced:

- Living room. 2 double sockets as a minimum
- Double bedrooms. 2 double sockets as a minimum
- Single bedrooms. 1 double socket as a minimum
- Kitchen. 2 double sockets at worktop height as a minimum, 1 socket for a fridge and one socket for a washing machine,
- Landing. 1 socket as a minimum.

3.9. Furniture

The following items shall be provided:

Carpets or other suitable flooring, curtains, net curtains, light shades, cooker and fridge/freezer or a separate fridge and freezer. Supplier retains ownership and responsibility for these goods.

- In the case of the latter items, size shall be dependent on the size of the Home concerned, i.e. a larger cubic volume is required for a four bedroom house than a one bedroom flat,

- At the discretion of the AO the property maybe left unfurnished to allow for the occupant to place their own furniture.
- Any other furniture left in the Home shall be left at the landlord's own risk, for which no further payment will be made and no repairing responsibility accepted,
- Any furniture shall comply with the Furniture and Furnishings (Fire Safety) Regulations 1988 (as amended).

3.10. Fire Safety

The following standards shall apply

- All Homes shall have adequate fire separation between separate units of accommodation

All front doors to flats which lead off a communal hallway shall be half hour fire resistant doors, designed to meet FD30s with all relevant certifications.

-
- If the kitchen adjoins a fire escape route, a half hour fire door complying with FD30s with all relevant certifications shall be provided. If for any reason the AO agrees, in his absolute discretion, that this requirement is impracticable, then a mains powered electricity heat rise detector shall be installed in the kitchen and wired to a suitable alarm,
- All glazed kitchen doors shall have clear Georgian wire cast glass, or other suitable safety glass
- A fire blanket shall be provided,
- The preferred standard for smoke alarms shall be electrically operated interlinked smoke alarms installed to each floor complying with BS5839, Part 6 and conforming to Grade D, Type LD2,
- As a minimum standard, plug-in smoke alarms (such as that recommended by the Fire Brigade with a built in 10 year battery) shall be installed on each floor,
- Smoke alarms with removable batteries shall not be acceptable under any circumstances.
- All properties that use solid fuel-fired heaters or appliances or fireplaces or attached garage to be equipped with a CO detector.

4. Room Standards

4.1. Kitchens

Kitchens shall meet the following minimum standards:

4.1.1. Cooker

- All rings shall operate,
- If free standing, the cooker shall be chained to the wall,

- The oven shall be clean and provided with shelves,

4.1.2. Sink

- Splash backs shall be tiled to a minimum of 300mm (two tiles high),
- Sinks and worktops shall be sealed around edges with silicone sealant,
- All waste pipes and traps shall be free of defects with no leaks or drips.
- Any holes around waste pipes and traps shall be sealed so as to prevent the ingress of vermin,
- Taps shall be in good condition (i.e. no dripping) and easy to operate by children or people with finger mobility problems,
- Kitchen units - All units shall be less than 10 years old and free from defects,
- There must be adequate work surface space for the size of the Home.

4.1.3. An adequate number of units shall be provided, below is the suggested guidance.

- There shall be a minimum of two fitted floor unit (excluding the sink unit),
- There shall be a minimum of two drawers,
- There shall be a minimum of two fitted wall units,

4.1.4. Fridge/freezer or fridge and freezer

- The fridge/freezer or fridge and freezer shall be clean and in good working order,
- They shall have a capacity of at least 131 litres (fridge) and 61 litres (freezer).

4.1.5. Washing machine

Washing machines are not required but there shall be:

- Sufficient space for a washing machine to be installed under a work surface in the kitchen or equivalent position,
- Appropriate fittings to allow such installation to take place, and
- A non-return valve fitted to the waste pipe.

4.1.6. Floor covering

- Floor covering shall be of the vinyl type or tiled and shall be free from all defects.

4.1.7. Stopcock

- Location of stopcock should be identified.

4.2. Bathrooms

The following standards shall be provided:

4.2.1. Floor covering

- Floor covering shall be vinyl type or tile and shall be free from defects.
- Floors shall be sealed around their edges with silicone sealant.

4.2.2. Bath

- The bath shall be fitted securely and there shall be no leaks,
- Bathrooms shall be tiled to a height of 300mm around bath and well sealed at the joints,
- All bath panels shall be free of defects,
- Generally the standard to be reached in a bathroom is one where normal usage will not lead to any water ingress into the structure of the Home over the period of the lease.

4.2.3. Showers

- Showers are not essential but where provided the landlord shall ensure that their normal use will not damage the Home, through water ingress or otherwise,
- Separate shower cubicles shall be tiled to a height of 1.8 metres,
- All shower bases shall be adequately sealed and a curtain/door provided.
- Generally the standard to be reached in a shower room is one where normal usage will not lead to any water ingress into the structure of the Home over the period of the lease.

4.2.4. Showers fitted above baths

- Tiling shall be of a sufficient height to protect the decoration of the wall (1.8 metres+),
- A shower door or curtain shall be provided and shall be of a sufficient standard to prevent water damage to the floor,
- A wall bracket shall be provided for shower attachments,
- The provision of a bath rather than a shower shall be preferred. Homes with showers only shall be considered and shall be accepted at the discretion of the AO.

4.2.5. Washbasin

- The splash back shall be tiled to a minimum of 300mm (two tiles high),
- Washbasins shall be sealed around the edges with bathroom grade silicone sealant,

- Waste pipes and taps shall be free of defects with no leaks or drips,
- Taps to be easy to operate,
- Taps shall be in good condition (i.e. no dripping) and easy to operate by children or people with finger mobility problems.

4.2.6. A mirror and towel rail shall be provided.

- Light fittings shall be of a sealed type appropriate for bathrooms.

4.2.7. Toilet

- The toilet shall be clean, secure, free of defects, with a secure seat and the cistern shall fill at a reasonable rate,
- The floor covering in separate WC closets shall be free of all defects. Vinyl flooring or tiles shall be preferred with sealing at the edges with silicone. Carpet shall not be acceptable.
- A toilet roll holder shall be provided,
- In large Homes of 4 bedrooms or more, a second toilet is preferable.

4.3. Living Room and Bedrooms

4.3.1. Size/layout

- Living rooms shall be at least 80 square feet in area and large enough to comfortably contain a sofa 2 armchairs and a television,
- Double bedrooms shall be at least 80 square feet in area,
- Single bedrooms shall be at least 50 square feet in area,
- Bedrooms accessed off another bedroom shall not count as a separate room,
- Rooms of less than 50 square feet cannot be used as living rooms or bedrooms,
- Homes with unusual room layouts or shapes shall be accepted at the discretion of the AO.

4.3.2. Carpets

- Carpets (or other suitable flooring) shall be provided. It shall have a good quality underlay, be clean, of reasonable quality and free from all defects such as excessive wear, loose seams, excessive staining, bare patches and so on,
- Laminate or other wooden flooring shall not be acceptable in flats above ground floor level unless the floor is of a solid concrete construction because of potential noise disturbance.

4.3.3. Curtains

- Curtain rails shall be securely fitted above all windows.
- Curtains shall be clean, free from defects and when drawn at night prevent external viewers seeing into the room concerned. Net curtains shall be fitted to all windows.
- Blinds shall be accepted in the absolute discretion of the AO.

4.4 Health and Safety

Safety Area	Safety Requirement	Action to meet standard
GAS	Annual gas safety certificate for all appliances, within any common parts and for the units themselves	Current valid LGSR Certificate for each unit.
FIRE	Current valid Fire Risk Assessment for the building	Annual assessment plan and remediation plan. Alarm testing and maintenance as appropriate (Building) Personal Emergency Evacuation Plan (PEEP) for any resident vulnerable or with disabilities
ELECTRICS	Electrical Installation Certification Report (EICR)	Communal and Domestic certification. Requirement for EICR in domestic properties since June 2020
ASBESTOS	Asbestos register & management plan for all buildings where asbestos is present or can reasonably be expected to be present (in reality all workplaces built before 2000)	Advisory – please the link below to the HSE website for information on and guidance
		http://www.hse.gov.uk/asbestos/regulations.htm
		For properties where there is a shared/communal water tank (normally blocks) provision of a legionella risk assessment and scheme of controls.
WATER	Current valid, legionella risk assessment in compliance with ACOPL8 and HSG274 to include a schematic and written scheme of controls for the building	Assessment programme, regime of temperature and flushing as appropriate for shared spaces, guidance to residents
		Please see the link below to the HSE website for information and guidance.
		http://www.hse.gov.uk/legionnaires/index.htm
LIFT	Current valid L.O.L.E.R certificate for passenger (building lift) and for any domestic lifting equipment, TFL, stairlift, hoist etc.	Maintenance and repair plan
		http://www.hse.gov.uk/work-equipment-machinery/passenger-lifts.htm

4.5 Energy Performance Certificate

- An Energy Performance Certificate (or EPC) is required. It is the responsibility of the Landlord to have a valid EPC to show to prospective tenants. The EPC must be given to the eventual tenant. The property should have an energy efficiency rating no lower than D. If the rating is lower than D, then the Landlord must put into place the recommendations needed to get it at least a D rating.

4.6 Decent Homes Standard

- Properties assessed as meeting Decent Homes standard will:
- Be safe with no major areas of disrepair
- Have modern fitted Kitchens and Bathrooms
- Be warm and energy efficient including central heating, double glazing and thermal insulation.
- Be secure
- Provide a safe and pleasant environment

Appendix 3

DOCUMENT CHECKLIST

PROPERTY ADDRESS _____

TICK IF PRESENT

- | | | |
|-----------------------|--------------------------|--|
| CONTRACT | <input type="checkbox"/> | Exp Date..... |
| GAS CERTIFICATE | <input type="checkbox"/> | Exp Date..... |
| ELECTRIC CERTIFICATE | <input type="checkbox"/> | Exp Date..... |
| INSURANCE CERTIFICATE | <input type="checkbox"/> | Exp Date..... |
| PROOF OF OWNERSHIP | <input type="checkbox"/> | |
| PLANNING | <input type="checkbox"/> | ESTABLISHED USE <input type="checkbox"/> |
| BUILDING REGS cert | <input type="checkbox"/> | |

.....
Landlord Name: _____

Address: _____

Home: _____ Work: _____

Mobile: _____ email: _____

.....
Council Using Property: _____

Scheme Type: _____

.....
Tenant's Name: _____

Home: _____ Work: _____

Mobile: _____ email: _____

Appendix 4

Example Invoice

Example Invoice

The Property on the Hill

London

Post Code

Telephone Number

[Email Address:](#)

Invoice Date:

*Invoice
Number:*

Company Registration No: XXXXXXX

London Borough of

Haringey

Housing Service

Station Road

Schedule of Payments:

If
Applicable

<u>Reference:</u>	<u>Order No:</u>	<u>PROPERTY ADDRESS</u>	<u>TENANTS NAME</u>	<u>PERIO D FROM:</u> (date person moved in)	<u>PERIO D TO:</u> (last night)	<u>No of day s</u> <u>Rate Per Night</u>	<u>Net Invoice Amount</u>	<u>VAT @ 20%</u>	<u>Total Invoice £</u>
-------------------	------------------	-----------------------------	-------------------------	---	---	--	-----------------------------------	----------------------	--------------------------------

								£	£	£
--	--	--	--	--	--	--	--	---	---	---

PLEASE MAKE ALL PAYMENTS TO: XXX

ACCOUNT DETAILS:

ACCOUNT NO:

SORT CODE:

VAT Number:

Appendix 5

SERVICE USER SATISFACTION FORM

Date: _____ Agent: _____

Property Address: _____

I have been shown the above property and the following has been shown/explained to me:

- Heating and hot water system
- Gas supply turn off switch
- Stopcock for the water supply
- Electric mains switch
- Smoke alarms
- Window restrictors
- Refuse disposal arrangements
- Evacuation procedure and exits
- Occupation register

I am satisfied that the property :

- Is clean
- Is in good decorative order
- Is fully furnished
- Has a washing machine or laundry service
- Has appliances in working order

I have been told that any belongings left in the property when I leave will be stored for a limited period and then disposed of

I am happy with the property as it is

I am accepting the property but am not happy

Name of Occupant: _____

Signature: _____

Date: _____

Important

- 1 Please note that the property management agent or its representatives may enter the property in your absence in order to carry out its duties.
- 7 Home contents insurance is solely your responsibility as the occupier of the property; it is advisable that you take out appropriate insurance for your protection.

Appendix 6

REPAIRS PRIORITY LIST

The following 3 tables outline the Priority A, B and C Repair functions. Repair obligations, which are not mentioned in these 3 tables but are considered the responsibility of the landlord, will also need to be completed within a period of time deemed reasonable by the Council.

Priority A: Make safe within 2 hours; maximum time for completion of 24 hours.

- No drinking water
- No heating - if heating cannot be fixed within 2 hours, temporary heating must be provided
- Flooding (initial works required to make accommodation habitable)
- Blocked drains and sanitation
- No lights or power
- No lighting to communal areas (complete failure)
- Dangerous electrical faults (exposed wires, overheating of switches or sockets, flickering lights)
- Burst pipes, defective tanks or serious leaks causing flooding
- Blocked toilets
- Gas leaks
- Dangerous structures – floors, ceilings, walls etc.
- Removal of racist or sexist graffiti, or graffiti of an offensive nature to gay men and lesbians
- Replacement of missing or badly damaged manhole covers

Priority B: Maximum time for completion 5 working days

- Replacement of a damaged toilet pan
- Blocked waste pipes (other than toilets: see above)
- No cold water supply to bath and basin
- Restoring heating and/or hot water (if not possible within 24 hours and after temporary heaters have been supplied)
- Temporary repairs to cover defective flat or pitched roofs where there is serious water penetration
- Mending minor leaks on water pipes
- Repairing leaking cone/soil joints to toilets

- Repairing leaks to soil pipes/soil vent pipes generally
- Repairing or renewing ball valves (overflows, water hammer)
- Repairing defective extractor fan (internal bathroom/kitchen only)
- Replacing broken wash hand basin
- Repairing defective entry-phone system
- Restoring flush to toilets
- Broken fridge/freezer
- Broken oven and/or hob
- Broken glazing
- Blocked down pipes/guttering

Priority C: Maximum time for completion 28 working days

- Re-securing wash basin
- Repairing blocked and/or damaged rain-water gutters and pipes
- Replacing glazing to communal areas
- Replacing chimney pot or cowl
- Replacing fittings to windows and/or external doors
- Mending faulty taps
- Replacing zinc or lead flashings
- Replacing ridge/eaves tiles and cement fillets
- Replacing or repairing internal fire doors
- Replacing defective fire bricks or parts for open fires
- Repairing and/or replacing fittings for metal casement windows and doors
- Replacing window sash fastener/sash cord
- Replacing rotten, loose or defective flooring
- Replacing toilet cistern
- Replacing waste trap or fitting
- Repairing faulty stop valve or drain down cock

- Replacing bath
- Replacing kitchen units (including sink units/taps)
- Replacing external doors
- Replacing window/frames
- Dry lining condensation treatment
- Repairing or replacing wall tiling/splash backs
- Fixing or replacing air bricks
- Repairing or renewing tile surrounds
- General brickwork repairs (rebuilding piers, boundary walls)
- Repairing or replacing stone, concrete, tile or wooden window sills
- Repairing timber staircases (not dangerous)
- Replacing or repairing external fascia/soffit/barge boards
- Repairing or replacing fencing/gates
- Redecoration following repair works
- Replacing or repairing gully grids
- Plaster repairs to ceilings or walls
- External rendering
- Repairing internal floor screeds
- Repairing external floor screeds
- Repairing external paving/concrete aprons

Appendix 7

OFFER OF ACCOMMODATION LETTER

[Applicant Names]

TA Lettings and Move on team Team
4th Floor 48 Station
London N22 7TY
[WWW.homes](http://WWW.homesforharingey.org) for
haringey.org **Director of Housing**
Demand: Denise Gandy

e: @homesforharingey.org
t: 020 8489

Client ref:

Ref: [Case
Reference]

On behalf of Haringey Council

Dear

Property Offered -

I am pleased to advise you that you have been offered temporary accommodation at the above address.

We are currently piloting a new way of dealing with Housing Benefit New Claims and Council Tax Reduction New Applications and aim to assess your Housing Benefit/Council Tax Reduction within 48 hours if you provide us with all the information needed.

Therefore I have booked an appointment for you on XX/XX/XX at X:00a/pm at Station Road to sign a New Tenancy with [Click here to enter text.](#), and thereafter complete a Housing Benefit form, with the assistance of _____, for the above accommodation. On arrival, please ask for [Click here to enter text.](#).

You are required to bring the following documentation with you to the appointment. Failure to bring all of the required documentation may impact on your tenancy and assessment.

Proof of your / your partner's National Insurance Number and identity.

Current Passport, Birth Certificate, Full Driving Licence, Marriage Certificate, National Identity Card issued by a EU/EEA State, Home Office documents, Valid UK residence permit.

(continued on page 2)

Proof of Income and Savings

You/ your partner’s last 5 weekly/ 2 monthly consecutive payslips/ 3 fortnightly consecutive payslips

Prepared accounts showing income and expenditure for last 3 month if your business has only been trading less than a year.

Prepared accounts showing income and expenditure for the last financial year if your business has been trading for a year or more.

Student Loans / Grants/ Student status (If applicable).

Occupational Pension Advice note.

Non-dependant’s income/ proof of student status.

You/ your partner’s last two months bank statements for ALL accounts held, regardless of balance.

Proof of Childcare costs (If applicable)

If you have declared no income, please explain in full how you meet your daily living expenses. If you receive money from relatives or friends please send confirmation of the amounts received and the frequency paid.

The keys for the offered property can be collected today from . Tel. No. , ask for [Click here to enter text.](#)

Please tick the relevant box

Doyouwish to claim housing benefit/ council tax rebate?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Name (Print).....Signature..... Date:				

Yours sincerely,

Letting Officer
Lettings and Move on Team

Appendix 8

MODEL COMPLAINTS PROCEDURE

Introduction

At (Name of Supplier) we want to give you high quality services. However, there will be times when things go wrong or you don't think that we have got it right. When this happens, we want to hear from you so we can try and sort out the problem. You have the right to complain and we can learn valuable lessons from what you tell us. Making a complaint won't affect your right to receive a high quality service.

Stage 1 – Informal Complaint

If you are unhappy with the service you have received, you should raise it first with the officer dealing with the matter concerned. They will do their best to try and resolve the problem as soon as possible. They will also make a record of your complaint.

Stage 2 – Formal Complaint

If you are not happy with the response you get, you can make a formal complaint. To do this, you should contact the manager responsible for complaints (state who this is) and explain why you are unhappy with the service that you have received. The manager will investigate your complaint and send you a written response within 10 working days. A record will be kept of both your complaint and the response.

Please note that this procedure cannot deal with issues that are subject to legal proceedings.

Appendix 9

MODEL SUPPLIER'S INSPECTION AND OCCUPANCY CHECK FORM

Address: _____ Date: _____

Inspector: _____

House OR Flat: _____ Floor: _____

Service User name _____

Service User contact number _____

External/Communal areas

Internal areas

Lounge	Kitchen	Bathroom	Toilet	Hall	Landing	
Carpet	Lino	Lino				
Curtain	Curtain	Curtain	Curtain			
Table	Table	Tiling				
Chair	Chairs	B. Panel				
Sofas	Cooker	Basin				
	Fridge	Bath				
	Worktop	Shower				
	Units	Curtain				
	Floor seal	Floor seal	Floor seal			
	Fire Door					
Window	Window	Window	Window			
Decor	Décor	Decor	Decor			

Bedroom	Carpet	Curtain	Wardrobe	Chest	D-Bed	S-Bed	Window	Decor
D S								
D S								
D S								
D S								

Any outstanding repair/maintenance issues

All appliances working?

Heating and hot water working?

Safety issues?

Smoke alarms	
CO Detector	
Fire Blanket	
Fire Extinguisher	
Window Restrictors	
Floor Seals	

List other Service User members and verify identity.

Are all still resident? If any have left please give details.

Any new residents? If so please give details.

Any Service User complaints/problems?

Any other health and safety concerns?

Other rooms inspected?

Other.

Service User's Comments	
Satisfied	<input type="checkbox"/>
Dissatisfied	<input type="checkbox"/>
Reason for dissatisfaction:	
Service User's Signature	Date
Supplier's Signature	Date

Appendix 10

INSPECTION NOTICE

A representative of

[Company Name]

is now carrying out an inspection of your accommodation.

[Company Name]

is the Supplier of this accommodation.

Appendix 11 Hate Crime

AND DOMESTIC Abuse

1. Hate Crime

Hate crime is defined as ‘any criminal offence which is **perceived**, by the victim or any other person, to be motivated by hostility or prejudice towards someone based on a personal characteristic.’ There are five centrally monitored strands of hate crime based on:

- race or ethnicity
- religion
- sexual orientation
- disability
- transgender identity

This common definition was agreed by the Crown Prosecution Service and the Association of Chief Police Officers.

Hate crime can include, for example:

- verbal abuse
- physical attack
- offensive literature
- graffiti
- damage to property
- arson

1.1. People may also be targeted for harassment on other grounds. For example, they may be harassed because of their religion or because they are lone parents.

1.2. People may also be harassed on more than one of the above grounds and face multiple abuses, for instance because they are disabled and from an ethnic minority.

1.3. Harassment may be direct or indirect and includes:

- Verbal abuse,
- Insults,
- Intimidation,
- Attacks on or damage to property and possessions,
- Threatening or abusive behaviour,
- Racist, homophobic or other abusive graffiti,
- Unprovoked assaults including common assault,

- Actual bodily harm and/or grievous bodily harm,
- Arson or attempted arson,
- Use of dogs,
- The sending of threatening letters,
- The making of abusive telephone calls,
- leaving rubbish outside a person's door or putting it through their letter box,
- The taunting of children,
- Organizing and/or participating in any activity calculated to deter a person from either occupying a dwelling or living peacefully within it,
- Unjustified complaints of noise,
- Knocking on doors and windows at unsociable hours,
- Any act or omission calculated to interfere with the peace or comfort of any person,
- Any act or omission calculated to inconvenience any person.

1.4. For further information

2. Domestic abuse

Domestic Violence and Abuse is:

“Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality.” This can include, but is not limited to, the following types of abuse:

- Psychological: such as preventing contact with family/friends, threats
- Physical: such as kicking, punching, biting, slapping, restraining, throwing things, burning
- Sexual: such as rape, being forced to participate in sexual acts, being forced to watch pornography
- Financial: such as depriving of money, selling possessions, controlling expenditure, loaning money
- Emotional: such as giving you the silent treatment, name calling/insults, mood swings, criticism, playing on your fears

3. Domestic Violence - Procedure

- 3.1. Domestic abuse is a pattern of coercive control, which includes combinations of physical, sexual, psychological and financial abuse by a current or former partner. In extreme cases this includes murder.
- 3.2. The Council requires its Suppliers to attend awareness training on domestic abuse and have information available for themselves and their tenants regarding agencies that support those experiencing domestic abuse .

- 3.3. The Council requires its Suppliers to deal with reports of domestic abuse sensitively and in a timely manner. If a crime has been committed, victims shall be encouraged to report it to the police and to record the crime reference number.
- 3.4. The Council expects its Suppliers to take note of signs of domestic abuse when speaking with the client and where circumstances allow ask if the client requires support or advice in this regard.
- 3.5. Where the perpetrator is not within the home and the client is looking for additional security the Supplier should deal with this, liaising with the AO where necessary.
- 3.6. Where the client is not looking to leave the relationship and/or property at this stage a referral for advice and support should be offered and the referral carried out where accepted as informed by the AO.
- 3.7. Where the client is fearful of remaining in the property the client should be referred to the Housing Needs Team for further assistance. A referral for advice and support should be offered and the referral as informed by the AO.
- 3.8. Suppliers shall take great care not to give any information relating to the Service User's current whereabouts to the alleged perpetrator.

<https://www.haringey.gov.uk/social-care-and-health/health/public-health/domestic-violence-and-abuse-and-violence-against-women-and-girls/advice-and-support/what-domestic-violence-and-abuse>

Appendix 12

CHILDHOOD PROTECTION RISK INDICATORS

The parent or carer may:

- Persistently avoid child health promotion services and treatment of the child's episodic illnesses or unexplained delay in seeking treatment,
- Have unrealistic expectations of the child,
- Frequently complain about/ to the child and may fail to provide attention or praise (high criticism/low warmth environment),
- Be absent or misusing substances,
- Persistently refuse to allow access on home visits,
- Be involved in domestic violence,
- An explanation which is inconsistent or several different explanations provided for an injury,
- Repeated presentation of minor injuries (which may represent a 'cry for help' and if ignored could lead to a more serious injury),
- Family use of different doctors and A&E departments.

Practitioners should be aware of the potential risk to children when individuals, previously known or suspected to have abused children, move in to the household.

In an abusive relationship, the child may:

- Appear frightened of the parent/s,
- Act in a way that is inappropriate to her/his age and development.

(Though full account needs to be taken of different patterns of development and different ethnic groups)

Appendix 18

CHILD PROTECTION CHECKLIST

Checklist for reporting suspected child abuse/neglect

If you have concerns about a child/young person then the following information will help the social services department or police. However you should not be worried about making a referral where you don't possess all this information. It is very important to make a referral even if you have only partial information in circumstances where you are very concerned about the safety and well being of a child/children.

- Name of child and age.
- Gender.
- Ethnic background/religion.
- Any special factors/needs, e.g. learning difficulties, ability of child, means of communication, relevant medical information.
- Name(s) of parent/carer.
- Name(s) and ages of other siblings in the family.
- Home address (and phone number if available).
- School address.
- Are you reporting just your own concerns or passing on those of somebody else? Give details.
- Brief description of what has prompted your concerns: include dates, times etc. of any specific incidents.
- Any physical signs? Behavioural signs? Indirect signs?
- Have you spoken to the parents/carers? If so, what was said?
- Has anybody alleged to be the abuser? If so, give details.
- Have you consulted anybody else? Give details?
- Any other professionals involved with the family, e.g. health visitors, school nurse, psychologists.

Child Protection Referrals – What to do and who to contact

Responsibility

All those who come into contact with children in their everyday work have a duty to safeguard children.

What to look for

In the course of your everyday work you could see or hear something that might indicate a child is at risk. There are many possible signs of abuse e.g. conditions of a home environment, physical injury, how the child is acting, a young or vulnerable child left alone.

Action

How to make contact through the MASH

Everyone who comes into contact with children and young people has a role to play in identifying welfare and safeguarding concerns, and taking prompt action to share these concerns and relevant information with the local council.

This includes all professionals working with children and young people and their families, including teachers and nursery staff, children's centres, doctors and health workers, housing support officers, police and probation officers, family support services, social workers and voluntary and community run organisations.

It also includes children and young people who have concerns over their own welfare or issues within their household, or parents/carers and wider family members and neighbours who identify that a child may need some help or additional support.

Please use the numbers below to contact staff for advice:

- Monday to Thursday 8.45am to 5pm; Friday 8.45am to 4.45pm
Tel: **020 8489 4470**
- Out of office hours, including weekends the Emergency Duty Team
Tel: **020 8489 0000**

Please only use the out of hours number if you are calling outside normal working hours. When ringing out of hours your call will be logged by our call centre who will take brief details. An Emergency Duty social worker will ring you back. Do not use this number if a child needs immediate assistance from the Police or Ambulance Services. In these cases call 999.

For further information please visit <https://www.haringey.gov.uk/children-and-families/childrens-social-care/child-protection>

Appendix 14 - Adult Protection

Who is an adult at risk?

An adult at risk is a person aged 18 or over who is in need of care and support, and because of those needs is unable to protect themselves against abuse or neglect.

Types of adult abuse

Abuse is about the misuse of the power and control that one person has over another. In determining whether or not abuse has taken place, it is important to remember that intent is not the issue. The definition of abuse is not based on whether the perpetrator intended harm to be caused, but rather on whether harm was caused, and on the impact of the harm (or risk of harm) on the individual. The Care Act guidance defines the types of abuse as:

- Physical
- Financial/Material
- Sexual
- Psychological / Emotional
- Neglect or acts of omission
- Discriminatory
- Organisational
- Modern Slavery
- Self Neglect

Abuse can be inflicted by any other person including relatives, carers, visitors and professionals.

Reporting adult abuse

If you or the person you are concerned about is not being mistreated (but you or they still have needs to address) you can make a referral to Adult Social Care via the Integrated Access Team.

How to report suspected adult abuse (members of the public)

If you think someone else is being abused, you must tell someone:

Call the Police

- If the danger is not immediate telephone 101
- **If the danger is immediate, always call the police on 999**

Contact the First Response Team (adult social services):

- Telephone: 020 8489 1400
- Email: firstresponseteam@haringey.gov.uk

Information that would be helpful:

- Why you are concerned
- The name, age and address of the adult at risk
- If anyone lives with them
- If they're getting help from any organisation

- Who may be doing the abuse

Don't delay in reporting abuse if you're not sure about some of these details.

Follow the link for more information

<https://www.haringey.gov.uk/social-care-and-health/safeguarding-adults>

Appendix 15

MODEL TEMPLATE FOR QUARTERLY PERFORMANCE REPORTING

Supplier Name:

Period Covered:

Properties

	Estimate for Quarter	Actual	Estimate for Next Quarter
Number of Properties Acquired			
Number of Relets			
Number of Property Handbacks			

Complaints

Summary:

Complaints Received	
Complaints Upheld	
Complaints Resolved	
Complaints Ongoing	

Details:

Address	Occupant Name	Date of Complaint	Nature of Complaint	Action Taken	Outcome & Date Completed

Last Nights

Address	Occupant Name	Date	Reason

Repairs

	Number completed on time	Number not completed on time
Priority A (completion target within 24 hours)		
Priority B (completion target 5 working days)		
Priority C (completion target 28 working days)		

Racial Incidents

Date	Incident Details	Action Taken

NB – These are examples of the performance returns expected, these can change and be updated at anytime

NPA Suppliers Monthly Performance Returns - Month/Year

No	Ref	Address	Tenant	Date moved in	Date moved out	Type of property - House/flat in a block/conversion	Inspection date	Evidence of Occupation - Y/N	Issues with tenants

Issues with property	CP12 Expiry	Type of heating - Gas or Electric	Approximate age of boiler	Does the unit have handrails, smoke alarm, window restrictors, fire check door, fire check blanket, CO detector - Y/N	Other health and safety concerns	Is this unit BBA - Y/N

End date for existing Electrical Cert.	Fire Risk Assessment to common parts	Asbestos Assessment to common parts	Legionella Assessment	Comment

Appendix 16

MODEL PERFORMANCE REVIEW MEETING AGENDA

- Minutes and Matters Arising
- Housing Management Issues
 - Transfers
 - Complaints
 - Repairs
 - Residency Inspections
 - Voids
 - Gas Checks
 - Performance Statistics
- Hand Backs
- Quarterly Property Profile Audit - Audit to be carried out prior to the meeting
- Racial Incidents
- Payments & Invoicing
- Legal Proceedings
- Procurement
 - Performance
 - Property standards
 - Documentation
- Any Other Business
- Date of Next Meeting