

TITLE	SPECIFICATION FOR THE APPROVED LANDLORD LIST FOR THE PROVISION OF PRIVATELY MANAGED TEMPORARY ACCOMMODATION		
VERSION	VERSION NUMBER	DATE	CHANGES
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1. Introduction

1.1 Croydon Council has statutory duties to prevent and relieve homelessness for all eligible homeless applications and to secure accommodation for homeless households who fall into a 'priority need' category under Part 7 of the Housing Act 1996 (as amended).

1.2 Local Authorities also have additional statutory powers to provide help and assistance to other categories of people who are also vulnerable and require temporary accommodation.

1.3 This schedule therefore sets out the Specification for the provision of temporary accommodation to the Council and forms Schedule 4 of the Agreement between the Council and the Landlord.

1.4 Definitions

1.5 All terms used in this Specification shall have the same meanings as defined in the Agreement. Additional terms which are only used in the Specification, or are helpful in reading the Specification are defined below.

1.6 Application means the proprietary web-based software owned and operated by the Technology Landlord, currently called adamhousing.co.uk or such other technology notified to the Council by the Technology Landlord from time to time.

1.7 LBC/Council means the London Borough of Croydon.

1.8 Landlord means the supplier of accommodation.

1.9 Temporary Accommodation Team shall mean the team responsible for providing temporary housing to homeless households whose homeless applications are being assessed or accepted as homeless or other group as may be required who need temporary accommodation for other reasons but in discharge of other Council obligation(s).

1.10 Property means the property to be provided by the Landlord which in all cases shall meet the requirements of the Specification.

1.11 Resident means a person identified by the Council as requiring this form of Residential accommodation or who is otherwise benefiting from the Services.

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1.12 Minimum Property Standards are the standards that all temporary accommodation shall meet as specified within this Specification.

1.13 Host Borough shall mean the Borough in which the accommodation is located

1.14 Nightly Paid means accommodation that is paid for on a nightly basis.

1.15 Block Booked means accommodation that is paid for a set period of time as agreed by the Council and the Landlord.

Property types required

1.16 The Council is looking for Landlords to supply/rent to us the following types of property

Type	Description
Nightly paid shared accommodation	Accommodation paid for on a nightly basis where there are shared facilities such as a bathroom/toilet and kitchen. This type of accommodation is predominantly used for single homeless applicants and if used for a family is restricted to maximum stay of 6 weeks only.
Night paid self-contained accommodation	Accommodation paid for on a nightly basis where the accommodation is full self-contained such as a flat or house. The price paid depends on the size and location of the units. This is predominantly used for families or single people whose support needs preclude them from sharing with other people
Block booking shared or self-contained accommodation	Description as nightly paid accommodation but block booked for a set period of time (that will not exceed 1 year at any one time) where the Council pays for the unit regardless of whether it is occupied or not. Block bookings can be used where there is an obvious need for this type of accommodation and it is unlikely to be void during this period. This can be used for both shared and self-contained including blocks of flats.
Please note that in all the types of accommodation listed above the Landlord is responsible for providing a full management service of the properties.	

2 Property Standards

- 2.1 Appendix 1 sets out the minimum property standards for all temporary accommodation which includes the requirements for self-contained and shared accommodation. Shared and one-bedroom self-contained accommodation must also meet the requirements of Setting the Standard (STS), a pan-London property standard specification. It is a contractual requirement that all approved landlords will meet the requirements of STS for this type of accommodation.
- 2.2 In addition to the above, all temporary accommodation shall comply fully with planning regulations, building control regulations, furniture safety regulations, asbestos regulations and any other regulations and legislation that are applicable to the type of accommodation provided.
- 2.3 Houses in Multiple Occupation (HMO) shall also comply with all appropriate legislation, regulations and guidance relating to HMOs. All HMOs shall be licensed where applicable by the relevant local authority and shall meet all then current safety standards at their time of use pursuant to this Specification. The law relating to HMOs is complex and Landlords must make themselves aware of the relevant legislation so that they can ensure that any properties offered to the Council fully meets these requirements.
- 2.4 Relevant HMO's must be inspected and licensed by the host local authority before being offered for use as temporary accommodation. Please be aware that a number of boroughs have additional local licencing requirements above statutory HMO licencing and Landlords are required to check the Host Borough for confirmation of these and provide the certification as necessary for the booking to be acceptable.

3 Property and Other Documentation

- 3.1 Property file - the Landlord shall keep a Property File for each property that is offered to, and used by, the Council. This will contain all relevant information about that property which will include (but is not limited to) - Gas Safety Certificate, Fire Risk Assessment (for every property which has shared communal areas), Electrical Safety Certificate, Energy Performance Certificate, HMO licence (if applicable), Asbestos Report, Building Insurance, Building Regulation Evidence (Modifications), Leasehold/Freehold Permission, Mortgage Evidence, Proof of Ownership. All this information will be required to be uploaded to the Council's property database, ADAM, at the point the property is made available for use, Further information may be requested by the Council on an individual basis and this will not be unreasonably withheld or delayed by the Landlord.
- 3.2 All safety certificates shall be without recommendations for any further work being required and not expired. Every property offered which has shared communal areas (e.g. staircase, landing) shall have a recent Fire Risk Assessment (FRA) with no outstanding urgent recommendations for works.

3.4 All certificates must be signed by an appropriate professional affiliated to the relevant organisation which shall be either Gas Safe or for electrical and EPC certificates an accredited assessor.

3.5 Building Regulations Certificate - An appropriate building regulations certificate shall be obtained from the host Borough for any work that that has been done to the Property.

4 Provision of Properties by the Landlord

4.1 Non-Self-Contained Accommodation - is accommodation which has shared facilities, where any of the following amenities are shared by more than one household – toilet, bathroom, kitchen.

4.2 Self-Contained Accommodation - is accommodation where the Resident is not required to share any of the following facilities with another household – toilet, bathroom, kitchen. Please note that all converted properties – that is properties that were formerly single dwellings and have been subsequently subdivided into multiple units must meet relevant planning regulations and will be inspected prior to use.

4.3 Property Preparation

4.4 Before any Property is offered for use by the Council, the Landlord shall ensure that the Property is fully ready for use. This shall include -

4.5 The Property complying with all the Minimum Property Standards as set out in Appendix 1/1B, together with any additional requirements for that Property as specified by the Council.

4.6 The Property being in good repair with no outstanding repairs being required.

4.7 The Property being in a clean state throughout.

4.8 All utilities being in good working order with meters in credit, where appropriate.

4.9 The property is furnished as set in in Appendix 1.

4.10 All appliances being in good working order.

4.11 Refuse disposal arrangements are in place together with arrangements being made to explain them to the Resident

4.12 A photographic record being made and kept of the Property at check in and standard confirmed with the Resident.

4.13 The Landlord will be required to have clear fire evacuation procedures and routes for all Residents of the property and have the evacuation procedures and routes clearly displayed in the property. The Landlord will be required to inform all new occupiers what to do in case of fire and give them details of the fire precautions provided in the property, the escape routes/provisions and the safe assembly points outside it.

4.14 The Landlord must ensure that an 'individual assessment and a personal evacuation plan' is drawn up for any Resident with disabilities or mobility issues covered by the Equality Act 2010. The Council shall identify to the Landlord any Resident who needs an 'individual assessment and a personal evacuation plan'. This will be completed in co-operation with the Resident and a copy supplied to the Resident; the original being retained by the Landlord for inspection by the Council on request.

5 Procedural Matters & IT Platform

5.1 The Council has introduced a new IT platform, ADAM (operated by Access UK Ltd), to manage all Landlord contracts and the Properties that are made available to the Council to use. It is a requirement of the Council that all Landlords use this system.

5.2 The ADAM system is a secure web-based contract and placement management system. Each approved Landlord will receive a secure log-in for the officers in their organisation and the system must be used for both ongoing contract management and the management of new and existing Properties.

5.3 The ADAM system will be used to confirm the following details about the Landlord –

5.4 The Properties provided and accepted for use and the details of them (including safety documentation),

5.5 The Resident placed in the Property.

5.6 The placement period and the price agreed.

5.7 What Properties the Landlord has available or will have available.

5.8 Correspondence such as significant emails regarding the placement and placement confirmation details.

5.9 Contract management meetings and notes & actions of these meetings

5.10 Complaints made by Residents and repairs carried out.

Allocations process (making bookings)

- 5.11 The Council will on a regular confirm with Landlords, via the ADAM system, the type of Properties that are required. This will include the property size & location desired.
- 5.12 The Landlord shall upload the details of available properties onto the ADAM system which automatically alerts the Council that the property is ready to let.
- 5.13 The Council will review the available properties and make a decision based on the suitability of the property to the applicant and the price the property is offered at.
- 5.14 The successful Landlord will be notified by the ADAM system and a price and length of booking will be agreed.
- 5.15 The successful Landlord will then be directly contacted by the Council to confirm the booking details and start date.
- 5.16 The Council will additionally confirm & supply - Completed Booking Form (including Resident details) to the Landlord, relaying of any necessary/relevant information to the Landlord, providing the new Resident's contact details such as a mobile phone number and confirming arrangements for the Resident and Landlord to meet if required.

Cancellation / Variation

- 5.21 The Council will attempt to give Landlords as much notice of cancellation as is practicable, however, placements can be cancelled with immediate effect.
- 5.22 The Council will formally notify the Landlord and provide a cancellation form which will be emailed to the Landlord following phone confirmation. This will confirm the last night that the accommodation will be paid for.
- 5.23 The Council will have also notified the Resident and informed them that the Property must be left in the condition that it was let in and to make contact with the Landlord to arrange to return the keys to the Landlord. It is recommended that the Landlord contact the Resident to confirm the details of the move out. In most circumstances the Resident will move out on their own accord as they will have been provided alternative accommodation to move into.
- 5.24 Depending on the Council's legal duty that the accommodation is provided under either the Council or Landlord will be responsible for evicting the Resident if they refuse to move out following a cancellation notice. The Council will notify the Landlord of the eviction route that needs to be followed.

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- 5.25 If the placement is made under an interim homelessness duty (S188 Housing Act 1996) then the Landlord will be responsible for evicting the Resident at its cost.
- 5.26 If the placement is made under a full homelessness duty (S193 Housing Act 1996) then the Council will be responsible for evicting the occupier at its cost, and will carry on paying the Landlord for the placement until an eviction has taken place.
- 5.27 If the placement is made under any other Council legal duty then the Council will notify the Landlord accordingly and the steps it needs to take to secure the accommodation.
- 5.28 The Landlord should seek legal advice before attempting to obtain possession of the Property. Failure to do so may expose the Landlord to the risk of carrying out an illegal eviction, which is a criminal offence.
- 5.29 If a Resident vacates a property on their own accord then the Landlord shall notify the Council immediately. The Landlord shall issue a dated receipt for any keys returned by the Resident and shall retain a copy of the receipt. The receipt should be available for inspection by the Council on request.
- 5.30 Belongings left in the Property when vacated will be stored by the Landlord for a period of 1 month and then disposed of in no contact is received from the former Resident to collect them.

Moving in

- 5.31 The Landlord will agree with the Council the Resident move-in proves and this will either be meeting the applicant at the property at a set time, meeting the applicant at the Landlord's office address and then being transported or in some circumstances collected from the Council office by the Landlord and transported directly to the property (for example the applicant has a disability).
- 5.32 The Landlord shall, make the Resident familiar with all necessary aspects of the Property including any appliances, utilities information, the location and operation of cut-off switches and the water stopcock.

Resident Information

- 5.33 The Landlord shall provide the Resident with a Welcome Pack containing –

Temporary Accommodation Welcome Pack Contents

- | |
|---|
| <ul style="list-style-type: none">• Name and address of the Landlord• A named contact person, who is a representative of the Landlord, including 24hour emergency telephone contact number |
|---|

- Office opening hours
- (Office address if not above)
- Repairs reporting procedure.
- Repairs priority details
- Arrangements for the recharging of the Resident in accordance with paragraph 5.59;
- Complaints Procedure
- Fire emergency details
- Refuse storage and collection day
- Details about leaving the Property
- Details of utility meter charging
- Details of any relevant fire evacuation procedure
- Information as necessary regarding :
 - Instructions on how to operate the heating and hot water system; and
 - Access explained for any other switches as necessary
- Any additional information about local amenities
- Any additional information the Landlord feels would be useful to the Resident (such as condensation advice)

Repairs

5.34 The Landlord should have a Repairs Procedure incorporating the following requirements –

5.35 Repairs shall be carried out quickly and without undue inconvenience to the Resident and evidenced by use of before and after photos of the work that was carried out.

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

5.37 Landlords are responsible for ensuring that repairs and maintenance to homes are carried out within the requisite time scales (Appendix 6) and operate 24 hours a day, 365 days a year.

5.38 Repairs shall be carried out quickly and to a high standard which minimises inconvenience to Residents. Residents shall be informed about the Repairs Procedure and the timescale for any work scheduled, including an expected completion date.

5.39 All repairs shall be allocated a reference number which shall be given to the Resident.

5.40 Residents shall be told when the repairs will be carried out and if more than one call is required.

5.41 Residents will be informed of any delays and given new appointment times appointments shall be made for all repair calls. Landlord employees shall carry identification and authorisation from the Landlord. Service employees/Landlords shall never enter the property when a child is home alone without an adult being present.

5.42 Landlord shall document any contact the Resident after the completion of each repair to confirm that the work has been completed to the satisfaction of the Resident.

5.43 A record of the repair will be uploaded to the ADAM system by the Landlord.(to include photos of before and after, contacts made with the occupant etc).

Priority A (Emergency) Repairs

5.44 Priority A Repairs (as defined in the Repairs Priority List at Appendix 6) shall be made safe within 2 hours and completed within 24 hours.

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

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

Priority B Repairs

5.47 Priority B Repairs (as defined in the Repairs Priority List at Appendix 6) shall be completed within 5 working days.

Priority C Repairs

5.48 Priority C Repairs (as defined in the Repairs Priority List at Appendix 6) shall be completed within 28 working days.

5.49 The Repairs Priority List is not intended to be exhaustive and should be used as a guide for repairs not listed.

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

5.51 In the event that Priority A repairs are not completed within the required timescale, and they are serious enough to prevent the Resident enjoying full

amenity of the accommodation, the Landlord will liaise with the Council and will supply an alternative unit of accommodation that is suitable and meets the Council's standards at no additional cost or facilities to ensure the occupant has the full use of the existing property with for example additional forms of heat at no additional cost (electric heaters that operate safely).

5.52 Should the Landlord fail to carry out the required repairs or provide alternative suitable accommodation for Priority A repairs; in these circumstances the rent payable to the Landlord will be suspended from the scheduled date for completion until completion, or if the accommodation is considered uninhabitable, from the date that the repair was reported until the Council are able to find alternative accommodation.

5.53 In the event that Priority B repairs are not completed within the required timescale and the Landlord has not supplied the Resident with an expectation for completion, the rent will be suspended from the scheduled date for completion until actual completion.

5.54 In the event that Priority C repairs are not completed within the required timescale and the Landlord has not supplied the Resident with an expectation for completion, the rent will be suspended from the scheduled date for completion until actual completion.

5.55 Landlords may charge Residents for the cost of repairs caused by Resident damage (i.e. not by normal wear and tear) however they shall still undertake repairs in such circumstances. If damage by vandals has been reported to the police and there is no evidence to suggest that the damage was caused by the Resident, their family or a visitor to their home, the Landlord shall accept responsibility for the repairs once they have been given the crime reference number issued by the police.

Resident Anti-Social Behaviour

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

5.57 Once a complaint has been received, the Landlord shall investigate the circumstances and establish the facts. The investigation shall include an interview with the Resident 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 Resident's file along with any supporting evidence relating to the complaint.

5.58 If the complaint is upheld, the Landlord shall inform the Council who will then decide on the appropriate action to be taken in respect of the homelessness duty owed to the service user and the continuation of the placement.

Complaints

5.59 Landlords shall have a Complaints Procedure that must be made available to Residents.

5.60 A 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 Landlord's Complaints Procedure
- The intended action by the Landlord
- The name of the designated person to deal with complaints on behalf of the Landlord
- 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.

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

5.62 The complaint shall be dealt with in accordance with the approved Complaints Procedure of the Landlord. If a Resident considers that their complaint has not been dealt with satisfactorily by the Landlord, the Resident may approach the Council. Landlords shall fully cooperate with any consequent complaint investigation carried out by the Council. If a Resident is awarded compensation as a result of a complaint about a matter that is the responsibility of the Landlord, the Landlord shall reimburse the Council the full cost of the compensation. Landlords shall be aware that if a Resident is unhappy with the Council's investigation of a complaint, they have a subsequent right to appeal to the Local Government Ombudsman. The Landlord shall cooperate fully with any investigation by the Ombudsman.

Occupancy Checks

5.63 The Landlord will carry out an initial occupancy check two weeks after the placement commences and then monthly thereafter.

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- 5.64 Only individuals whose details are included on the placement details or otherwise advised by the Council shall be entitled to be in occupation of the Property.
- 5.65 Any absences from the property by any member of the Resident's household for whom the property is made available, other than in pursuance of daily routine or living, shall be recorded and reported to the Council immediately.
- 5.66 Any unauthorised individual found to be residing in the Property shall be asked to leave immediately and the Council informed of any such unauthorised occupation.
- 5.67 The Council will contact the Resident concerned to discuss non-occupation or unauthorised occupation and will give the Resident an appropriate written warning. Persistent breaches may lead to the Council discharging its duty and cancelling the booking.
- 5.68 Under no account will the Landlord enter the Resident's property without the Resident's authorisation. If the Landlord suspects that a Resident is not living at a Property then the Landlord must notify the Council immediately who will advise the Landlord of the appropriate action to take. In such circumstances where the placement is provided under an interim homelessness duty then access will be possible if the Landlord believes that the property is uninhabited.

Incident Recording/Reporting to the Council

- 5.69 All incidents relating to a property and Resident shall be recorded. All minor incidents shall be recorded and dealt with by the Landlord. All serious incidents (or breaches of the Confirmation of Booking Letter) shall be reported to the Council.

Harassment and Domestic Abuse

- 5.70 Each Landlord shall deal with reports of harassment or domestic abuse proactively and as a high priority (see Appendix 11). All Residents reporting harassment or domestic abuse should be immediately referred to the Council who will decide the appropriate action to take. If a crime has been committed, Residents shall be encouraged to report it to the police and to record the crime reference number. Residents shall also be encouraged to gather as much evidence of the harassment as possible, for example by keeping incident diaries recording the time and date of any occurrences.
- 5.71 If a Landlord considers that a Resident is in danger should they remain at their current address then the Landlord must notify the Council immediately.

Customer Care

6 The Landlord shall have a Customer Service Care policy.

Child Protection

7 Many Residents have children in their household so it is important that Landlords carefully consider child protection issues. Every organisation that encounters children and their families need to be aware of its role in the protection of children. Everyone who encounters children, young people, vulnerable adults and their families, has a part to play in helping keep them safe and supporting them.

7.1 If the Landlord suspects that a child is at harm or risk of harm then they must contact the Council immediately and if an emergency situation or out of normal office hours must contact the police.

Home Alone

7.2 If Landlord 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 danger of harm such as a fire in the Property. The Landlord shall immediately contact the Council and the police to report the child being at home alone. It may also be appropriate to try and establish the whereabouts of the child's parents.

Dealing with Asbestos

8 Asbestos is a natural mineral, which has been widely used in building construction for external and internal fittings. There are three different types of asbestos, blue, brown and white. Damaged materials containing asbestos release fibres, which can lead to fatal diseases.

8.1 Since 1976 manufacturers have labelled products containing asbestos and since 1986, they have been required to attach European safety labels to products. However, due to the wide spread use of asbestos in buildings many properties will contain asbestos.

Checking for Asbestos

8.2 All Properties shall be checked for asbestos before use. If concern is raised about the presence of asbestos in a Property, then the Landlord shall take appropriate steps to ensure that its removal is managed safely but as a minimum using the following procedures. THIS IS A BRIEF SUMMARY OF A COMPLEX AREA: SPECIALIST ADVICE IS ESSENTIAL.

8.3 Arrange a survey by a licensed asbestos surveyor immediately.

- 8.4 Arrange for a licensed asbestos contractor to remove the asbestos (the contractor shall advise as to how the process will be managed particularly if the Resident needs to be relocated).
- 8.5 Do not tamper, break, scratch or disturb the source of the suspected asbestos.
- 8.6 Seal the source and advise the Resident to keep away.
- 8.7 If the Resident needs to be relocated, then liaise with the Council to arrange a transfer.
- 8.8 Advise the Council of the action being taken to rectify the situation.

Working with vulnerable service users

- 9 Homeless applicants can feel uncertain, frustrated and vulnerable due to their current situation. It is important that the Landlord understands the situation and provides appropriate training for their employees to support their Residents.

Landlord Disclosing and Barring Service (DBS) checks

- 10 Following recent high-profile cases, public and government concern has been raised about the need to vet staff that have contact with children and or vulnerable adults. Landlords shall carry out Disclosing and Barring Service (DBS) checks on all Landlord employees who may visit Homes. This shall be extended to include any contractors doing repairs to Properties. The results of the check shall be made available to the Council upon request

Landlord training

- 11.1 Landlords shall ensure that their service employees are adequately trained to enable them to carry out their duties efficiently. Landlords shall keep a record of their training plans and training undertaken by the service employees which shall be made available to the Council on request.
- 11.2 The Council may from time to time identify issues in which the Landlord employees who have contact with Residents placed by the Council shall be properly trained. When this happens, the Council shall make relevant information available to Landlords to enable them to organise training for the service employees. The Council reserves the right to organise and provide training for Landlords and employees.

Performance Reporting and Monitoring

12 Each Landlord shall submit a Quarterly Performance Report to the Council, in a form prescribed by the Council (the Quarterly Performance Report). Completed reports shall be submitted to the Council 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). The model template may be changed from time to time by the Council. In any case of dispute, the decision of the Council shall be final. The requirement for the Landlord to submit this information shall be at the absolute discretion of the Council but will be required for a Landlord with more than 10 Properties in management whether nightly or other types of agreement.

12.1 Annual performance review meetings shall be held between the Council and the Landlord (the Performance Review Meetings). The standing agenda items each meeting shall be the Quarterly Performance Report as applicable, the Property Profile Audit, Anti-Social behaviour incidents and any performance failure the Council 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.

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

Resident's Pets

13 The Council shall require Landlords to ensure that Residents are able to have pets in their Properties wherever practicable. Consent to the keeping of pets shall not be unreasonably withheld or delayed.

13.1 Residents are responsible for their pets and are liable for any damage caused by them. If a pet is damaging a property or creating a nuisance, then the Landlord shall interview the Resident and warn them accordingly. Pets are not permitted in non-self-contained accommodation.

Utility Costs

14 The Resident shall be liable for the payment of council tax and all utility services whilst in occupation where this is agreed at the time of booking unless subsequently advised otherwise. At all other times the Landlord will be responsible for any such payments. In no circumstance shall the Council be liable for such bills.

Pricing

- 15 The Council sets maximum rates that it pays for nightly paid accommodation which are subject to change but agreed with the Landlord before a placement is agreed. No changes are made to the rate during a live placement unless agreed by both the Council and the Landlord. Block booked accommodation is agreed on a individual basis. The Council will supply the current nightly rates to Landlords on request.