



VULNERABLE TENANTS

POLICY

JUNE 2008

Appendix 1

1. INTRODUCTION

Cosmopolitan Housing Association will aim to treat vulnerable tenants sympathetically and sensitively, ensuring that the service offered timescales for response and levels of action taken are appropriate and reflective of their needs and circumstances.

2. POLICY STATEMENT

2.1 In achieving its aim the Association will take residents' individual circumstances into consideration. Service provision should be adapted in respect of:

- Anti- Social Behaviour
- Repairs timescales
- Rent arrears, prevention and pursuance
- Information provided by the tenant to the Association

2.2 Residents who are vulnerable may include, but not be limited to:

- Residents with whom communication is difficult
- Elderly
- Residents with disabilities (all types)
- Ethnic minorities
- Residents in receipt of floating support
- Residents with mental health problems
- Victims of Anti-Social Behaviour
- Families with children under school age
- Any individual tenant who is identified as vulnerable

2.3 Identifying Vulnerable Tenants

The maintenance service contractor should be able to identify tenants classed as vulnerable from the Association's computer system. Should a tenant contact the Association who is not identified from the computer database as vulnerable, the repair should be carried out in accordance with the vulnerable tenant's policy.

2.4 Abuse of Vulnerable Tenant Policy

Although rare, there may be some tenants who seek to abuse this policy to secure a quicker response than they are entitled to. The Association's Maintenance Service contractor will report all repairs carried out under the vulnerable tenant's policy for verification by the Association. Where a tenant is found not to fall into the categories described at 2.2 they will be re-charged for the full cost of the repair.

2.5 Timescales

Repairs for vulnerable tenants should be carried out in accordance with the timescales below:

- Priority 1 = Priority 1
- Priority 2 = Priority 1
- Priority 3 = Priority 2

3. IMPLEMENTATION

- 3.1 Officers will refer tenants who they feel are vulnerable to the Operations Director to be considered for inclusion on the “Vulnerable List”.
- 3.2 Vulnerable tenants will be referred to the IT Manager by the Operations Director for inclusion on the Association’s IT system. This will allow staff to identify tenants who are vulnerable, when using the system.
- 3.3 The Supported Housing Officer will, on an annual basis, review the list of vulnerable tenants on the list, to ensure information is current and relevant.
- 3.4 The Operations Director is responsible for authorising removal of tenants from the Vulnerable Tenants List.

4. RESPONSIBILITY

- 4.1 Overall responsibility for implementation lies with the Operations Director.
- 4.2 The Allocation & Support Team Leader is responsible for application of policy and procedure, monitoring performance, identifying shortfall and recommending action to rectify.
- 4.3 Day to day operation of the policy is the responsibility of all officers dealing with residents.

5. CONSULTATION

- 5.1 The Association will consult on an annual basis with the Local Authority, outside agencies and benchmarking groups to promote continuous improvement and develop good practice in this policy.
- 5.2 Prior to making any changes to this policy the Association will consent and consider the view of:

- All relevant staff
- Senior Management Team
- Tenants Forum
- Board of Management
- Residents, Associations, Tenants Groups, individual interested tenants
- All relevant outside agencies

6. REVIEW

- 6.1 The Association will formally review its Vulnerable Tenants Policy on a 3-yearly basis. The review will follow the Association's formal review methodologies. Findings and recommendations will be presented to the Association's Board of Management after the views of the Forum have been considered. Each review will be carried out by a review team.
- 6.2 Progress reports will be made to the Board of Management and Tenants' Forum, to enable monitoring against strategic aims and objectives and agreed performance indicators. Performance data will be included in the annual report to tenants.

7. TRAINING

- 7.1 The Association will provide all staff responsible for implementing this policy with comprehensive training.
- 7.2 Training will be given:
- To new staff
 - To existing staff on an annual basis as a refresher/update
 - To all relevant staff after change to policy/legislation
 - To relevant outside agencies
 - Any other times as identified by the Director of Housing or Allocations & Support Team Leader.

The Association aims to include in the Team representation from tenants, staff, outside agencies/ RSLs and Board Members.

8. ASSOCIATED DOCUMENTS

- 8.1 When applying any other of the Association's Policy and Procedures, consideration should be given to whether the tenant:
- Is on the Association's "Vulnerable List"

VULNERABLE TENANTS POLICY



- Should be considered for inclusion on the Association's "Vulnerable List"

9. POLICY REVIEW DOCUMENT

Policy Title	Vulnerable Tenants Policy
Dated Created	16 March 2004
Review Period	3-Yearly
Previous Review	16 March 2004
Review Committee	Board of Management
Version	2
Date last amended	11 June 2008
Authorised by	Board of Management
Date of last review	11 June 2008
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