



## CARE HOUSING ASSOCIATION TENANCY NOMINATION POLICY AND PROCEDURE

<b>Implementation Date</b>	<b>May 2019</b>
<b>Created/Reviewed by</b>	<b>Rachael Kaminski (Operations Manager)</b>
<b>Last Committee Review Date</b>	<b>May 2022</b>
<b>Next Review Date</b>	<b>May 2025</b>

### 1. Purpose

This policy will provide guidance on the tenancy nomination process.

### 2. Policy Statement

Care Housing Association (Care) provides tenancies for individuals requiring varying levels of support to whom the environment plays a key part in their independence. As such, Care aims to ensure that any applications for housing are appropriate and the means by which we deliver the housing is suitable.

The application process will help us to establish:

- the level of housing-related support required
- if the potential tenant meets the criteria for Specialised Supported Housing
- the property requirements / specification
- the impact, if any, the move will have on other residents
- the level of risk associated with the move, and how we can adapt our approach to mitigate any risk for both the tenants and the Association
- how we can best deliver the most suitable housing solution
- if alternative accommodation may be more appropriate

We will not exclude from consideration any application on the grounds of: degree or type of disability, current living situation, age, race, religion, gender, gender reassignment, sexual orientation or marriage/civil partnership status.

### 3. Responsibility

The designated officer responsible for implementation and monitoring of this policy will be the Chief Executive.

### 4. Equality and Diversity

Care is committed to respecting diversity in all aspects of our work and we will not tolerate any form of discrimination.

We recognise that there is the potential for impact across the characteristics of Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation.

Where we are made aware of or identify customers with specific needs, we will be proactive in targeting our communication and support appropriately and consider any specific needs individually.

## **5. Commitment and Review**

Care will formally review this policy every three years. Care will consult with residents if material changes to this policy are proposed.

## **TENANCY NOMINATION PROCEDURE**

As a starting point, all nominations must have:

- The ability to meet the rental and service charge payments, including applicants who would be entitled to Housing Benefit.
- A demonstrable need for specialised supported accommodation, which may include evidence of an applicant's entitlement to a funded support package.
- Demonstrable evidence that the suitability of the tenancy has been considered, including any impact on other tenants or neighbours.

The Tenant Nomination Form (APPENDIX 1) should be completed for all individuals nominated to live in a Care property and shared with Care at least two weeks in advance of the proposed tenancy start date to avoid delays in tenancy commencement.

In order that applicants are considered for vacancies which will meet their needs, a Housing Officer will review completed nomination forms and may seek further information. If requested, Housing Officers will arrange to meet with the applicant along with any family members and/or relevant professionals, to help detail any specific requirements and support needs that the applicant may have, and ultimately agree the suitability of the nomination.

Housing Officers will also complete the New Tenant Checklist (saved in P Drive – Operations – Template Documents) to record all nomination checks and tenancy sign up actions are completed.

APPENDIX 1

**Tenant Nomination Form**



*This form is to be used where a potential tenant has been identified for an existing Care Housing Association property*

**The nominee’s social worker or care coordinator should complete all sections and provide supporting documents as evidence (please see the final page).**

If you need help to complete the form, please contact Care Housing Association, Suite 29 Hardmans Business Centre, New Hall Hey Road, Rawtenstall, BB4 6HH / 0345 437 7367 / [enquiries@careha.org.uk](mailto:enquiries@careha.org.uk)

**SECTION 1 – INFORMATION ABOUT THE INDIVIDUAL**

It is important that you give detailed and accurate information in your answers to ensure that the housing needs of the individual can be fully considered.

<b>ADDRESS NOMINATED FOR</b> e.g. number and building/road name	
<b>PROPOSED TENANCY START DATE</b> (must be a Monday)	
<b>FULL NAME</b>	
<b>TITLE</b>	<b>Mr / Mrs / Miss / Other:</b>
<b>DATE OF BIRTH</b>	
<b>NATIONAL INSURANCE NUMBER</b>	
<b>NATIONALITY</b>	If not British do they have the right to live in the UK?
<b>CURRENT ADDRESS</b>	
<b>How long have they lived here?</b>	
<b>How long have they lived in the current Local Authority area?</b>	
<b>Do they have a connection to the armed forces? E.g. formerly served</b>	
<b>What is their primary support need?</b> (e.g. learning disability, autism, physical disability, sensory impairment, mental health need, complex need)	
<b>What is their secondary support need?</b> (if applicable)	
<b>Do they have any other disabilities, disorders or mental health issues?</b> If YES, please provide details	<b>YES / NO</b>

<b>Do they have the capacity to understand a Tenancy Agreement?</b>	<b>YES / NO</b>
<b>If YES: Which of the following formats would be helpful?*</b> Easy read/pictorial Large print (state font size) Braille Other language (state language)	*the standard written agreement in English is the format which must be signed
<b>If NO:</b> <b>Has their capacity been assessed under the Mental Capacity Act?</b> <b>Has a best interest meeting decided that this move is in their best interests?</b> <b>Has documentation been submitted to the Court of Protection in terms of signing the tenancy agreement?</b>	
<b>Do they have a legal representative?</b> <b>Please tell us who this is, provide their contact details and any documentation e.g. COP / POA.</b>	
<b>Have they had a charge or conviction for arson?</b> <b>If yes, please provide details</b>	
<b>Have any allegations of antisocial behaviour and/or drug/alcohol misuse been made against them in the past?</b> <b>If yes, please provide details</b>	
<b>To the best of your knowledge, have they caused any damage in the places they have previously lived?</b> <b>If yes, please provide details</b>	
<b>To the best of your knowledge, have they previously failed to engage with agreed support and/or prevented contractor access?</b> <b>If yes, please provide details</b>	
<b>Do they exhibit noisy or disruptive behaviour which could have an impact on people living nearby?</b> <b>If yes, please provide details</b>	
<b>To the best of your knowledge, do they pose a risk to anyone living at, working at or visiting the property?</b> <b>If yes, what are the risks?</b>	
<b>Are they able to evacuate unassisted from their home in the event of a fire?</b> Consider particular requirements e.g. if escape window or not 24h staff	<b>YES / NO</b>

Are they a smoker? If yes, please note that smoking is not permitted inside	YES / NO
Do they currently have any pets that they would want to bring? If yes, please provide details	YES / NO

**SECTION 2 – REASONS FOR MOVING**

Please cross any of the following that apply:

Would like to leave home and have own accommodation		Need more support than can be provided in current property	
Feel unsafe in current property		At risk of violence/neglect in current property	
Have been asked to leave current property		Unable to afford current accommodation	
Current accommodation is not suitable		Other	

Please provide as much information as you can in support of the reason they need to move:

**SECTION 3 – CURRENT HOUSING SITUATION**

Please cross one box to describe where they live now:

Housing Association Tenant		Hostel / Refuge / Temporary	
Tenant of Private Landlord		At Home with Parents	
Council Tenant		With Another Family	
Hospital		Homeless	
Residential Home		Children’s Services	
Other (please detail)			

Do they pay rent where they live now? If YES, who do they pay rent to?	YES / NO
How much do they pay each week?	
Do they get help to pay their rent from Housing Benefit?	YES / NO  If yes, how much: Which HB authority: Reference Number (if known):
Do they have any rent arrears?	YES / NO If yes, how much:

**SECTION 4 – FINANCES**

Please tell us here about their money and income:

Do they have any savings? If YES, please tell us how much (across all accounts – there is a threshold for housing benefit eligibility)	YES / NO
Do they currently manage their own money?	YES / NO
If NO, please provide details of their appointee or someone who supports them with finances?	Name: Role: Address:  Telephone/Email:

Please tell us about their job/study:

Do they have a job?	YES / NO
If YES, who do they work for? How many hours per week? Do they get paid? If so, how much each week/month?	
Are they a student? If YES, please state what the course is, how many hours per week, when it started and when it is due to finish	YES / NO

Please tell us if they receive any benefits or pensions:

Benefit name	Amount and how often
Housing Benefit	£
ESA (income-related)	£
Universal Credit	£
Pension Credit	£
PIP – Daily Living Component	£
PIP – Mobility Component	£
Other Benefit, Pension or Income e.g. DLA, Tax Credits, Job Seekers Allowance, Incapacity Benefit, Carer’s Allowance, Attendance Allowance, Income Support	£
Do they have a funded mobility vehicle?	YES / NO

**SECTION 5 – CARE AND SUPPORT**

Please tell us about the care and support they need:

Do they need support in order to live, or adjust to living, safely in the community?	YES / NO  Comments:
Would any accommodation types other than specialised supported housing be appropriate? (e.g. family home, residential setting, general needs accommodation with visiting support)	

<b>How many hours of support are they proposed to receive each week?</b>	<b>Individual: Background / shared:</b>
<b>Who is the 1:1 provider?</b> If not the same as scheme background provider, give contact name and details.	
<b>How would their care or support be paid for? (i.e. Local Authority, NHS, self)</b>	
<b>Is this in line with a care and support assessment carried out under the Care Act?</b>	<b>YES / NO</b>
<b>Who is their social worker and/or care coordinator?</b>	<b>Name: Address:  Telephone: Email:</b>
<b>Who is their next of kin/preferred contact and what is the relationship? (if appropriate)</b>	<b>Name: Address:  Telephone: Email:</b>

**SECTION 6 – COMMUNICATION**

<b>How would they prefer us to contact them? (tick)</b> <input type="checkbox"/> Phone <input type="checkbox"/> Letter <input type="checkbox"/> Email <input type="checkbox"/> Text message <input type="checkbox"/> Visit in person <input type="checkbox"/> Via support staff/advocate (please state)	Please provide email address and/or phone number(s) and/or advocate details if appropriate:
<b>How would they prefer to contact us? (tick)</b> <input type="checkbox"/> Phone <input type="checkbox"/> Letter <input type="checkbox"/> Email <input type="checkbox"/> Text message <input type="checkbox"/> Visit in person <input type="checkbox"/> Via support staff/advocate (please state)	
<b>What is their preferred written language/document format?</b>	
<b>What is their preferred spoken/signed language?</b>	
<b>Please share with us any relevant triggers or approaches that housing staff should be aware of</b>	

**SECTION 7 – OTHER INFORMATION**

<p><b>Please give details of any offending history or criminal record</b></p> <p>NB Giving details will not necessarily prevent them from living in a Care HA property, however failure to disclose the information may result in a tenancy being terminated if the information is discovered at a later date</p>	
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**SECTION 8 – DECLARATION**

<b>By signing this form, you are confirming that the information you have supplied is accurate and includes all the relevant facts necessary for Care Housing Association to consider the application.</b>	
Name	
Job title	
Signature	
Date	

**Supporting Evidence**

**We require completed forms and supporting documentation to be returned to Care Housing Association at least 2 weeks prior to the proposed tenancy commencement date to avoid delay.**

You can give or email completed forms to your Housing Officer or, if you're not sure who they are please email to Operations Manager Rachael Kaminski [rachael@careha.org.uk](mailto:rachael@careha.org.uk)

Or you can post forms to Care Housing Association, Suite 29 Hardmans Business Centre, New Hall Hey Road, Rawtenstall, Lancashire, BB4 6HH

Please phone your Housing Officer or 0345 4377367 during office hours if you need assistance

**Required documents**

**In support of the above and as evidence for a housing benefit application (if applicable)**

- Proof of national insurance number, e.g. benefits letter displaying number.
- Proof of identity, e.g. passport, drivers' licence or birth certificate copy and any change of name documentation (if applicable)
- Recent benefit award notices for all current benefits
- Copy of any documentation relating to a relevant Power of Attorney or Court of Protection Deputyship
- Best interest meeting minutes regarding decision to move (if relevant)
- Copy of a recent statement from any bank/savings/building society accounts (only required if there is an account and will be a housing benefit application)



**Equality and diversity monitoring**

**Care HA** wants to meet the aims and commitments set out in its equality and diversity policy. This includes not discriminating under the Equality Act 2010 and building an accurate picture of the make-up of customers to consider representation.

We need your help and co-operation to do this and are required to submit information on our new tenants to the Government. The information provided will be kept confidential and will be used for monitoring purposes.

If you have any questions about the form, please contact our team on 0345 4377367.

**1. What is your gender?**

Male  Female  Intersex  Non-binary  Prefer not to say

If you prefer to use your own gender identity, please write in:

Is the gender you identify with the same as your gender registered at birth?

Yes  No  Prefer not to say

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**2. What is your ethnicity?**

Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong. Please tick the appropriate box

***Asian or Asian British***

Indian  Pakistani  Bangladeshi  Chinese  Prefer not to say

Any other Asian background, please write in:

***Black, African, Caribbean or Black British***

African  Caribbean  Prefer not to say

Any other Black, African or Caribbean background, please write in:

***Mixed or Multiple ethnic groups***

White and Black Caribbean  White and Black African  White and Asian

Prefer not to say  Any other Mixed or Multiple ethnic background, please write

in:

***White***

English  Welsh  Scottish  Northern Irish  Irish

British  Gypsy or Irish Traveller  Prefer not to say

Any other White background, please write in:

***Other ethnic group***

Arab  Prefer not to say  Any other ethnic group, please write in:

**3. What is your sexual orientation?**

Heterosexual  Gay  Lesbian  Bisexual  Prefer not to say

If you prefer to use your own identity, please write in:

**4. What is your religion or belief?**

No religion or belief  Buddhist  Christian  Hindu  Jewish

Muslim  Sikh  Prefer not to say

If other religion or belief, please write in:

### **Privacy notice for tenants and buyers of new social housing**

#### **How do we use your information?**

If your household enters a new social housing tenancy or purchases a social housing property, social housing providers will share your personal information with the Ministry of Housing, Communities and Local Government (MHCLG) for research and statistical purposes only.

#### **How do we get this information?**

The information is provided via 'Submit social housing lettings and sales data (CORE)', a service funded and managed by MHCLG. It collects information on the tenants or residents, tenancy or sale, and the dwelling itself. Some of this data is personal and sensitive, so MHCLG is responsible for ensuring it's processed in line with data protection legislation.

#### **Why do we share this information?**

Information collected via CORE is shared with other government departments and agencies. It's shared with the Greater London Authority and the Regulator of Social Housing. Data providers can also access data for their organisations via CORE. Data is only shared for research and statistical purposes.

#### **How does this affect you?**

Information sharing will not affect your benefits, services or any treatments you receive. It's anonymous and handled in accordance with the law. We collect and share your information to help us better understand the social housing market and inform social housing policy.

#### **To find out more...**

Social housing lettings and sales data is collected on MHCLG's behalf. Data providers do not require the tenant or buyer's consent to provide this information, but tenants and buyers have the right to know how and for what purpose data is being collected, held and used.

Data processing must have a lawful basis. In this case it's necessary for a task carried out in the public interest meeting a function of the Crown, a Minister of the Crown, or government department. You have the right to object, and obtain confirmation that your data is being processed, as well as access your personal data, and have any incorrect personal data corrected.

Information collected via CORE relates to your tenancy, the dwelling you are living in or buying, and your household. Some information may have been provided by you (as a tenant or buyer) when signing the new tenancy or buying your property. Other information has been gathered from the housing management systems of social housing providers.

Collected data will be held for as long as necessary for research and statistical purposes. When no longer needed, data will be deleted in a safe manner. We're aware some collected data is particularly sensitive. For example:

- ethnic group
- if previous tenure is a hospital, prison or approved probation hostel support
- if household left last settled home because discharged from prison, a long stay hospital or other institution
- if referral source is probation or prison, youth offending or community mental health team, or health service

MHCLG publishes data annually, in aggregate form, as part of a report and complementary tables.

- For annual lettings data, visit: <https://www.gov.uk/government/collections/rents-lettings-and-tenancies>
- For annual sales data, visit: <https://www.gov.uk/government/collections/social-housing-sales-including-right-to-buy-and-transfers>

Detail-level data is anonymised and protected, minimising identification risk. It's held with the UK Data Archive.

**Complaints:** If you're unhappy with any privacy notice aspect, or how we process your information, contact the Department Data Protection Officer: [dataprotection@communities.gsi.gov.uk](mailto:dataprotection@communities.gsi.gov.uk)

You also have the right to complain to the Information Commissioner's Office (ICO): <https://ico.org.uk/make-a-complaint/>