

Housing Association

Partnership Agreement



Part 3

**Temporary Accommodation
Nominations Agreement**

April 2008 to March 2013

January 2008

Part 3

AN AGREEMENT BETWEEN
THE NORTH HERTFORDSHIRE DISTRICT COUNCIL
AND
HOUSING ASSOCIATIONS WORKING IN NORTH HERTS

**LOCAL AUTHORITY NOMINATIONS TO HOUSING ASSOCIATIONS
FOR TEMPORARY ACCOMMODATION FOR THE HOMELESS**

1.0 PURPOSE OF THE AGREEMENT

- 1.1 This Nominations Agreement forms Part 3 to the Partnership Agreement between the North Herts District Council and Housing Associations operating in the District. It should be read in conjunction with the Partnership Agreement.
- 1.2 This document sets out the processes and principles of the nomination of homeless households by the Council to temporary owned or managed by Associations in the District.
- 1.3 This Agreement does not cover nominations to permanent accommodation that is covered under a separate Agreement.
- 1.4 This Agreement covers nominations to accommodation for the homeless for both families and single people.
- 1.5 The purpose of this Agreement is to provide:
- A system for making nominations, together with detailed practices and procedures for dealing with nominations for use by the Council and Associations;
 - Agreements on ensuring that appropriate nominations are made for specific accommodation
 - Arrangements for the re-housing of residents or 'move-on'
 - A system of monitoring:
 - a) the quality and quantity of lettings allocated to the Council
 - b) the fairness and efficiency of the nominations procedure and equal opportunities
 - Liaison arrangements between the Council and the Associations.

2.0 QUOTAS OF HOUSING ASSOCIATION LETTINGS FOR NORTH HERTS DISTRICT COUNCIL

- 2.1 The temporary accommodation covered by this Agreement is specifically designed to meet the needs of the homeless households of North Herts. As such the Council has the right to nominate to all the vacancies arising in the accommodation.
- 2.2 Where however a particular scheme has been jointly funded then specific arrangements will be put in place to apportion the nomination rights according to the relative level of funding.
- 2.3 The Association will provide the Council with details of the support provided at each scheme and the type of accommodation provided. Details of the relevant client group should also be provided.
- 2.4 The Council shall liaise with Hertfordshire County Council's Adult Care Services, Supporting People and Children Schools and Families and other support providers to assess the appropriateness of a specific nomination. Where appropriate this may be through the use of a special panel, to which a representative of the relevant Association will be invited.
- 2.5 The Council will expect Associations to liaise closely with the County Council, health and other agencies to ensure appropriate support is provided.

2.6 Voids

- 2.7 The nature of homelessness is such that there will always be the requirement for accommodation at short notice. To facilitate this Associations are expected to have empty accommodation available. This produces a higher void rate than would be normal in permanent housing. The actual level of voids will be agreed between the Association and the Council as part of the funding negotiations.

2.8 Nomination of Vulnerable Applicant

- 2.9 The Council recognises the serious impact that the housing of vulnerable people, and those with challenging behaviour, can have on communities and the management problems this can have for Associations. This however has to be balanced against the individual right to be housed and the Council's statutory duty to house them. The Council expects Associations to work in partnership to meet these clients' housing needs.
- 2.10 The Council will ensure, where possible, that Associations are informed of the risk posed by any person nominated. At the point of nomination they will be provided with the following information, where available:

- ◆ Name and contact details of allocated social worker or probation officer
- ◆ Name and contact details of any agency providing support for the nominee.
- ◆ Copies of any risk assessment available.

3.0 PRACTICES AND PROCEDURES FOR PROCESSING NOMINATIONS

3.1 Emergency Placements

3.2 The Association shall notify the Council Homelessness Service, of vacancies by telephone in the first instance, confirmed in writing on a written '**Request for a Nomination Form**' (TNOM 1). The form to be faxed or e-mailed to the Council at the contact given at the end of this Agreement. The form asks for details as to the client group meant for the accommodation and the type and nature of the support provided.

3.3 Making Nominations: North Hertfordshire District Council Action

3.4 The Council may use the vacancy for an emergency placement for a household literally homeless or for a household threatened with homelessness.

3.5 Literally homeless

3.6 Where the nominee is literally homeless the Council will contact the Association, by telephone, and arrange for the applicant to attend for an appointment either at the accommodation or the offices of the Association on the same day. The applicant will be provided with a letter (TNOM 2), confirming their identity and the nomination. Where relevant information as set out in paragraph 2.8 will be provided. Prior to the nomination the Council shall confirm the applicants income or eligibility for benefits if known.

3.7 Threatened with Homelessness

3.8 Where the applicant is threatened with homelessness, and is staying with friends or awaiting eviction, the Council will send the Association the '**Details of Nominee Form**' (TNOM 2) by fax or e-mail. Where relevant information as set out in paragraph 2.10 will be provided. The Association will contact the applicant in writing within **one working day** and arrange for an appointment.

3.9 Nominees to supported housing, where appropriate, may be selected through a multi-agency panel where this has been agreed. In these instances the nomination will be delayed until the next meeting of the relevant panel and the nomination will be made with **2 working days** of that meeting.

3.10 When nominating homeless households transferring from other temporary accommodation, the Council shall provide the contact details of the nominee. The Council shall take care to advise Associations about any change of temporary address as soon as possible.

3.11 The Council shall inform the nominee that they have been nominated for an Association letting immediately by sending them a standard letter advising that the Association will contact them about the letting. This letter shall not include the address or area of the property.

3.12 Assessment of Nominees - Housing Association Practices

3.13 Associations shall generally accept the Council's nominees.

3.14 Associations may visit/interview nominees for the purpose of assessment of their needs and any associated risk and to provide detailed information about the Association and the proposed letting. There shall not be a further assessment of the applicants need for emergency accommodation.

3.15 Housing Association Grounds for Refusal

3.16 Housing Associations shall only reject nominees in the following specific circumstances:

- a) The support needs of the applicant do not match those provided at the accommodation.
- b) If inaccurate information has been provided by the Council or the Association.
- c) If the unit is unsuitable for the nominated household because the household is too large or small for the unit or because a household member cannot manage the stairs or the unit is not suitably adapted for the household.
- d) In exceptional circumstances, following discussion and agreement with the Council on a case by case basis. For example there has been a history of anti social behaviour and there is the strong likelihood that it will persist.
- e) The outcome of all nominations will be monitored by the Council.

3.17 Associations shall not offer a nominee a different unit from that which was originally made available without the agreement of the Council before an offer is made.

3.18 Notification to the Council when Offer Made / Refused

3.19 Offer letters made shall be copied to the Council's Nominations Team by the Association.

3.20 Once the result of a nomination is known, whether refusal or acceptance, Associations shall notify the Council using a Result of Nomination Form (TNOM 3). Should the nominee refuse an offer of accommodation, Associations shall immediately notify the Council by telephone or e-mail so that the suitability of the offer can be reviewed. Under the Council's homelessness policy, applicants refusing a suitable offer will not be offered alternative housing and the Council will discharge its duty to them. (See 3.22 below for details of reviews against suitable offers).

3.21 Associations shall notify local authorities about the result of all nominations in writing **within two days** of the nomination.

3.22 Council Reviews or Appeals

3.23 Applicants have a statutory right to ask the Council for a review and appeal against certain decisions. Only in exceptional circumstances will the Council provide temporary accommodation pending a review or appeal.

3.24 Voids

3.25 Where the void rate in a scheme goes above the agreed void level the Association shall inform the Council, in writing and ask for the vacancy to be filled to take the void rate back to the maximum agreed. Where the Council is unable to inform the Association of a nominee within five working days the Association will be able to take nominees from other sources in order to take the void rate back to the agreed maximum.

4.0 DISCHARGE OF DUTY

- 4.1 Nominations may be made with regard to the Council's duty under either section 188 or 193 of the Housing Act 1996 Part VII. Where the Council discharges its duty to the applicant either under Section 188 or Section 193 then the Council will notify the Association on form TNOM 4.
- 4.2 The Association will commence possession proceedings against the applicant within **five working days** of receipt. The Council agrees to provide additional information to assist in the eviction as required.

5.0 MOVE-ON

5.1 General Needs

- 5.2 Homeless households resident in the accommodation will be assessed on the under the Council's allocation scheme and be placed on the common housing register. They will be housed according to the current adopted Housing Allocation Policy.

5.3 Supported Special Needs

- 5.4 For those applicants who receive special support within the temporary accommodation their move on will be dependant on the assessment of their ability to live independently and the most appropriate form of housing to suit their needs. The assessment will be carried out by the housing Association in consultation with other agencies, where applicable, providing support to the resident.
- 5.5 On the recommendation of the Association on for (TNOM 5) the Council will arrange suitable alternative re-housing, via the Common Housing Register.

6.0 MONITORING

6.1 Council Monitoring of Nomination Process

- 6.2 The Council shall monitor the efficiency of the nomination process and present information to liaison meetings at regular intervals on the extent to which timescales laid down in this Agreement are met and other matters of mutual interest.
- 6.3 The Agreement will be reviewed bi-annually. Nominations policy and procedure may be discussed and reviewed at Housing Association Forum meetings and the Agreement may only be varied following discussions and agreement of a Forum meeting.
- 6.4 Disputes arising between the Council and the Association over aspects of the Agreement should be raised at the first instance between the Association and the Housing Options Supervisor. Where a resolution is not forthcoming the matter should be referred to the Housing Options Manager and the relevant manager within the Association.

7.0 PREVENTING DISCRIMINATION

- 7.1 Signatories to this Agreement shall operate equal opportunities policies designed to prevent and eliminate discrimination in the provision of social housing.
- 7.2 Monitoring of the nomination process (as described in paragraph 6.2 above) shall include an equality assessment of the letting of properties with reference to ethnic origin, age, gender, sexuality, religion/belief, disability of applicants.

SIGNATORIES TO THE AGREEMENT:

For North Hertfordshire District Council:

Name: Andrew Godman

Position: Head of Housing and Environmental Health

For Association

Name:

Position:

REQUEST FOR A NOMINATION FOR TEMPORARY ACCOMMODATION**From North Hertfordshire District Council**

Date of request:

Date property available for occupation:

Housing Association details

Name of Association:

Contact Officer:

'Phone no.

Fax no.

Email:

Property details (please tick against appropriate boxes)

Full address:

No. bedspaces:

No. persons:

Property type:

Hostel

Bedsit

Shared flat

Self contained flat/house

Other special needs (please give details below)

Is property suitable for wheelchair use?

Yes

No

Is property designed or adapted for people with disabilities?

Yes

No

If yes, please describe design/adaptation:

Property details cont/d.

Floor level: Basement Ground 1st 2nd 3rd 4th and above

External steps: Yes No If yes, number:

Internal stairs: Yes No If yes, number:

Lift access: Yes No

Relevant client group:

Support service provided:

Financial details

Weekly rent (excl. water rates): £ p.w.

Weekly service charge: £ p.w.

Weekly support charge: £ p.w.

Any other relevant information *(please use this space to provide any further details)*

Please send to: **NHDC Housing Options Team, Council Offices, Letchworth Garden City, Herts, SG6 3JF**
Phone: 01462 474000 Fax: 01462 474546 Email: service@north-herts.gov.uk

[Date]

Dear

NOMINATION FOR TEMPORARY ACCOMMODATION

Further to your request for a nomination for the property at
....., dated,
please find below details of the nominee from this Authority.

Household details

Surname	First name	Sex	DoB	Relationship

Current address:

Tel. (home): (work):

Other information:

Please inform me of the outcome of the offer made to this nominee as soon as it is known. Many thanks.

Yours sincerely,

Housing Options Officer

RESULT OF A NOMINATION**To North Hertfordshire District Council**Name of Association: Contact Officer: Name of nominee: Address of property: Date property viewed/offered: ACCEPTED? Tenancy commencement date: REFUSED? Date property refused: **Reasons for refusal by applicant** *(please tick appropriate box)*

Notes: 1. Applicant should be advised that the information provided on this form will constitute a request for a review under the Housing Act 1996. If they wish to provide additional information to support the review this should be provided directly to the Council within 5 working days. It is unlikely that accommodation will be provided pending the review.

2. 'Near' means reasonably accessible for the household, depending on their circumstances. One bus ride for an able-bodied household would be considered reasonable.

Not the right size for the household Not in selected areas of choice Wrong heating system Rooms too small Too far from family/friends Too far from shops/travel facilities Threat of violence/harassment in the area Other reason (please specify below)

Additional information *(please use this space to provide any other relevant information)*

Declaration by applicant

I/We confirm that I/we have refused the offer of the above property for the reasons stated.

Signed: Date:

Reasons for refusal by housing Association *(please tick appropriate box)*

- | | |
|--|--------------------------|
| Circumstances of applicant have changed since NHDC assessment | <input type="checkbox"/> |
| Inaccurate information provided by NHDC | <input type="checkbox"/> |
| New information received about applicant's circumstances | <input type="checkbox"/> |
| Property too large or too small for applicant according to HA allocations policy | <input type="checkbox"/> |
| Household could not manage stairs/steps | <input type="checkbox"/> |
| Applicant will not accept support | <input type="checkbox"/> |
| Property not suitably adapted for household | <input type="checkbox"/> |
| Other special reason (please specify below) | <input type="checkbox"/> |

This form should be sent BY FAX OR E-MAIL (with a paper copy to follow) to North Herts Housing Options Team immediately the result is known.

**Please send to: NHDC Housing Options Team, Council Offices, Gernon Road, Letchworth Garden City, Herts, SG6 3HN
Phone: 01462 474000 Fax: 01462 474546 Email: service@north-herts.gov.uk**

TNOM 4

Housing Options Supervisor
North Herts DC
Council Offices
Gernon Road
Letchworth Garden City
Herts SG6 3JF

Dear Sir/Madam

Nominations to:

I am writing to you under clause xx of the Nomination Agreement between NHDC
and HA.

The agree void level for the above property is x%, equivalent to X units. Since
there have been xx voids at the property equivalent to x%.

I am therefore asking you to provide this Association with xx nominations to fill rectify
this problem.

If I do not receive the nominations by
arrangements for fill the vacant units.

I will make alternative

Yours sincerely,

TNOM 5

To: Housing Options Supervisor
NHDC

Re: **(name of resident)** **Hsg Register No.**
(Address)

Dear Sir or Madam:

The above resident has been occupying the above accommodation since

We now have agreed that is able to be re-housed independently
and we have agree the following recommendations for his/her housing:

Please arrange for their application on the Common Housing Register to proceed.

Yours sincerely,