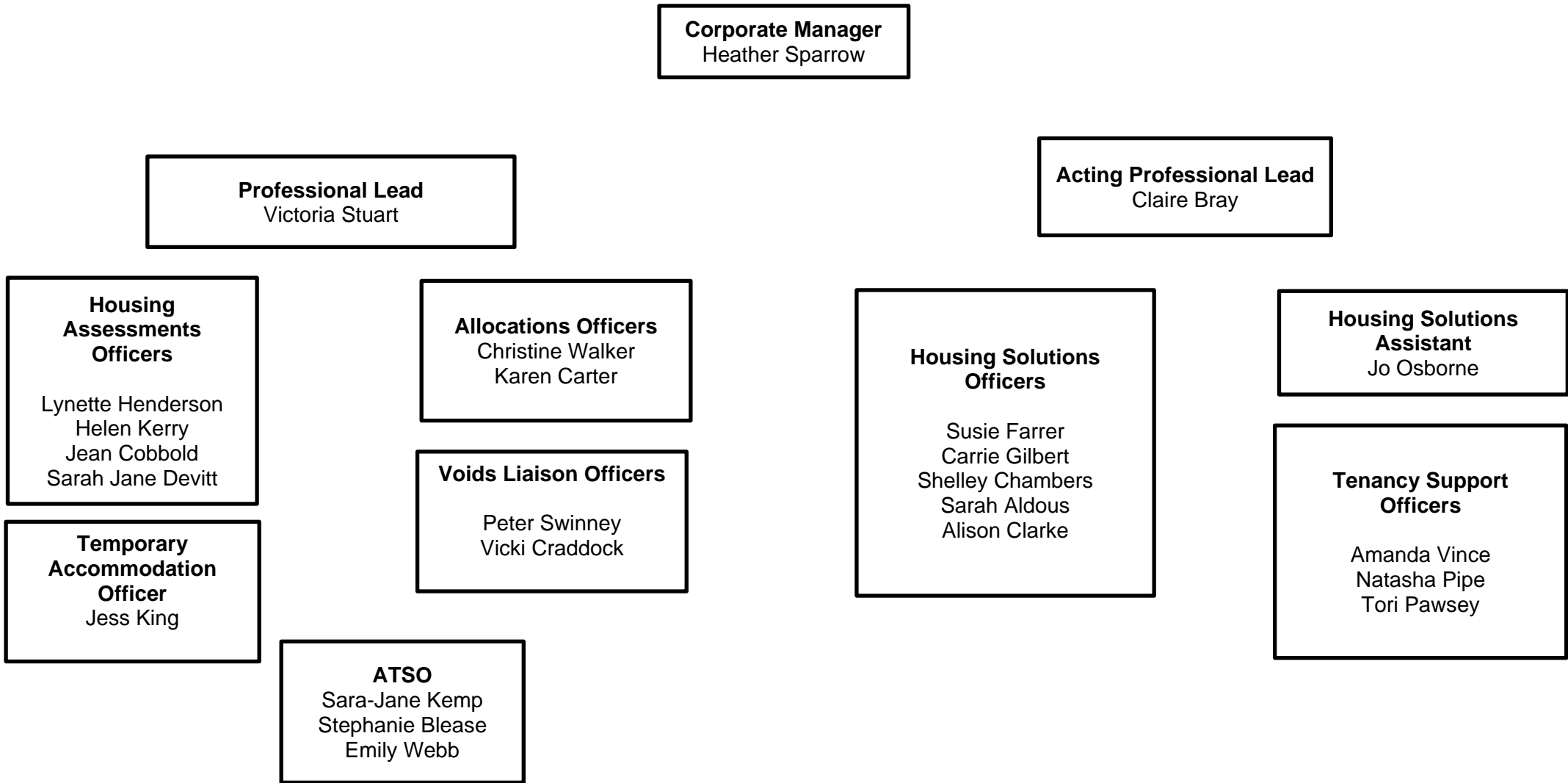


Housing Solutions – Family Tree



## TEAM EMAIL INBOXES

For Homelessness and Temporary Accommodation [housingsolutions@baberghmidsuffolk.gov.uk](mailto:housingsolutions@baberghmidsuffolk.gov.uk)

For Tenancy Support [tenancysupport@baberghmidsuffolk.gov.uk](mailto:tenancysupport@baberghmidsuffolk.gov.uk)

For Gateway to Homechoice [HomeChoice@baberghmidsuffolk.gov.uk](mailto:HomeChoice@baberghmidsuffolk.gov.uk)

For Voids [yournewhome@baberghmidsuffolk.gov.uk](mailto:yournewhome@baberghmidsuffolk.gov.uk)

### Summary of what the service does:

#### Housing Solutions

- Prevent homelessness where possible
- Offer in depth housing options and housing law advice
- Deal with statutory homeless applications
- Manage and refer applicants to temporary accommodation
- Effectively manage temporary accommodation
- Administer the Councils Rent Deposit Scheme
- Support clients in housing crisis to find a resolution, including court representation, negotiation with landlords or mortgage lenders

#### Tenancy Support

- Will work alongside individuals who are struggling with their rent/council tax and look at possible solutions to get back on track
- Support tenants in completing HB claims, Discretionary Housing Payments and claims to other benefits such as PIP, ESA, CT (r) and UC. Support in claiming DFA's for help with council tax arrears
- Making applications for help with removal costs (DHP)
- Advice on help with accessing support with fuel costs / Anglian Water
- Accessing charitable payments for help with rent arrears, white goods and other items of household furniture
- Benefit awareness
- 1:1 home visits with a tenancy support officer if you have rent arrears or need help with housing benefit or any of the above
- Referrals to food banks and accessing fuel vouchers
- We work alongside other agencies such as Mental Health Teams, Citizens Advice, Local Area Co-ordinators, Children's Centres

**Allocations**

- Provide a high-quality service to customers in respect of lettings to prospective new customers, supporting existing customers with transfer and mutual exchange advice.
- Advertise all properties on the Gateway to Homechoice
- Advertise all sheltered properties on Housing Care.org
- Ensure properties are allocated promptly and fairly in line with the Allocations Policy
- Shortlisting properties for RSLs where there is an agreement in place
- Offer specialist advice to Registered Providers where we are shortlisting potential tenants through the CBL system
- Process mutual exchange applications in line with the Housing Act and relevant procedures.
- Act as the first point of contact for and aim to resolve complaints at first contact. Use customer feedback to make service improvements
- Ensure vulnerable people are identified and are provided with appropriate support mechanisms and are not disadvantaged. Where appropriate making referrals to support providers at offer stage.
- Carry out home visits for complex cases which will need an assessment in order to determine whether they qualify for a higher award on the housing register. Process applications for very sheltered housing.
- Ensure an accurate waiting list for very sheltered housing applicants is maintained and attendance at very sheltered housing allocations panels.

**Voids**

- Carry out pre-termination inspections to identify work which the tenant is required to carry out before the end of their tenancy
- Identify rechargeable costs and advise tenants on the condition in which the property is expected to be returned to the Council
- Ensure property information about vacancies is supplied promptly to ensure adverts are accurate and informative
- Provide the comprehensive information required to identify properties with disabled adaptations are clearly marked on adverts to enable Allocations Officer to make appropriate allocations.
- Carry out accompanied viewings with applicants who have bid for properties as directed by the Allocations Officers and advise the customer on any matters relating to their housing application.