

1. Tenancy sign up

Support Worker tasks:

- 1.1 Explain to the tenant the full range of their responsibilities within their tenancy agreement. These are:
 - To pay their rent and ineligible service charges in full – we will collect the service charge on a weekly/fortnightly basis, by arrangement to coincide with any DWP payment date
 - That the ineligible charge is for their personal consumption of gas and electric – which the organisation will pay on their behalf
 - That failure to pay rent and service charge due could have serious implications, including loss of their tenancy
 - That they will be living in exempt accommodation and are required to pay the Housing Benefit directly to the organisation
 - That they are required to make a claim for Housing Benefit as appropriate
 - That they are required to provide proof of income
 - That they must immediately notify us of any changes in their circumstances
- 1.2 Complete a new HB form or HB Change of Circumstances form with the tenant – use the Master Copy Change of Circumstances form to assist you.
- 1.3 Telephone the HB Team to notify them if the claim is for a change of circumstance and record this in the Case Notes.
- 1.4 For new HB claims: Take a copy of proof of income + copy of Licence Agreement + copy of the front/back pages of the HB form. Original forms to be put in HB tray in office.
NB – if there is a problem with contacting the HB Team by phone for changes of circumstance, put a hard copy Change of Circumstances form in the HB tray in the office.
- 1.5 Insert a repayment clause into the Licence Agreement/short hold tenancy for any outstanding arrears generated from a previous tenancy with the organisation – this may also include debt incurred from previous rechargeable repairs or legal action. Complete a Service Charge Agreement form with tenant
- 1.6 Collect 1 week's service charge in advance and give the tenant a receipt from the triplicate receipt book. One copy of the receipt needs to be returned to the Finance Officer with any monies. Encourage tenants to make regular payments in advance.
- 1.7 Complete a New Tenant form & pass to the Housing Manager. This includes details of:
 - Name
 - Address
 - Move in date
 - NINO
 - DWP benefit type
 - HB claim number (if known)
 - If the tenant wishes to make direct debit payments for their rent/service charge
 - Any previous arrears
- 1.8 Place all copies of documentation on the tenant's file and record actions taken in their Case Notes
- 1.9 In cases where a tenant may not qualify for full Housing Benefit, e.g. if they are working full or part time, but may qualify for partial benefit:

- Make an assessment of the weekly rent + service charge that they may be liable to pay and collect that amount from them at sign up – this may be a significant proportion of the full weekly rental charge.
- Advise the tenant that this is a provisional amount until their claim has been fully assessed