

Schedule 3

Housing Management Services

Responsibilities

The Agent's responsibility is to carry out various housing management functions on behalf of the Trust. Within the terms of this Contract **the Agent's responsibilities** shall include:

1. ALLOCATIONS & MOVE-ON

- Liaison with referral agencies and other statutory / non-statutory agencies as applicable
- Pursuing referral, reviewing application; arranging interview/viewing
- Ensuring completion of application form and interview referrals
- Assessing suitability for support and accommodation offered.
- Selecting occupants in accordance with the selection and allocation policy.
- Explaining and discussing individual rights and obligations under the occupancy agreement in a sensitive and appropriate manner in accordance with the individual needs of the occupant (eg pictorial tenancies) taking time to ensure understanding of the agreement. Arranging signing of occupancy agreement.
- Providing the new occupant with an L&Q Homepack during sign up, taking time to ensure understanding of the document.
- Completing and returning lettings records to the trust as part of the SHIP quarterly returns documents
- Assisting occupants in finding move on accommodation . Where applicable forwarding move-on applications to the Trust.

2. RENTS/HB

- Collecting all rent and service charges from occupants and funders
- Notifying occupant and Housing Benefit of increases in core rent and service charge/s. the Trust will set the rent each year and notify the agency by 1 February.
- Where appropriate, supporting occupant to complete housing benefit application at sign up.
- Pursuing payment of housing benefit and informing housing benefit of changes of circumstance.
- Monitoring rents received and taking appropriate action where necessary in accordance with the Agent's rent arrears procedures.

3. MANAGEMENT

- Employment of project staff to enable the smooth running of the property in accordance with this agreement and with particular regard to housing management.
- Insuring any furniture, fixtures or fittings belonging to, or those which are the responsibility of, the Agent
- Advising occupants regarding their responsibility for personal possessions insurance.
- Dealing with all complaints regarding the housing management service in accordance with complaints policy / procedure
- Dealing with neighbour disputes.
- Monitoring compliance with the terms of occupancy agreement
- Liaising with the Trust's Agency Services team regarding tenancy breaches, neighbour disputes and other housing management issues.
- Carrying out legal proceedings for possession as laid out in this Contract and Guidance on Legal Proceedings document provided by the Trust from time to time

4. SERVICES

- Ensuring that any furniture provided at the property meets Furniture and Furnishings Fire Safety Regulations.
- Repairing and replacing all furniture and equipment, other than occupants' personal possessions, as required for the efficient running of the property
- Maintaining an inventory of furniture.
- Maintaining records of all servicing on gas, electrical and fire safety equipment at the property that belongs to the Agent.

5. HEALTH & SAFETY

- Nominating a 'Responsible Person' to undertake fire safety duties where required by the Fire Safety Order 2005
- Carrying out a regular Fire Safety Risk Assessment and Premises Risk Assessment both of which should be at least annually and in a format agreed with the Trust.
- Taking precautions generally against fire and carrying out regular fire drills, at least twice a year. As good practice a drill should be carried out following a new occupant moving in.
- Carrying out regular fire alarm tests in shared properties, at least monthly.
- Carrying out regular health and safety checks, a minimum of quarterly in shared properties, and a minimum of twice a year in self-contained properties.

- Informing the Trust of any statutory notices served in respect of the property.

6. GENERAL

- Co-operation with the Trust's Agency Services team in implementing monitoring programmes, to include timely provision of all requested monitoring data and meeting with staff for liaison and auditing requirements.
- Compliance with the terms of the Housing Corporation's Regulatory Code and Charter for Housing Association Applicants and Residents where the Agent is an RSL.
- Consultation with occupants on any changes to the management or services offered.
- Liaison with the Trust over the terms of this Contract.

Within the terms of this Contract **the Trust's responsibilities** shall include:

- Fulfilling the monitoring requirements of the Housing Corporation
- Maintaining records and statistics associated with the property
- Insuring the property
- Liaising with the Agent over the terms of this Contract
- Liaising with statutory authorities on matters arising affecting this Contract
- Providing information to the Agent on matters affecting this Contract and the management of properties
- Administering the Trust's Move-On policy where appropriate
- Where appropriate, approving legal proceedings for possession and any other legal action that the Agent may take on behalf of the Trust.