



Housing & Allocations Policy

Our Aims and Values

IHL is committed to providing high quality housing related services to vulnerable adults in supported accommodation throughout England and Wales.

We adopt a flexible approach to meet the specific needs of individual tenants and have an innovative approach that enables people with learning disabilities and physical disabilities and those people experiencing mental health problems to lead a fulfilling and dignified life of their own.

Our vision and values are core to the delivery of these services – these are to:

- *Provide quality services, promoting independence and promoting the rights of all people with disabilities to live have a good home, with support if they need it.*
- *Treat every customer with respect and equality – we believe in equal opportunities for all, regardless of race, cultural heritage, sexual orientation and disability.*
- *Support and promote resident involvement at all times.*
- *Provide choice – we believe that people with disabilities should have choice about where they live.*
- *Operate all parts of our business in an environmentally responsible manner.*
- *Manage our finances, debts and resources prudently.*

Allocations Policy

- IHL provides supported living accommodation to adults with a learning disability, mental health problems, acquired brain injury and associated physical disabilities.
- IHL work in partnership with various local authorities, care providers, social services and primary care trusts who may nominate tenants to our services. A tenant can choose our accommodation, our support and a care provider.
- All applicants will undergo a thorough needs assessment procedure to enable determination of the suitability of the accommodation and compatibility with other tenants. The assessment will be carried out by IHL, possibly in conjunction with a care provider, family, care manager, occupational therapist etc. If applicable, where tenants presently occupy the accommodation, we will also assess compatibility.
- The tenancy may be granted on the understanding that the applicant has in place an appropriate support package to enable them to maintain their tenancy. The support package must be agreed with the applicant and written into a plan, which clearly defines the objectives of the support.

Registered office: Independent Housing Limited, 13a Fountain Place, Poynton, Stockport. SK12 1QX



- Tenants who do not accept the support provided or have their support withdrawn may risk accruing a rent debt.
- IHL operates an equal opportunities policy for all existing tenants and applicants. However, as many of our tenants are vulnerable, we have a duty to protect them. Therefore, in circumstances where an application is received from a person whose needs may be considered to be sensitive, for example, sex offenders or persons convicted of violent behaviour, it will require careful consideration by a multi disciplinary team. Any offer of accommodation may then be subject to appropriate support arrangements and risk assessments.
- The agreed rent, utility charge and housing related support fee is the responsibility of the tenant, as referred to in the IHL Tenancy Agreement. Failure to pay could possibly lead to eviction under Ground 8 of the Housing Acts of 1988 and 1996.
- Adaptation of the property to suit individuals' needs will be identified during the initial needs assessment process prior to the tenant moving into the accommodation. IHL is under no obligation to carry out initial and any future adaptations to properties unless arrangements are in place regarding the responsibility of agreed costs, future maintenance and practicality of adaptation.
- Deliberately giving false or misleading information could possibly lead to eviction under Ground 7 of the Housing Acts of 1988 and 1996.