

## Caerphilly Common Housing Register Local Lettings Policy Pro-Forma

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| <b>Details of area to be covered:</b>                             | N <sup>o</sup> :  |                                  |
|   | Road(s):  | Former Church Hall               |
|   | Town:   | Llanbradach                      |
|   | Postcode:   |                                  |
|   |   |                                  |
| <b>Details of properties to be covered:</b>                       | Count:  | 1 bed ground floor flats x 5     |
|   | Bedrooms:   | 1 bed first floor flats x 5      |
|   | Type(s):  |                                  |
|   | Landlord(s):  | United Welsh Housing Association |
|   |   |                                  |
| <b>Reason for requesting a local lettings policy:</b>             | <p>The former Church Hall site is a new development of 10 self contained apartments in Llanbradach, just outside central Caerphilly. The properties are situated on the former All Saints Church site within walking distance to amenities and bus route, a 5 minutes drive to the nearest supermarket and a 5 minute walk to the nearest train station.</p> <p>LLP requested for the new lettings to create a stable, sustainable, balanced and cohesive new community, within an existing wider community setting, while complying with the requirements of the Common Allocation Policy and making best use of the housing stock.</p>  |                                  |
| <b>Summary of evidence base to support local lettings policy:</b> | <p>United Welsh has found that from experience there are often challenges around settling in new communities.</p> <p>We develop and hence let, over 300 new homes per annum and in our experience the first 12 months occupation of new developments are crucial in establishing a new and cohesive community.</p> <p>Bringing together 10 households, of potentially similar age groups, all let via the Common Housing Register (in this case) in a concentrated setting, inevitably presents challenges to establish respect and understanding between the new neighbours, some of which may never have previously held any form of tenancy.</p> <p>Experience shows there is often a higher than average rate of ASB and demand for services from</p> |                                  |

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|   | <p>us as a landlord associated with new developments, particularly in the first 12 months of occupation.</p> <p>A fully researched comprehensive LLP can assist with our shared desire to create sustainable, cohesive communities where people want to live and promote economic, social and environmental well-being. The implementation of a successful LLP would also help to reduce the number of tenants wishing to submit applications to transfer accommodation.</p>   |
| <b>Objective of local lettings policy:</b>    | <ul style="list-style-type: none"> <li>• To create a sustainable community</li> <li>• Neighbourhood is a place people want to live and remain</li> <li>• Tenants are engaged in their community</li> <li>• The neighbourhood is balanced</li> <li>• Ensure compliance with statutory requirements</li> <li>• Make best use of housing stock</li> <li>• Ensure there are good relations between long standing residents of the area and new residents of the site.</li> </ul>   |
| <b>Restrictions to be placed on lettings:</b> | <p><u>IMPORTANT NOTE:</u> the following criteria are not mandatory per se, but must be used as a template to attempt to create a balanced community on this site.</p> <p>All households shortlisted for the new homes will be considered on a case by case basis, and United Welsh are happy to enter into dialogue with CCBC during the allocation and letting process to ensure the spirit of the LLP is maintained throughout, and to discuss marginal or ambiguous cases etc.</p> <p>Where agreement cannot be reached during such dialogue, United Welsh, as landlord, will make the ultimate decision, whilst ensuring to remain within the confines of the criteria set out within this LLP, and endeavouring to meet its intended outcomes.</p> <p>UW are committed to make the best use of our housing stock by considering those applicants with the requirement for accessible accommodation.</p> <p>All of the units to be let via the CHR will first be</p> |

coded as per Appendix 8 – Accessible Housing Classifications - of the CAP, and shortlisted as per Appendix 9 – Best Match Shortlisting Criteria.

UW will work closely with the Council's HOT's in order to match households to properties that best suit their needs.

#### Stage 1

The development will have a mixture of households from Bands as per below;

5 x Band 1

4 x Band 2

1 x unit to be allocated as supported accommodation pending discussion with Llamau

The applicants should be of mixed ages eg. Not all under 30 or all over 50

#### Stage 2

30% or 3nr properties allocated to applicants who have a household member (aged 16+) in employment or training. Conversations will be had with applicants to ascertain employment status of the household.

This is to ensure there is a mix of households within the new development which are in full or part time employment, training to enter employment and households on partial/full benefits.

Consideration should be given to applicants that may have worked previously and are looking to regain employment and are willing to engage with United Welsh's Employment team to secure job or training.

This will enable UW to encourage and assist applicants in returning to work and maintaining employment in an area where the unemployment rate is higher than the Caerphilly Borough average (2011 Census data)

The inclusion of this criteria would help to create balanced communities containing people with a range of incomes and personal circumstances. This would also encourage aspirations within the new community and the presence of positive role

models.

The figure of 30% or 3nr properties may need to be reviewed during the shortlisting process to ensure that the intended Band split is met and the aims of the CAP are not impacted upon. Should this be a potential issue then this figure may need to be dropped.

### Stage 3

United Welsh understands that there will be several households that may have complex needs and/or require high support levels to manage a tenancy.

United Welsh is fully committed to assist in offering accommodation to such households whilst also recognising the fact that a high concentration of households with complex needs or high support needs within a very small geographical area (or in the same street/block) can create unintended consequences such as;

- Increased risks to vulnerable households
- Increased volatility in the block/street
- Increased volatility in the community
- Adverse effects on cohesive communities
- Poor reputation of the new site leading to difficulty in letting future void properties

UW therefore propose that a maximum of 2 households (20%) will be considered with complex needs/high support needs. The household with complex needs must be actively engaged in support.

In terms of this LLP United Welsh considers complex needs or high support needs to relate to households that have exhibited the following behaviours (by any member of said household) within the previous 3 years (from date of consideration):

- Significant substance misuse issues;
- Previous or current ASB that has led to the loss of accommodation;
- Previous ASB which has culminated in enforcement action (NSP/ injunction/ Possession/ ASBO)

- Significant mental health conditions that affect the household's ability to manage a tenancy (where medication is either not taken or proving effective);
- Convicted of unspent criminal behaviour – which has a direct relevance to maintaining a tenancy and/or respectfully living in a community with others
- Persons subject to MAPPA (levels 1-3)

United Welsh is an inclusive landlord; and will work closely with colleagues in Caerphilly CBC's Homeless and the Common Housing Register team to identify complex cases and determine if the allocation would be appropriate.

### **Some clarity around interpretation of terms:**

Significant substance misuse may include significant impairment or distress, as manifested by one (or more) of the following, occurring within a 12-month period:

- Recurrent substance use resulting in a failure to fulfill major role obligations at work, school, or home (e.g., repeated absences or poor work performance related to substance use; substance-related absences, suspensions or expulsions from school; neglect of children or household)
- Recurrent substance use in situations in which it is physically hazardous (e.g., driving an automobile or operating a machine when impaired by substance use)
- Recurrent substance-related legal problems (e.g., arrests for substance-related disorderly conduct)
- Continued substance use despite having persistent or recurrent social or interpersonal problems caused or exacerbated by the effects of the substance (e.g., arguments with spouse about consequences of intoxication, physical altercations)

Church Hall properties are due to be handed back in their entirety early December 2019

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|   | The lets will be monitored continually to ensure that the CAP and LLP is being adhered to.  |
| <b>Details of any community consultation:</b> | <p>Local residents in Llanbradach have been working with their Councillors to voice their feelings in relation to the site, and they have asserted that people with a local connection and older people are not proportionately represented in the area.</p> <p>A previous LLP submitted for the nearby De Winton site proposed 4 units designated EP accommodation to meet demand however there is no evidence to suggest that a specific request to give preference to local residents would benefit a LLP or meet the requirements of the CAP.</p>   |
| <b>Summary of equality impact assessment:</b> | <p>EIA completed, groups that may be impacted identified as those that have mental health issues that may be linked to previous ASB. Due consideration will also be given to engagement history, any support provided to the household, along with medication taken to alleviate mental health conditions.</p> <p>Potentially some groups may find it more difficult to find or maintain employment, female households and those with a disability or with caring responsibilities may be impacted upon.</p> <p>This will be overcome through flexibility around the LLP requirements with all households considered on a case by case basis on their individual circumstances, and full consultation with the relevant supporting agencies.</p> <p>If an individual can provide evidence of a successful tenancy since any relevant recorded ASB this will be considered. Likewise, if an applicant is a carer or is unable to work due to a disability, steps will be taken to prevent this impacting on their application.</p> |
| <b>Implementation date:</b>                   | December 2019/ Jan 2020   |
| <b>Termination date:</b>                      | Upon completion of first let shortlisting   |
| <b>Review frequency:</b>                      | As per below  |
| <b>Monitoring and review arrangements:</b>    | United Welsh are committed to building relationships with tenants at all stages of their tenancy. We will shortly be introducing a number of new procedures, one of which is where all new tenants will be contacted and visited periodically within the first 12 months of their tenancy to ensure that they have settled into their home and identify   |

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|                            | <p>and rectify any issues that make negatively impact upon the tenancy sustainment.</p> <p>As part of the new procedure we will be gathering data from tenants and along with information from other departments we will be feeding this knowledge into future Local Lettings Policies.</p> |                    |
| <b>Requesting officer:</b> | <b>Name:</b>  | Victoria Miller    |
|                            | <b>Position:</b>  | Neighbourhood Lead |
|                            | <b>Organisation:</b>  | UWHA               |
| <b>Dated:</b>              | 02/01/2020  |                    |
| <b>Panel decision:</b>     | Approved  |                    |
| <b>Dated:</b>              | 02/01/2020  |                    |
| <b>Decision details:</b>   |   |                    |

Please ensure that the pro-forma is fully completed before sending via secure email to the common housing register team at [CHR@caerphilly.gov.uk](mailto:CHR@caerphilly.gov.uk) . Please telephone 01443 873521 should you need to speak with a member of the team.



