

Caerphilly Common Housing Register Local Lettings Policy Pro-Forma

Details of area to be covered:	Nº:	10 properties all let via CHR
	Road(s):	Eastview Terrace
	Town:	Bargoed
	Postcode:	CF81 8LT
Details of properties to be covered:	Count:	1 bed ground floor flats x 3
	Bedrooms:	1 bed first floor flats x 3
	Type(s):	2 bed houses x 4
	Landlord(s):	United Welsh
Reason for requesting a local lettings policy:		<p>Eastview Terrace site is a new development of 10 United Welsh properties situated in Bargoed.</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.</p>
Summary of evidence base to support local lettings policy:		<p>United Welsh has found that from our extensive experience there are often challenges around the creation and settling in of new communities.</p> <p>We develop and let, approximately 430 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 to live within a new community 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>The proposed site is relatively small and compacted and experience of other sites of similar size in Caerphilly shows a higher rate of ASB and demand for services.</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>

Objective of local lettings policy:	<ul style="list-style-type: none"> • To create a sustainable community • The neighbourhood is a place people want to live and remain • Tenants are engaged in their community • The neighbourhood is balanced • Ensure compliance with statutory requirements
Restrictions to be placed on lettings:	<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 UW are happy to enter into dialogue with Caerphilly CBC 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 monitor all LLP to ensure that they are working effectively and meeting the intended outcomes. A review of effectiveness of the LLP and breakdown of the lets will occur approximately 2 months after new tenancies have commenced.</p> <p><u>Stage 1</u></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 be coded as per Appendix 8 – Accessible Housing Classifications - of the CAP and shortlisted as per Appendix 9 – Best Match Shortlisting Criteria. A breakdown will be provided prior to shortlisting.</p> <p><u>Stage 2</u></p> <p>2 of the flats 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.</p>

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.

We have found that on other developments when tenants engage with us positively around future aspirations this has reduced likelihood of anti-social behaviour and created more sustainable tenancies.

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 with higher than (Caerphilly Borough) average unemployment and lower than average wages. (Stats Wales 2020)

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.

Stage 3

After consultation with Caerphilly CBC and Supporting People the decision has been taken to set aside one of the flats to be used for the Star Project. There are a number of units throughout Caerphilly used by Supporting People where the properties are tenanted by individuals who at present require support and assistance in the community. The location of the flat and the individual will be selected by Supporting People and United Welsh to ensure they have the best chance to sustain a tenancy and careful consideration will be given to both their needs and that of the estate.

Stage 4

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

	<p>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;</p> <ul style="list-style-type: none"> • 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 <p>United Welsh, therefore, propose that a maximum of one household with complex needs/high support needs is accommodated within the six flats and a maximum of one household with complex needs in the houses. The households with complex needs must be actively engaged in support.</p> <p>Applications from veterans or former armed services are welcomed as part of this 4-stage process.</p> <p>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):</p> <ul style="list-style-type: none"> • 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 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) <p>United Welsh is an inclusive landlord; and will work closely with colleagues in Caerphilly CBC's</p>
--	--

	<p>Homeless and the Common Housing Register teams to identify complex cases and determine if the allocation would be appropriate.</p> <ul style="list-style-type: none"> • Each applicant that has a previous tenancy will be asked for 2 references. If an applicant has no tenancy history, character references will suffice. • Flats only- pets are permitted but dogs and cats will only be considered on a case by case basis. Assistance/sensory animals accepted regardless of size. <p><u>Some clarity around interpretation of terms:</u></p> <p>Significant substance misuse may include significant impairment or distress, as manifested by one (or more) of the following, occurring within a 12-month period:</p> <ul style="list-style-type: none"> • 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).
<p>Details of any community consultation:</p>	<p>Data collation drawn from similar new build sites within the locality.</p> <p>The scheme has unfortunately raised objections and bad feelings with the local community and Councillor so the LLP will need to be stringent and officer involvement will need to be high to ensure</p>

	<p>the good relationships that have been built since the building work started continues.</p> <p>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 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>
Summary of equality impact assessment:	<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 employment 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, is past retirement age or is unable to work due to a disability steps will be taken to prevent this impacting on their application.</p>
Implementation date:	Date of first let, estimated March/April 2020
Termination date:	One year from date of first let
Review frequency:	
Monitoring and review arrangements:	United Welsh will shortly be implementing a new tenancy visit procedure where NHO's and Rent Officers will be visiting new tenants. All information

	and opinions from these visits will be fed into further LLP's.	
Requesting officer:	Name:	Vicki Miller
	Position:	Neighbourhood Lead
	Organisation:	United Welsh
Dated:		
Panel decision:	Approved	
Dated:	01/02/2021	
Decision details:	Analysis of lettings to be provided to the Council within 2 months of completion of first lettings.	

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 . Please telephone 01443 873521 should you need to speak with a member of the team.

