

# Policy Guidance Note 38

## Processing of Non Traditional Lets

Responsible Officer	Estate Manager						
Issue No.	<b>1</b>	Revision No.		Revision Date:		Doc Ref:	<b>PGN</b>

### Amendment and Authorisation Record

PGN 38 – Processing of non-tradition lets

Date	Author	Paragraph ref:	Nature of change	Authorised by
13/10/2011	KS & SM			HMT

## **Introduction**

The purpose of this guidance note is to ensure the correct computer records are updated along with the appropriate staff in relation to non traditional application and property lets. The non traditional let properties will affect the rents system, housing management system and the sheltered electricity contracts. These properties will need to be added or removed accordingly to the sheltered electricity contracts when tenanted and when terminated as per Housing Assistant - Supported Accommodation. (See appendix I & II)

## **Pre Property Information**

In order for the Housing Assistant – Supported Accommodation to keep all the information up-to-date on sheltered and non-traditional properties, it is important that they are included in any updates. They need to be notified of any changes by being copied into the list of variation emails below:-

- Housing Assistant – Business Support to email through Vacant Your Property details of all properties and to note if a property is sheltered or non-traditional tenant. (instruction to Housing – Estate Manager to update before void started)
- If a non-traditional tenant is terminating, the property will always revert back to sheltered housing by being updated by Housing – Estate Manager before void process starts on housing management system.
- At a pre-inspection, Technical officer to note down what type of electric supply and heating in sheltered and non-traditional property e.g.: token meters, key meter, invoiced meter, oil heating, storage heaters, etc.
- Technical officer to note down hydro meter readings and heating type on the inspection sheet of these vacant properties.
- If a property is no demand for sheltered, then housing officer is to complete a “VP0008 - no / low demand void form” for sheltered property showing a solution to consider non traditional applicants. (see OP47 Allocation Policy, standard forms and letters)
- If the use of property is to change, housing officer is to complete a “VP0014 Change of use of property form” to change a sheltered house to a non-traditional let property for allocations. (See OP47 Allocation Policy, standard forms and letters)
- Housing officer to send out all allocation results which will include sheltered or non traditional applicants.
- Housing officer / technical officers to take a note of new hydro meter readings and meter number at a viewing of a sheltered or non-traditional property, especially if property has been void for a long period of time. (see PGN 35 Services in Void Properties)

## **Non Traditional Applicants**

Once an applicant has met all the criteria for non traditional vacancy as noted in OP47 Allocation Policy, Vacant Sheltered Housing or Non Trad Lets on page 89 and they have accepted the non-traditional property. The computer records are to be updated as follows:-

### **New Non-Trad Tenancy**

- The New Tenancy Detail Rent Sheet is to be sent to Rent Section, Finance Department and copied to Housing Assistant – Supported Accommodation for **ALL** Non-trad lets. This is to ensure that a check is completed to add or remove Shetland Islands Council electric contract.
- For computer processing, all the applicants and the property details have to show the tenancy type and reason as “non-traditional sheltered”.
- The Housing Support Worker memo is sent noting the new non-trad tenant’s details.
- The new tenant is to sign all the appropriate paperwork for the new tenancy. Including the “statement of authorisation for” relating to electric meter number and meter readings. Housing Officer keeps the original signed copy for the housefile and gives the tenant a photocopy. Housing Officer also contacts the Hydro with the readings (see PGN 35 Services in Void Properties)

This signed declaration is important so that Housing Assistant – Supported Accommodation can add or remove the tenant from the Sheltered Electric Contract accordingly, with full permission to share their name and address information.

### **Ceasing Non-Trad Tenancy**

When Housing Service receives a written termination from a non-trad tenant, the Housing Assistants – Business Support **MUST** notify the Housing Estate Manager of this received termination before processing the void.

The property should automatically revert from Non Trad to Sheltered Housing on the Estate Managers process.

Housing assistants – Business Support are to send email of the termination notice to all relevant workers including Housing Assistant – Supported Accommodation.

Any variations of a current tenant from a Non-Traditional to a sheltered tenancy should be given 4 weeks’ written notice of the different rental charges or vice versa, sheltered to non-traditional tenant.

**Useful Flow Chart for Non-Traditional / Sheltered for Admin  
(Vacating Your Property Booklet Details)**

Vacating Your Property (VYP) Booklet Received for a Non-Traditional Tenancy



Email Housing Estate Manager to change Computer Address Dwelling Type



Email VYP details to:-  
Benefits – Finance Service, Housing Officers, Housing Inspection Team,  
Housing DLO Foreman, Housing Assistant – Supported Accommodation

### Information to be passed to Housing Assistant – Supported Accommodation

**Admin** to email through Vacant Your Property details of all properties including sheltered or Non-Trad eg: housing officers, DLO foreman, housing inspection team, housing assistant – supported accommodation, finance.



**Housing Estate Manager** to change dwelling type from Non-Trad to Sheltered and email Admin & housing assistant – supported accommodation



**Technical Officer** to note at pre-inspection the electric supply / heating type and hydro meter readings and meter numbers



If required, **Housing Officers** to email through a no / low demand to housing estate manager and housing assistant – supported accommodation



If required, **Housing Officers** to email through a Change of Use from Sheltered to Non-Trad to housing estate manager and housing assistant – supported accommodation.



**Housing Officers** to email allocation results to all housing officers, housing outreach and housing assistant – supported accommodation.



**Housing officer / technical officers** to note of new hydro meter readings and meter number at a viewing of a sheltered or non-traditional property and email the housing assistant – supported accommodation



When **Housing Officers** signing up new tenant, the meter readings are to be written down on the “statement of authorisation”, the original copy to remain in file, tenant gets a photocopy, and housing assistant – supported accommodation gets a copy.