



TAI CANOLBARTH CYMRU MID-WALES HOUSING

Yn barod **amdani** **Equal** to the challenge

Vulnerable Tenant Policy

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| Strategic Aim: | To ensure the Association delivers its core values of Excellence, Caring, Community, Equality and Thinking Welsh. |
| Reference No: | Vulnerable Tenant Policy v2.7b |
| Date Of Issue: | January 2017 |
| Next Review Date: | January 2020 |
| Departments Affected: | All Departments |
| Approved By/Date: | Board of Management January 2017 |
| Lead Officer: | Aidan Ackerman, Director of Customer Services |
| Statutory Compliance: | <ul style="list-style-type: none">- Mental Health Capacity Act, Harassment Act 1997- "Right to Repair" Housing Act 1985 |

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VULNERABLE TENANT POLICY

1. Introduction

1.1 This policy will apply to tenants, leaseholders and prospective applicants to Mid-Wales Housing Association from the point at which Mid-Wales Housing Association engages with the applicant to offer accommodation. Where the term tenant is used in the policy this will apply also to leaseholders of Mid-Wales Housing Association and applicants to Mid-Wales Housing Association accommodation. This policy does not apply to the delivery of Care & Repair in Powys's services.

2. Definition of Vulnerability

2.1 The word vulnerable, as an adjective, has two primary meanings as defined by the Oxford English Dictionary. The first definition is: *"exposed to the possibility of being attacked or harmed, either physically or emotionally"*. The second is defined as *(of a person) "in need of special care, support, or protection because of age, disability, or risk of abuse or neglect"*.

3. Policy Statement

3.1 The Association recognises that circumstances may arise where a tenant is vulnerable and they may require additional support in the delivery of a service provided by Mid Wales Housing Association. The Association will take this into account with the delivery of services.

3.2 Where another appropriate policy is in place that policy will normally be used, for example, with regard to repairs. However, when a tenant is vulnerable they may require additional support or consideration in regard to their repair needs. This policy will mean that the relevant circumstances are taken into account. For example, it may not be appropriate for a tenant with learning difficulties to change a light fitting. Under these circumstances Mid-Wales Housing Association may undertake this action on behalf of the tenant. However, if they are residing in supported accommodation with 24-hour resident support and care it may be appropriate for the residential support to change the light fitting instead of Mid-Wales Housing Association. The Vulnerable Tenant Policy will therefore be used to amend or temper other policies when it is apparent that there is a vulnerability which needs to be considered.

3.3 The Association will alter the service delivery to vulnerable tenants to ensure they receive the service and avoid that vulnerable tenant being placed in a dangerous or disadvantaged position. However, such changes in the service delivery will be reasonable adjustments. If the level of vulnerability is significant, the Association will need to work with other agencies and seek other sources for income to ensure the service changes do not create undue financial pressures.

3.4 Where, in the opinion of the relevant member of staff, the customer experience for the individual would be significantly reduced OR they would be materially disadvantaged due to their vulnerability, then said officer may, at his/her discretion, provide an enhanced service to that individual. This may include:

- additional home visits or visits by more than one officer at a time;
- the undertaking of repairs normally the responsibility of the tenant;
- undertaking repairs more swiftly than normal ;
- assistance with relevant form filling;
- liaison with family, friends, support providers;
- provision of information in alternative formats;
- waiving recharges in some circumstances;
- provision of aids and adaptations.

An enhanced service is unlikely to be offered where support is provided.

4 Confidentiality

Mid-Wales Housing Association will maintain the confidentiality of all personal customer information and not disclose it outside of the Association without the permission of the customer, unless legally obliged to do so or as a requirement to ensure the safety and health of staff, tenants and the contractors acting on behalf of Mid-Wales Housing Association. The Association undertakes Disclosure and Barring Service Checks on appropriate posts at the point of appointment.

5. Review

The Association's policy will be reviewed every three years to ensure its on-going relevance.

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| Strategic Risk Factors | <ul style="list-style-type: none"> - SR16/008 Health & Safety - SR16/016 Reputation - SR16/017 Organisational Culture | |
| Equality Impact Audit | <i>How does/will this policy ensure needs are met fairly, particularly with regard to race, gender, disability etc.?</i> | This policy is introduced specifically to ensure that needs are met fairly particularly with regard to race, gender, disability etc. This policy has been reviewed and amended by the Equality Review Group. |
| | <i>Is it felt that this Policy might affect different groups adversely. If so what is the justification for this, and is it legally permissible?</i> | This policy will affect different groups positively and not adversely. |
| | <i>Have any representative groups in the locality been asked for their opinion and if so what was the outcome?</i> | Tenants' and Residents' Forum, Tai Pawb and Ponthafren Society. |
| Tenant Engagement | <i>How does/will this policy ensure the needs of tenants are met?</i> | Reviewed and approved by Tenants' and Residents' Forum. |
| | <i>How is it felt this Policy will impact on the rights and obligations of tenants?</i> | Reviewed and approved by Tenants' and Residents' Forum. |
| | <i>Have tenants been consulted and were the outcomes of that consultation taken into account when considering the introduction of this Policy?</i> | The comments of the Tenants' and Residents' Forum informed the policy. |