

SHELTERED HOUSING SCHEMES & SUPPORT SERVICES

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OUTCOMES TO BE ACHIEVED:

Tenants come to live in accommodation of their choice, with positive support and welcome.

Elements addressed:

- Brochure & Information for Prospective Tenants
- Management of Void Accommodation
- Handling Enquiries from Prospective Tenants
- Visit by Prospective Tenant
- Waiting Lists for Tenancy

#	Performance Indicator / Standard	SCORE	Evidence
1	The Scheme has a Brochure / Prospectus that is up-to-date, valid, and correctly describes the facilities and services on offer.		
2	The Brochure clearly explains the Standards of Service to be expected.		
3	The Brochure contains a summary of the Scheme's <i>Statements of Aims, Objectives and Values</i> .		
4	The Brochure confirms the number and types of accommodation available, and any opportunities for shared accommodation.		
5	The Brochure / Information Leaflet / Prospectus confirms the Terms of Tenancy, together with the Scheme's rent structure.		
6	Rent / fees clearly show what is included and what is extra.		
7	The Brochure clearly explains how tenants can make their opinions known with respect to the services offered by the Scheme.		
8	The Brochure / Prospectus / any Information Leaflets are Controlled Documents and are subject to review at pre-defined intervals.		
9	There is a documented policy for the handling and management of void accommodation / properties.		
10	This policy is designed to minimise the amount of void accommodation / properties within the Scheme, and to maximise the opportunities for tenancy wherever possible.		
11	There is a documented procedure for the handling of enquiries regarding accommodation within the Scheme.		
12	Enquiries are recorded and records show that a copy of the Brochure is sent to each enquirer where requested.		
13	The procedure for handling enquiries provides for the management of a Waiting List.		
14	Waiting Lists are regularly reviewed and enquirers contacted to advise them of the availability of accommodation on a continuing basis.		
15	All enquires are followed up. Where a prospective tenant has elected not to come into the Scheme in preference for another, where possible the reasons for this are sought .		
16	A prospective tenant is encouraged to visit the Scheme to inspect the facilities and services first-hand. Staff make the time available which is provided free of charge.		
17	During the visit the Scheme Manager interviews the prospective tenant to discuss the Scheme's facilities and to determine any special requirements that the tenant may have.		

