

# RCT Landlord Forum

[RCTLandlordsForum@rctcbc.gov.uk](mailto:RCTLandlordsForum@rctcbc.gov.uk)

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# Working with Vulnerable Private Tenants: Sound advice from experienced landlords

Shelter  
Cymru



Ariennir gan  
**Lywodraeth Cymru**  
Funded by  
**Welsh Government**



## **Read this guide if you want to know:**

- How to work successfully with vulnerable tenants
- How to get the tenancy off on the right foot and prevent problems happening later on
- What additional help is available and how to access it.

## **Tenants could be vulnerable for many reasons. They might:**

- Be prison leavers
- Have mental health problems
- Have, or be recovering from, drug or alcohol dependencies
- Have a disability
- Have autism spectrum condition
- Be receiving welfare benefits
- Have learning difficulties
- Be living with, or escaping from, domestic abuse.



## What does it include?

Communication- *rights, responsibilities, method, guides*

Finances- *accounts, benefits, arrears*

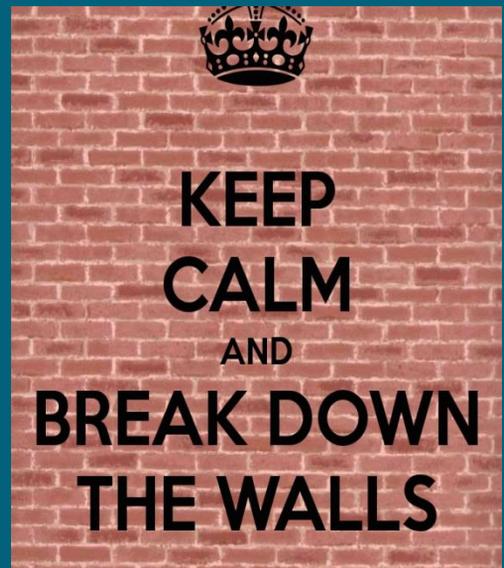
Support- *accessing help and support*

Discrimination- *how to avoid*

Q&As

# Discussion...

- What are the barriers for landlords?  
*(conditions from lenders, insurance, risk)*
- What would help/ encourage landlords?  
*(Financial incentives, support plans, SPOC)*



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# Break

## Refreshments Courtesy of



# Homelessness Duties & Housing Advice

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# Housing ( Wales ) Act 2014

- Help for everyone at risk or homeless
- Early intervention to prevent crisis
- Making best use of all resources ,  
especially the private rented sector
- Working with people to help them find  
the best housing solution
- Partnership working to achieve  
sustainable solutions



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# Housing ( Wales ) Act 2014

- Act implemented in April 2015
- All Councils in Wales have legal duties to assist anyone that requests help
- Welsh Government have provided some funding to assist Councils deliver successful Homeless prevention work.

# Local Authority Process

- Initial Assessment to identify housing and support needs
- Referral / signposting to One of three Support Services attached to the HAC team
- Section 60 duty (advice & assistance) no housing need or threat of homelessness present, appropriate advice and information provided
- Section 66 duty (prevention) - full assessment completed, case created and “reasonable steps” applied to prevent homelessness
- Section 73 duty (relief) - full assessment, case created, placement at temporary accommodation where duty owed, 56 days to identify relief option.

# What duties to Whom ?

- Section 60 Advice & Assistance – Everyone who requests it
- Section 66 (Prevention Duty) - all applicants threatened with homelessness within 56 days
- Section 73 (Relief Duty) - all those who are homeless today or those who have not received successful assistance via “reasonable steps” under the Section 66 Prevention duty. LA has 56 days to identify a “relief” option.
- Section 75 (Final Duty) – those who have a priority need for assistance and who are not “intentionally homeless” where it has not been possible to secure “homeless relief” within 56 days under Section 73 above.



# What can the Housing Advice Centre do to help resolve landlord tenant issues ?

- Provide independent impartial advice to both landlord or tenant in respect of housing related matters.
- Assist with the completion of back dated HB forms and DHP forms in the interim to resolve rent shortfall or arrears
- To consider financial assistance to help an applicant secure private rented accommodation that the Council has deemed affordable and suitable for there housing need.
- To make a referral to a Supporting Agency for homeless prevention support.



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# How can we improve partner working with landlords?

- To receive earlier referrals from landlords where tenancy issues have been identified

Referrals can be sent to

[homelessness@rctcbc.gov.uk](mailto:homelessness@rctcbc.gov.uk)

- To attend the landlord forum and provide an advice desk .



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