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COMMUNITY SELECT COMMITTEE

Date: Wednesday, 1 November 2017

Time: 6.00 pm,

Location: Shimkent Room - Daneshill House, Danestrete

Contact: Guy Moody Tel 01438 242992

Members: Councillors: S Mead (Chair), M Notley (Vice-Chair), D Bainbridge, J Brown, E Connolly, L Harrington, J Mead, A Mitchell CC, C Saunders and G Snell

AGENDA

PART 1

1. APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST

2. MINUTES - 26 SEPTEMBER 2017

To approve as a correct record the Minutes of the Community Select Committee held on Tuesday 26 September 2017.

3. SUSTAINABLE TRANSFORMATION PLANS

Health Colleagues from Hertfordshire and West Essex Sustainability and Transformation Partnership will provide a presentation to Members on the Sustainable Transformation Plan.

4. HOUSING ALLOCATIONS REVIEW

Members are invited to consider the emerging Recommendations for the review and to interview the Empty Homes Manager to provide an officer perspective to the issues raised by Members.

5. URGENT PART 1 BUSINESS

To consider any Part 1 business accepted by the Chair as urgent.

6. EXCLUSION OF PRESS AND PUBLIC

To consider the following motions –

1. That under Section 100(A) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the

grounds that they involve the likely disclosure of exempt information as described in paragraphs 1 – 7 of Part 1 of Schedule 12A of the Act as amended by Local Government (Access to Information) (Variation) Order 2006.

2. That Members consider the reasons for the following reports being in Part II and determine whether or not maintaining the exemption from disclosure of the information contained therein outweighs the public interest in disclosure.

7. URGENT PART II BUSINESS

To consider any Part II business accepted by the Chair as urgent.

Agenda Published 24 October 2017

STEVENAGE BOROUGH COUNCIL

COMMUNITY SELECT COMMITTEE MINUTES

Date: Tuesday 26 September 2017

Place: Shimkent Room, Daneshill House, Danestrete, Stevenage

Present: Councillors: S Mead (Chair), J Brown, E Connolly, L Harrington, J Mead, A Mitchell CC and G Snell.

Start/End Time: Start Time: 6:00 pm
End Time: 7:30 pm

1. APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST

Apologies for absence were received from Councillors D Bainbridge, M Notley and C Saunders.

There were no declarations of interest.

2. MINUTES – 13 JULY 2017

It was **RESOLVED** that the Minutes of the meeting of the Community Select Committee held on 13 July 2017 are agreed as a correct record and signed by the Chair.

3. HOUSING ALLOCATIONS REVIEW

The Committee interviewed a tenant who had recently moved from sheltered accommodation to a general needs bungalow.

The tenant presented a well-chronicled diary of events detailing how her case had been handled by the Council.

Following clarification of several points raised by the tenant several potential areas for improvement and further investigation were identified. These included provision of a checklist for actions to be undertaken, inclusion of Direct Debit forms and the need for phone messages to be returned.

Officers advised the Committee that checklists were available for tenant transfers within both the Sheltered Schemes or General Needs but it was uncertain whether such a list existed for transfers between schemes.

The tenant advised the Committee that her case had been accelerated via the use of the Council's 'Direct List' which enabled the most urgent cases to be actioned.

In reply to a question the Committee was advised that the Direct List was administered by the Sheltered Housing Team and was reserved for the most urgent cases. It was stressed that the Direct List was not a method of queue jumping.

The Chair requested that issues raised by the tenant be tested with the Sheltered Housing Team.

The Committee then heard from the Lettings Advisor who detailed the process that a tenant would be taken through prior to moving into a property.

In reply to a question concerning the verification process for applicants to the housing waiting list the Committee was advised that a check on eligibility was made on initial application and further checks on criteria such as local connections, rent accounts and Anti-Social Behaviour records made once the applicant had bid for a property.

In reply to a further question the Committee was advised that a full list of eligibility criteria was not published on the Council's website however certain debaring factors, such as the applicant having substantial rent arrears, were published.

A Member raised the issue of gas safety checks and the Committee was advised that such checks could only be carried out once a tenant had moved into a property. In the example given the check had led to the condemning of the boiler and, although technically outside of the scope of this review, the Committee requested that consideration be given to reviewing the gas safety check process so that tenants could be assured that the property would be safe to move into.

The Committee then received a presentation from the Empty Homes Manager giving details requested at a previous meeting.

In response to a Member request the Officer undertook to provide numbers of properties let by banding for Quarters 1 and 2.

The presentation identified three areas that required further consideration:

1. The issue of 18 year olds signing onto the housing waiting list despite not being in immediate need of housing
2. Those classified as under occupiers being classed as 'no priority' for rehousing
3. Persons inadvertently coming off the waiting list by moving into areas of the town outside the boundaries of the Borough (Great Ashby)

The issue of misleading information being given to unsuccessful applicants using the Choice Based Lettings scheme was discussed. Members were of the belief that some applicants were being advised that they were close to the top of the waiting list and would be offered a property in the near future.

An officer highlighted the point that applicants may be informed of their position with regards to a particular property they had bid for. The Chair requested that Members collect evidence of this to feedback to Officers.

It was **RESOLVED** that the following points be noted to signpost potential and emerging recommendations from the review:

- Provision of Direct Debit forms for movers
- Confirm the position regarding the provision of a chronological checklist for tenants that transfer between properties, especially those that transfer from Sheltered Accommodation to General Needs or vice versa
- The ongoing need for robust communications with tenants at all stages of the process
- 18 year olds living at home signing onto the housing waiting list
- The priority given to under occupiers wishing to downsize their properties
- A review of the local connection criteria for persons moving into areas such as Great Ashby whilst on the housing waiting list
- Communication with tenants concerning their position on the waiting list, particularly after an unsuccessful bid through the Choice Based Lettings process.

4. REVISED ALLOCATIONS REVIEW SCOPING DOCUMENT

The Scrutiny Officer presented the revised scoping document for the review.

The Chair requested that the Assistant Director Housing and Investment make a presentation to the Committee to outline how undertaking the Housing Under One Roof Programme Transformation programme should positively impact on the application of the Housing Allocations Policy.

It was **RESOLVED** that the revised scoping document is noted.

5. URGENT PART I BUSINESS

None

6. EXCLUSION OF THE PRESS AND PUBLIC

Not required

7. URGENT PART II BUSINESS

None.

CHAIR

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Sustainability and Transformation Partnership

**SBC Community Select Committee
Briefing
October 2017**

Page 7



Agenda Item 3

Overall aims of the STP

- Improve health and wellbeing
- Improve the quality of health and care services
- Provide efficient and affordable care

Page 8



A Healthier Future
Improving health and care in Hertfordshire and west Essex

Our vision

We want people from Hertfordshire and west Essex to live as healthily and independently as possible, supported by caring, effective and affordable health and care services

Our approach

Working together with our residents -

to support healthy and independent lifestyles

Working together with our staff -

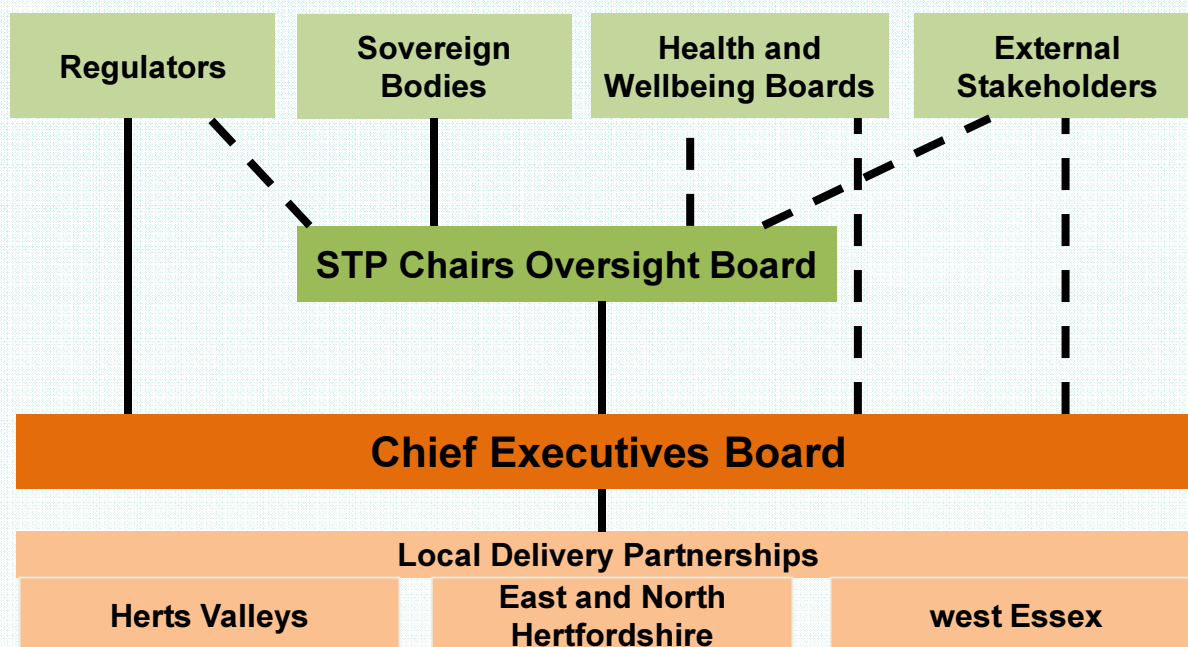
so that they can provide high quality care in the right place at the right time

Working together between organisations -

to ensure that the care and support we provide is delivered effectively and efficiently



STP Governance Structure



External Stakeholders include:

- Patient and public engagement forums
- Health and Well Being Boards
- Health Overview and Scrutiny Committees
- Independent and third sector organisations
- District Councils
- LMC
- Healthwatch
- GP Federations

STP Chairs Oversight Board – to lead on alignment of sovereign bodies with STP vision, to ensure Boards are committed to the transformation and to support in the management of external stakeholders (as appropriate).

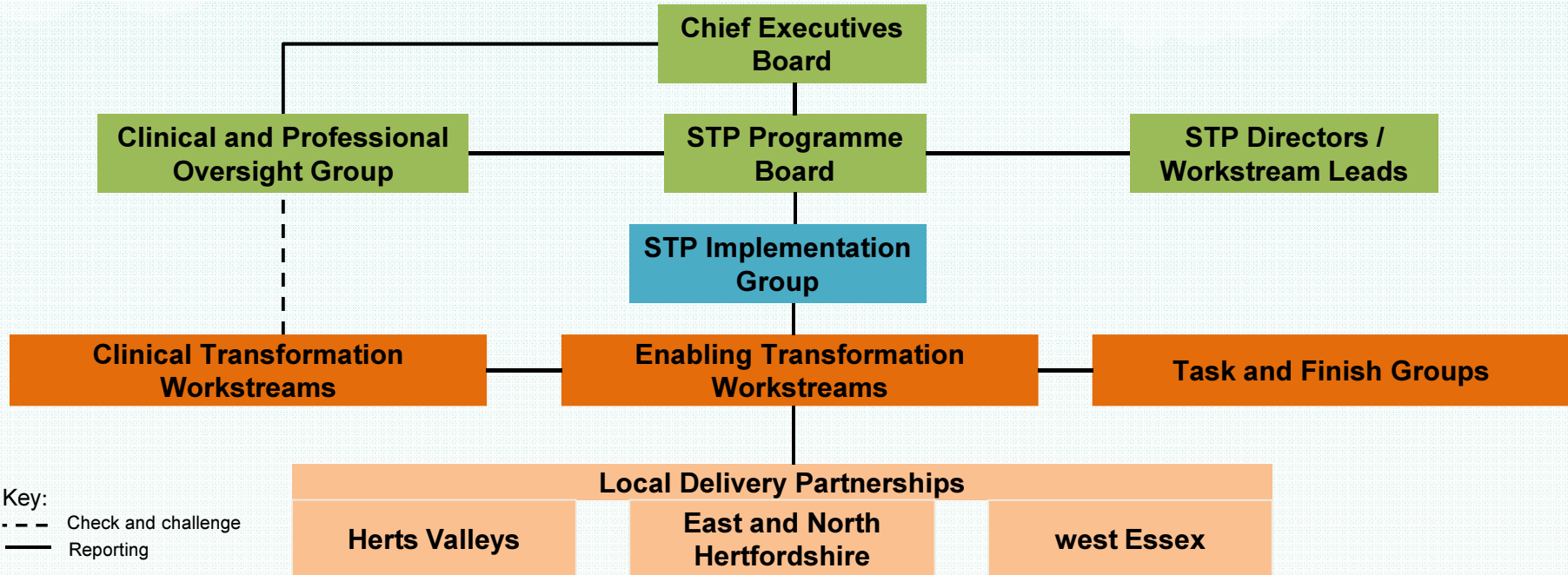
Chief Executives Board – strategic direction of the STP and to oversee the delivery of STP through the Programme Board and System/Local Delivery Groups.

Key:
 - - - - Engagement
 ——— Reporting



STP Programme Management Arrangements

Page 11



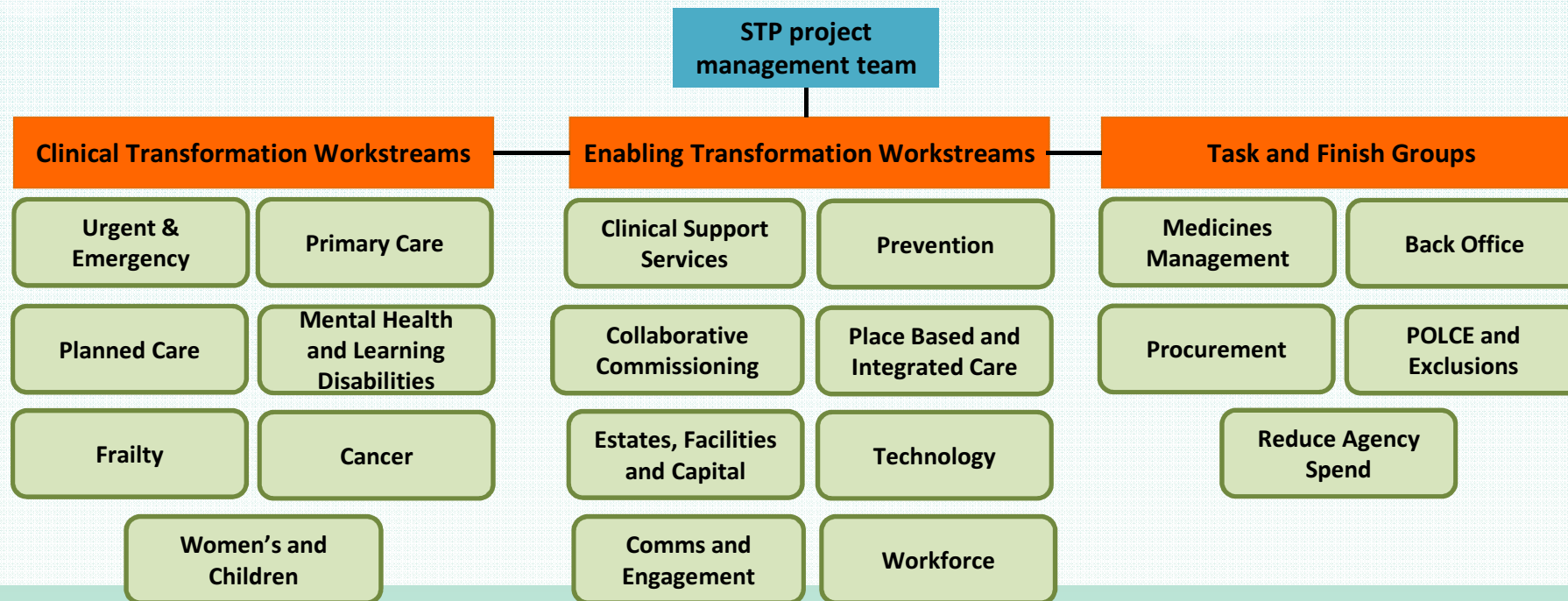
Key:
- - - Check and challenge
— Reporting



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Improving health and care in Hertfordshire and west Essex

STP System Leadership Arrangements

Page 12



STP Approach

Turnaround

Finance Directors

- Align CIPP/QIPP

Task and Finish Groups

- POLCE / Exclusions
- Meds Optimisation
- Back Office
- Procurement
- Agency
- Outpatients

Transformation

Clinical Workstreams

Enabling Workstreams

System configuration

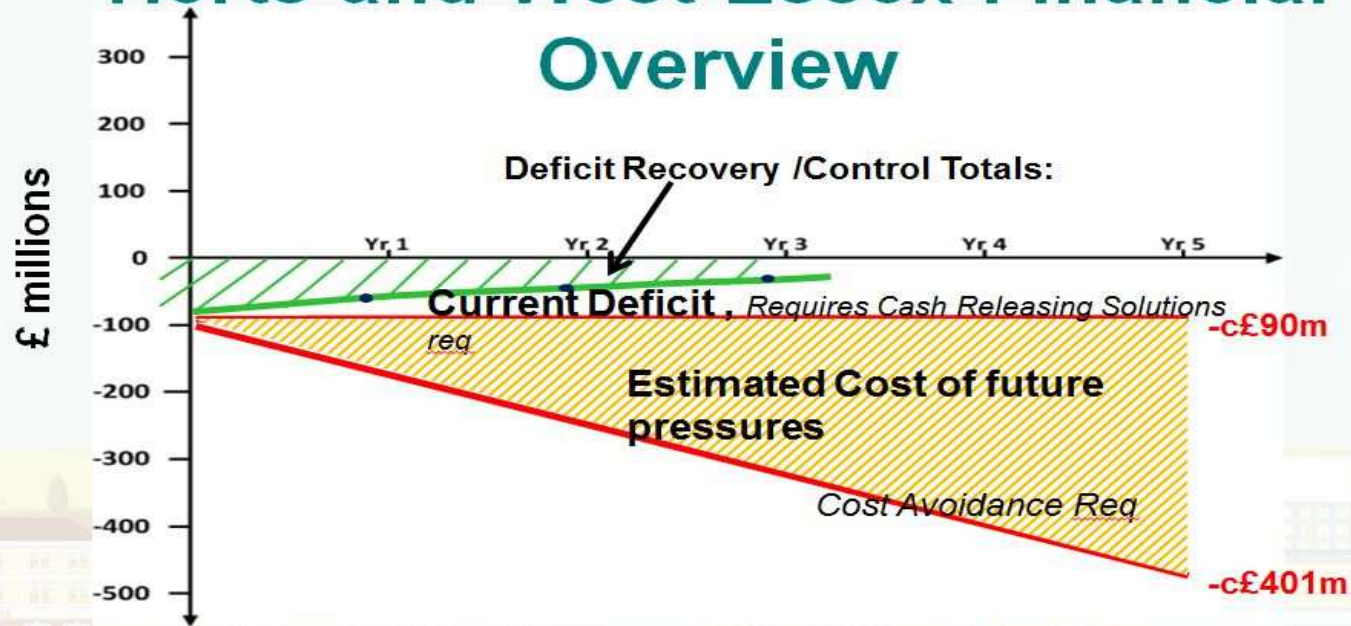
Model Changes

- Activity
- Workforce
- Investment
- Finance

Accountable Care System



Herts and West Essex Financial Overview



A Healthier Future

Improving health and care in Hertfordshire and west Essex

STP Dashboard- making progress

Hospital Performance	A&E waiting time performance	82.90%
	Referral to Treatment waiting time performance	92.60%
	Providers in special measures	Yes
	Healthcare associated infections - MRSA	0.7
	Healthcare associated infections - c. difficile	13.7
Patient Focussed Change	Extended access	17.30%
	Patient satisfaction with opening times	74.80%
	Improving Access to Psychological Therapies recovery rate	54.50%
	Early Intervention in Psychosis 2-week waits	71.10%
	% of cancers diagnosed at stage 1 or 2	55.80%
	62-day waits	81%
	Cancer patient experience score	8.5
Transformation	Emergency admissions rate	87
	Emergency bed days rate	456
	Delayed Transfers of Care rate	6,003
	System-wide leadership	Established
	CCG/Trust performance vs. financial control total	-0.70%



STP Priorities

- Reduce **unwarranted variation** in all health and social care settings (clinical pathways).
- Reduce level of **demand/referrals and activity** for secondary care/specialist services, through earlier intervention and by shifting care.
- Deliver priorities of **Five Year Forward View**, Urgent & Emergency care, Primary Care, Mental Health, Cancer and Finance.
- Establish “**Place Based and Integrated Care model**” in community and primary care.
- **Increase capacity** to manage demand and activity in primary and community care.
- Focus on **Prevention** and increase self-care and self-management.
- Reduce provision of or stop treatments of **limited clinical effectiveness**.
- Improve condition of our Hospital and Community **estate and environments**.
- **Finance**, deliver within means and work to a single control total across STP.
- **Commissioning**, reduce number and cost of transactions within the STP.
- **Back office /Productivity**. Reduce costs of back office across the STP and transactions; increase productivity.
- Reduce **workforce** costs, plan and reassign workforce to match demand and needs.
- Establish **new architecture** to support delivery, e.g. ACS , ACO , MCPs.



Priority Workstreams

Urgent and Emergency Care

- GP streaming and reductions in A&E demand - **right care, right place, right time**
- Improved clinical pathways to support urgent and emergency care priorities: stroke, chest pain, pneumonia
- Improvement against performance targets



Primary Care

- Extending access to GPs
- Develop a GP resilience programme and support for vulnerable practices
- **Implementing new models of joined-up care in our communities**



Priority Workstreams

Mental Health

- Expanding access to mental health services in acute (hospital) settings.
- Expert mental health support in GP practices.
- Expanding psychological therapies into treatment pathways for people with long term conditions.
- A new treatment pathway for autism.



Cancer

- Co-ordinating cancer prevention campaigns
- Implementing the 2 week wait standard
- **Accelerating screening campaigns**
- Planning expansion of diagnostic centres



Priority workstreams

Planned Care

- Reducing or stopping activity which has limited clinical effectiveness
- **Managing demand for expensive treatments by advising earlier**
- Improving the efficiency and effectiveness of treatment pathways, reducing variation
- Standardising clinical thresholds / eligibility
- Improving the sustainability and affordability of fragile services



Clinical Support Services

- Pharmacy efficiency improvements across the whole system
- **Medicines waste reduction**
- Pathology and radiology service improvements



A Healthier Future
Improving health and care in Hertfordshire and west Essex

Priority workstreams

Prevention

- **Expand social prescribing**
- **Champion cardio vascular disease reduction**
- **Promote self-management of health conditions**
- **Monitor health remotely through 'Telecare'**
- **Alcohol and obesity reduction initiatives**



Frailty

- Identifying frail patients and planning their care
- Improving care and health in Care Homes
- **Develop and trial integrated community frailty service model to support people at home, specific focus on falls**



Accountable Care Structure

NHS England/Improvement Function

- A one stop shop regulator
- Redeployment of staff and budget to support ACS
- Devolve transformation funding package to STP/ACS

Accountable Care System Function

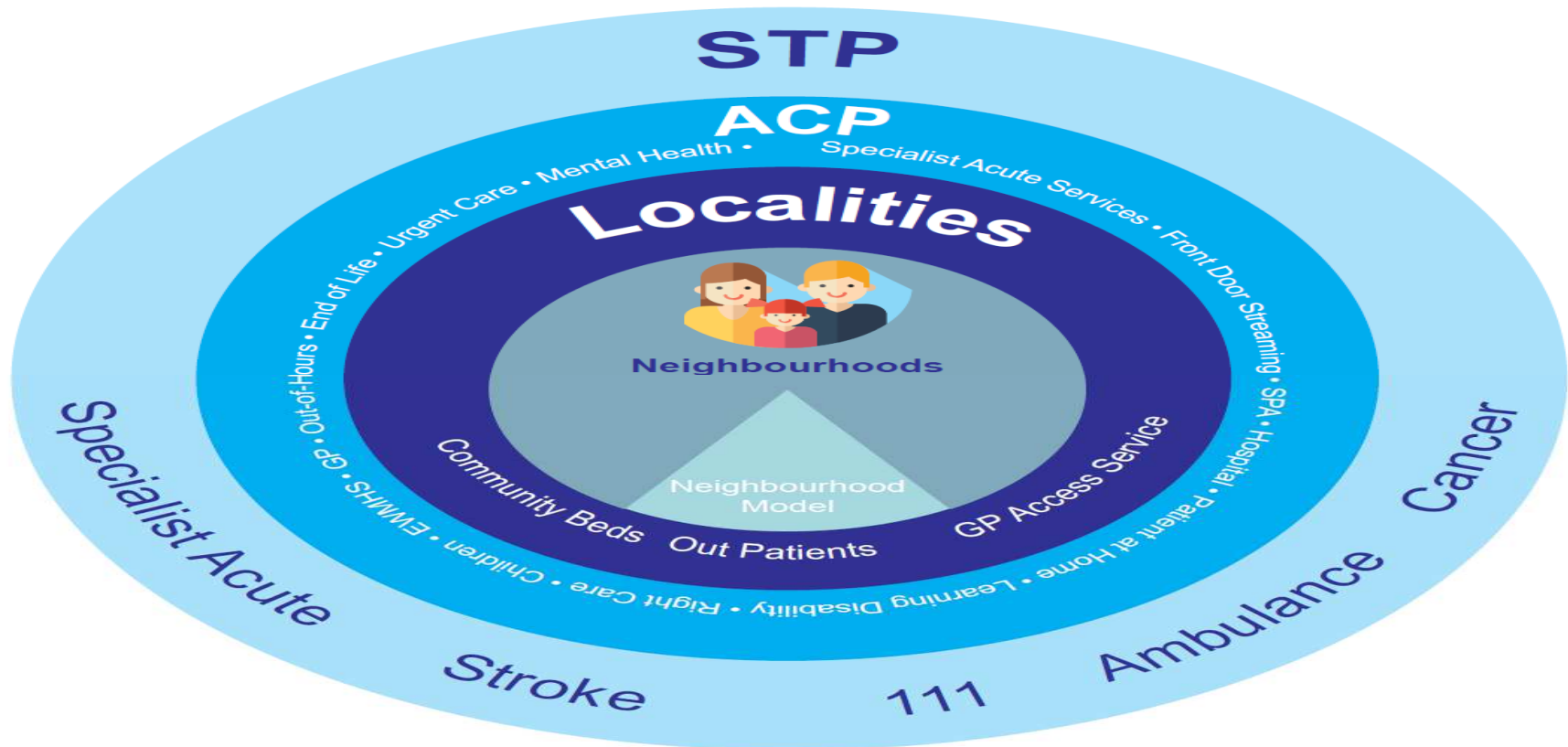
- Strategic Commissioner for local whole population
- System Integration
- Provide system assurance to regulators

Accountable Care Organisation(s)Function

- Single vehicle with whom commissioners contract for population health and care services
- Local health and care service integration
- Improve quality and health outcomes



ACS Model of Care



Community Select Committee, Emerging Recommendations for Housing Allocations Review

At the meeting of the Community Select Committee on 26 September 2017 Members flagged some potential areas for possible recommendations for the review these including the following issues:

- Provision of Direct Debit forms for movers
- Confirm the position regarding the provision of a chronological checklist for tenants that transfer between properties, especially those that transfer from Sheltered Accommodation to General Needs or vice versa
- The ongoing need for robust communications with tenants at all stages of the process
- 18 year olds living at home signing onto the housing waiting list
- The priority given to under occupiers wishing to downsize their properties
- A review of the local connection criteria for persons moving into areas such as Great Ashby whilst on the housing waiting list
- Communication with tenants concerning their position on the waiting list, particularly after an unsuccessful bid through the Choice Based Lettings process.

Following this meeting the Scrutiny officer met with the Empty Homes Manager and the Graduate to discuss the above issues.

RECOMMENDATION 1 – Provision of Direct Debit forms for movers

Reason – During the interview with a tenant from a sheltered scheme who was moving to a general needs property there did not appear to be a smooth transition between the ending of one tenancy and the start of a new one, which included not providing a direct debit mandate for the new tenancy when officers met with the tenant. This issue needs to be tested with officers to see if this is a common feature, a one off case or one that occurs when tenants are moving between sheltered and general needs.

Update – 12 October 2017 – It is now recommended that this recommendation be removed in its current form, as the example given by the resident moving from Sheltered to General Needs appears to be an isolated case as evidenced by the Lettings Advisor and with the check list (see attached) The Empty Homes Manager has stated that, with regards to help with removals that the resident raised at the interview, there is help available in cases of hardship, if the resident has a disability and if they have no family to help them.

RECOMMENDATION 2 – Confirm the position regarding the provision of a chronological checklist for tenants that transfer between properties, especially those that transfer from Sheltered Accommodation to General Needs or vice versa

Reason – Linked to recommendation 1, a chronological check list for the tenant could help the tenant avoid receiving letters from the Council informing them of arrears. It appeared that there such lists were in place for tenants that were

staying in each Housing need but was perhaps not available when moving from Sheltered to General Need and vice versa.

Update – 12 October 2017 – It is now recommended that this recommendation be removed in its current form, as the example given by the resident moving from Sheltered to General Needs appears to be an isolated case as evidenced by the Lettings Advisor and with the check list (see attached). Sheltered Housing Support Workers and Independent Living Workers (who have been reminded of this important checklist) should already be providing the attached check list. The scenario provided should be handled better under a Housing Under One Roof service.

RECOMMENDATION 3 - 18 year olds living at home signing onto the housing waiting list should be considered by officers as to whether this should be allowed under a revised Allocations Policy.

Reason – Members were concerned that 18 year old Stevenage residents who are living at home with their parents and do not have an acute housing need, were using the rules of the bidding system to bid for properties that they knew they would not be successful in bidding for, in order to keep a place on the allocations list, thus increasing their likelihood of building up time on the list and in time moving up the bands. The current Allocations Policy does not discriminate on the age of the bidder.

Update – 12 October 2017 – The Empty Homes Manager has suggested that this item be discussed again with the Committee to provide more context to this issue, especially as the changes to the Benefits Cap in 2019 to under 35s is likely to have a significant impact on this group.

RECOMMENDATION 4 – The priority given to under occupiers wishing to downsize their properties

Reason – currently under-occupiers are effectively unable to bid under the current scheme as they are classed as ‘no priority’, A potential policy change would recommend considering a priority banding for under occupiers to incentivise them to bid for smaller properties more suited to their needs. There are currently 155 Band F applicants seeking to downsize who could benefit from a change to the banding as well as a further 70 applicants in other bands who are also wishing to downsize. There are 270 SBC tenants in overcrowded conditions.

Changing the policy regarding under occupiers opportunity to bid could be the most influential recommendation and have the biggest impact on freeing up stock and moving people on the list into much needed larger accommodation.

RECOMMENDATION 5 - A review of the local connection criteria for persons moving into areas such as Great Ashby whilst on the housing waiting list

Reason – It was felt that for persons who had been resident in Stevenage and then moved out into private rented into very close neighbouring areas such as Great Ashby should not be penalised by losing their local connection points. Currently the criteria state that applicants require a residency qualification of 5 years. There are situations where applicants take up a Private Rented Sector let

just outside of the Borough as there is no suitable accommodation in the Borough but they are then penalised by being taken off the register even if they are outside of the area for just a few months. To alleviate this it was felt that officers should consider introducing a change to the criteria to allow people to be considered over a period of years which would allow a break in their local residency, for instances introducing a period of 5 out of 7 years.

RECOMMENDATION 6 - The ongoing need for robust communications with tenants at all stages of the process to include communication with tenants concerning their banding, particularly after an unsuccessful bid through the Choice Based Lettings process

Reason – Members were of the view that it was necessary for clear communications to be maintained throughout the allocations process. Members were concerned that regarding tenants position on the waiting list this was informally being communicated to tenants following an unsuccessful bid on Choice Based Lettings. This was misleading as each bid was different depending on the unique bidding circumstances, so a resident might be very close to successfully bidding for one property depending on who else was bidding but the next bid they could be less close depending again on what property they bid for and who else was bidding.

Update – 12 October 2017 – The Empty Homes Manager has suggested that this be brought back to Committee to discuss this further. There is a way that bidders can currently see where their bid was within the top 50 bids on the Locator software on the Council's website. This shows bidders where their bid was in bands as follows: 1-5, 6-10, 11-20, 21-30, and so on up to position 50. Officers are suggesting that is not practical to individually communicate with each bidder on a weekly basis and could be more counterproductive.

RECOMMENDATION 7 – That officers make alternative use of hard to let sheltered accommodation, using this to alleviate pressure on SBC stock as temporary or emergency housing for homeless households.

Reason – There is currently extra capacity in sheltered accommodation with bedsits that are unpopular with potential tenants who would otherwise be suitable for sheltered accommodation but who are not keen to take the available bedsits. The use of these units would need to be sensitively handled to accommodate emergency housing for homeless households but it would alleviate pressure on SBC stock if used for this purpose and could only be achieved following a full decant out of a sheltered unit when a new unit became available, but this could potentially save the Council extra costs in avoiding bills for accommodating emergency homeless households in the private sector.

Update – 12 October 2017 – The Empty Homes Manager has advised that there is scope to utilise underused hard to let studio stock but it is not simple. There are two scenarios possible. 1. Use the capacity in the decants of Asquith and Walpole Court for a limited period following the decant and before the demolition and rebuild, which is currently an option being considered, but this is for a limited timescale of a few months. 2. The conversion of seven of the current hard to let studio apartments stock across to one bed flats, currently underway, will make

them more popular and therefore lettable. Previous conversions have shown to make the units more lettable. Not all studios are suitable for conversion, and each one is assessed as they become void, subject to funding availability.

NEW CUSTOMER INTERVIEW PACK

For 5 Longfields (3 Bedroom House) on Fri 9/10/2017 at 3.00

Letting to: Mr
 Application No.: 260037 Banding: A
 Housing List: HRBAND
 ADVISOR: Mrs Elayne Crisp

	NOTES	TICK
TWO PROOFS OF ID. Note Type:	X2 original ID, x2 passport photos	
FLY SHEET	Check details with customer Check household DOB, spelling, contact details	
PROPERTY DETAILS SHEET	Go through list of repairs if not covered at viewing If not had decent homes & want to find out when will be done contact Asset Management	
ENERGY PERFORMANCE CHECKLIST	Make reference to energy efficiency levels	
GAS SAFETY CERTIFICATE	Explain gas is capped and safe Check appointment made with contractor	
ASBESTOS LETTER	Explain issues around asbestos, where it is and not harmful if not disturbed	
INSURANCE BOOKLET	Explain benefits of having insurance, covers building not contents if own items are damaged Reasonable rate for tenants If interested send to email address	
REFUSE COLLECTION	Explain brief guide including sack responsibilities and collection dates	
RECYCLING LEAFLET	Explain different colour boxes and collection dates	
CARETAKING SERVICES	Briefly explain caretaking service offered including junk collection	
REPORTING AN INCIDENT LEAFLET	If witness an incident advise to complete form and contact police	
WHAT TO DO IN AN EMERGENCY	Explain importance of knowing what to do in an emergency situation	
STEVENAGE CREDIT UNION LEAFLET	Explain benefits of credit union	
GARAGE LEAFLET	Are you interested in a garage	
ON-LINE ACCOUNT LEAFLET	Explain can register on SBC website linking to online account option and set up with email address and password Can view rent, council tax, repairs & submit an enquiry	
LA CORE FORM	Explain need to gather info for government statistics Complete form	
TENANTS HANDBOOK	In Production	
LETTABLE STANDARD SIGN OFF FORM	Give overview of lettable standard and make sure customer signs the form	
TENANCY CONTRACT	Introduction Explain the need to abide by contract. If intro and no breaches will become secure tenant in 12 months. It is a legally binding document and need to go through main points. <ol style="list-style-type: none"> 1. Your Tenancy <ol style="list-style-type: none"> 1.2 Explain areas responsible for 1.3 – 1.8 Explain intro tenancy responsibilities 1.9 Explain alteration permissions 1.10 Explain obtaining possession is easier if intro tenant 1.11 If breach intro tenancy in first year, can be extended for 6 months 1.14 If intro not to have same rights as secure 1.21 If away from home for 28 days must advise SBC 	

1.22 SBC can enter home if it appears abandoned
 1.23 If abandoned, SBC can change locks
 1.24 Tenant will be charged if locks changed, property made safe and disposal of any rubbish if abandoned
 1.26 Do not tamper with gas and electric supplies or fittings
 1.28 Do not leave flammable items in communal areas. Do not keep mopeds or motorbikes inside your home
 1.38 Explain moving options. Can transfer, exchange with prior agreement
 1.43 Both tenants have rights in the property including rights to remain. If relationship breaks down seek advice
 1.51 If you wish for someone to act on your behalf SBC need confirmation in writing
 1.53 – 1.54 Explain succession rules
 1.56 Explain assignment rules
 1.58 Can buy your home after qualifying period
 1.63 SBC will inspect your property if you give notice to end your tenancy. 28 days notice is required
 1.69 Must leave property in a clean and tidy condition in line with SBC's leaving standard. If any damage, they will be recharged

2. Rent

2.1 – 2.11 Rent due on a Monday every week or in advance if fortnightly or monthly. Rent is paid over 50 weeks with 2 rent free weeks. Will get quarterly statement
 2.12 If late with rent payment, water charge or service charge SBC will take required action
 2.18 If joint tenancy both equally responsible (even if moves out).
 2.21 If change in household much advise us

3. Repairs

3.1 Responsible for maintaining home and reporting repairs damage
 3.4 SBC responsible for building structure and major works
 3.12 No improvements allowed without prior written consent from SBC
 3.18 Must give us access if we provide reasonable notice to carry out repairs, to carry out a gas safety check, to inspect your property or other necessary works.
 3.20 Responsible for cleaning and decorating your home

4. Living in your community

4.1 – 4.4 SBC keen for tenant to enjoy home. You are responsible for not causing nuisance (e.g ASB, excess DIY, harassment including on grounds of race, religion etc)
 4.5 Responsible for your animals and need permission to keep no illegal animals. Not allowed to cause nuisance (e.g fouling, unattended, barking). We have the right to take action against you, a visitor and animals
 4.11 Flats only – do not leave items in communal areas for health and safety reasons. Can take action if they ignore advice to remove items

	<p>5. In and around your home 5.4 Responsible for gardens, maintaining overgrown trees and hedges and cutting lawns. Keep free from rubbish and junk. You may need permission to remove a tree. You have rights but also have responsibilities</p>	
DECORATIONS VOUCHERS	Confirm amount due and items that can be purchased Advise Tenancy Advisor will visit after 8 months to check decorating allowance has been spent and property is decorated	
PARKING PERMITS (TC Blocks)	Use for household and one visitor Not to be passed onto any other person Return if tenant moves out Will incur costs if permit is lost and needs replacing	
RENT	State weekly charge and explain itemized charges Everyone contributes to the upkeep of flat blocks Upkeep of flat blocks are done quarterly and to check notice boards (not all blocks have notice boards but will have in the future)	
WAYS TO PAY YOUR RENT	Promote DD or standing order and give out forms. If forms completed pass to Central Admin Team	
BENEFITS CONSENT FORM	Complete if they want us to assist in resolving HB issues and to share information on claim To be completed if they may be on HB in the future	
COUNCIL TAX INFO FORM	Complete form as soon as possible and pass to revenues Refer to CSC if they want confirmation of council tax banding and charge	
PAY 1 ST WEEKS RENT	Take money – cash, cheque, debit card and put in machine in CSC If on HB get expected contribution, if on full HB request £10 (or take what they can offer) Advise to pay every week until HB assessed	
KEY CHECK LIST	Check keys against check list and sign	
CUSTOMER SATISFACTION SURVEY	Ask them to complete and either hand in to CSC, SHO or tenancy advisor at settling in visit	
SETTLING-IN VISIT WITHIN 28 DAYS	Explain Tenancy Advisor will be visiting within 4 weeks and need to attend. If not, please contact tenancy services to rearrange If repair issues found, report through CSC on 01438 242666. Do not wait for tenancy advisor to visit	
END OF TENANCY FORM	If transferring get tenant to complete and sign with expected termination date and pass to Central Admin Team	
SHELTERED HOUSING PACK (5 items)	Explain supported people charge and flexi care service Complete relevant form if entitled to HB and forward on. If responsible for charge, explain ways to pay	
FIRE SAFETY LEAFLET	Issued, explained and understood by tenant	

Disclaimer:

I have read and understood what has been explained as ticked above, including the terms of the tenancy agreement and promise to abide by the terms of the contract.

Signed..... (Customer) Date.....

Signed..... (Customer) Date.....

Signed.....(Stevenage Borough Council) Date.....

Moving to your council home

This sheet gives you some helpful hints and tips about your move.

You will need to tell people you are moving. Here are a few ideas to get you started:

- The Benefit Agency (Income Support, Child Benefit, Pensions and any other allowances)
- The Post Office (to redirect your mail)
- The Council Tax Office
- Your employer
- The Electricity supplier
- The Gas supplier
- The Telephone company
- Insurance companies (contents, pension, car)
- Your Doctor/Dentist/Optician/Hospital
- Your bank/building society
- DVLC (Driver Vehicle Licencing Centre – it's illegal to have a driving licence with an old address).
- Catalogue companies
- TV/Video rental companies
- TV Licensing
- Children(s) school(s)
- Electoral Register (local authority)

You are responsible for telling the utility companies (gas, electric, telephone, TV) that you are moving. It is **essential** you contact gas and electricity suppliers before your moving date to ensure that your gas and electricity supply will be available to you in your new home from the day you move. Remember to make a note of all meter readings when you move

Please see enclosed fact sheet for more information on gas and electricity supplies.

About your new home

Insurance:

You will need to arrange insurance for the contents of your home. Stevenage Borough Council offer Home Contents Insurance on a weekly payment basis.

If you want more information, please ask for our leaflet called 'Pay as you go Home Contents Insurance'.

Garages and Parking:

If you think you may want a garage in your new area, apply as soon as possible as there may be a long waiting list.

Housing Benefit:

If you already get Housing Benefit or Council Tax Benefit, please write to the Benefits Service and give them your new address. Also tell them of any change in circumstances.

If your income is below a certain level, you may be entitled to Housing Benefit to help with the cost of your rent. If in doubt, apply. Pick up a leaflet and application forms from the Customer Service Centre.

SBC Tenants

Before you leave your home

Please leave it empty, clean and return ALL keys including front door, back door, shed, meter cupboard, laundry room, garage, door entry keys, fobs and parking permits (if applicable). You will be recharged for any items left in your current home

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