

# **KARIBU COMMUNITY HOMES**

**JUNE 2023**

## **VULNERABLE TENANTS POLICY**

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### Policy statement

Karibu Community Homes is committed to supporting vulnerable tenants to enable sustainable, independent living and protection in their homes and to improve the quality of life for vulnerable tenants.

We will consider the specific needs of vulnerable tenants, recognising that some tenants may require higher levels of support whilst others may require short-term support and that vulnerability may be due to one or more reasons.

### Aims

- The aims of this policy are to provide a framework for Karibu Community Homes and its partners and contractors to assist vulnerable tenants to sustain the best possible level of independent living.
- We aim to provide a service that is flexible enough to address the needs of individuals who may be vulnerable at any time, for any period for any reason.
- We will work with other agencies and where possible we will seek additional funding to facilitate independent living and protection.

### Definition

Vulnerable tenant means a person who is or may need community care services because of mental or other disability, age or illness and who is or may be unable to take care of himself or herself, or unable to protect himself or herself against significant harm or serious exploitation as a vulnerable tenant.

Vulnerability may include periods following discharge from hospital or other institutional care, domestic abuse, debt, substance abuse, isolation, failing memory, coping skills due to injury or illness, reduced physical or mental capacity due to age, ex-offenders, teenage parents. These categories are to assist, not replace staff judgement.

KARIBU will:

1. Accept reports of vulnerable tenants from anyone and by any means of communication.

2. Identify and keep records of tenants who are or may become vulnerable and delete the records after 12 months from the date that they no longer are deemed vulnerable.
3. Treat a tenant who identifies themselves as vulnerable until their vulnerability situation is resolved.
4. Profile existing tenant's vulnerability at the sign up of their tenancy.
5. Consider a person's vulnerability by reviewing their circumstances and environment and each case will be considered on an individual basis.
6. Provide a responsive and flexible service to meet individual needs.
7. Adapt services according to the needs of the individual. For example:

#### Repairs and maintenance

- On receipt of a call from a vulnerable tenant, we will endeavor to prioritise the repair to be completed earlier than the normal completion target unless it is an emergency.
- The contractor should be able to identify tenants classed as vulnerable from the repairs ticket.
- Where a tenant's vulnerability has prevented adherence to the policy, we will waive recharges.
- In the absence of any other support, the elderly and disabled who are on benefits will be provided with assistance to care for their homes and gardens where possible.

#### Aids and Adaptations

Where possible we will seek to provide elderly and disabled tenants with aids and adaptations to support independent living.

#### Supported living

We will ensure staff are trained to recognise when additional support may be necessary and we will refer any tenant identified as having these needs to the Council's Supporting People Service, liaising with this Service to help tenants to get the support they need.

8. Assist vulnerable tenants access the full range of benefits available to them.
9. Work with carers, advocates and personal representatives of vulnerable tenants.
10. Provide appropriate communication formats on request for example Braille, large font documents and translators.
11. Ensure that staff are trained to help tenants maintain their tenancies and have information on access to additional support services where required.
12. Protect vulnerable tenants and prevent homelessness.
13. Continually improve services for vulnerable tenants.

12.1 Revision Detail/Record:

**12. Amendment Log/Version Control**

<b>Date of Revision:</b>	<b>Record of Amendments:</b>	<b>Reason for Revision:</b>	<b>By Whom: Name and Title</b>
08/06/2023		Update since last review in 2016	Customer Committee – Approved – 20 June 2023