



Haig Housing Vulnerable Tenants: Our Policy

The Trust has a policy of caring for vulnerable tenants and actively seeking out and responding to the needs of those who may be considered vulnerable.

Vulnerable individuals are identified through Housing Manager's visits and general figures are collated from data from the Tenants Satisfaction Survey conducted once every three years. The information is recorded on our central database.

This leaflet is a summary of Haig Housing's Vulnerable Tenants Policy – a full copy of the policy is available from Haig Housing – please see over for details.

DEFINITION OF VULNERABILITY

Tenants may be regarded as being vulnerable in any of many ways, including, with examples:

Physical vulnerability	Disablement, hearing loss, visual limitations, blindness, wheelchair use, frailty
Mental health vulnerability	Post traumatic stress disorder, psychotic illness, depression
Diversity issues	Racial discrimination, translation or literacy needs
Anti-social behaviour of others	Racial, sex or any other discrimination, harassment
Threat of home loss	Through breaches of the Tenancy Agreement for example, <ul style="list-style-type: none">○ Non-clearance of rent arrears○ Social misbehaviour○ Racial and other harassment○ Failure to keep a property/garden in reasonable condition○ Failure to keep pets under control○ Subletting illegally○ Through non-qualification as a successor to a tenancy
Domestic problems	Involving bereavement, domestic violence, separation or divorce
Deterioration of local environment	Increase in crime, vandalism, drug misuse

WHAT WE DO TO HELP

- Provide aids and adaptations to properties to assist the elderly and those with disabilities, subject to availability of funding
- Advise on rent arrears
- Offer referral to debt counselling agencies
- Provide translations and large type versions of written communications on request
- Welcome translators at any meeting with tenants with English language needs
- Provide a hearing induction loop system at Head Office
- Ensure accessibility to our offices for wheelchairs users
- Arrange home visits
- Liaise with other Service Charities
- Liaise with other support agencies with specialist knowledge and services
- Advise on and support suitable "move-on" accommodation for people with greater than general needs housing or for those not qualified as a successor to a tenancy (Trustees do have discretion not to evict on grounds of age, incapacity or for some other charitable reason. The Trustees' decision is final)