

## **Principles**

Aves Housing currently accepts referrals for Adults with support needs and a limited number of referrals of Adults in need of move on accommodation with no support needs. We ONLY accept referrals from homeless organisations or government agencies such as housing departments.

## **Referral Procedures**

Clients must be 18+ and have the relevant ID, Proof of NINO, and Proof of benefits. This could be the latest UC payment breakdown. IF ESA or JSA then we also need the last 2 bank statements.

Referral agents check room availability at [aveshousing.org/vacancies](https://aveshousing.org/vacancies) and discuss suitable accommodation with the client.

Refer your client using the REFERRAL FORM

Complete the SELECT A VACANCY FROM THE LIST AND ACCEPT A ROOM

Call the office on 020 8127 6220 to book a Telephone Assessment

Arrange travel for your client to move in

Leave a Google Review so we can obtain more property and house more clients

Usually, we can move clients in on the same day if before 11am assessment or the next working day

Clients that have not completed a Room Acceptance Form or incomplete documentation will have their move-in Delayed

## **Detailed Procedures and instructions for Referral Agents**

This form was updated on Mar24. Next review Mar25.

Our organisation currently accepts referrals for Adults with support needs and Adults without support needs.

Your client must: be 18-65 years old and have an active benefit claim.

18 to 24-year-old clients must be Care Leaver with a suitable support package

We ONLY accept referrals from homeless organisations or government agencies. You can make a referral by completing the online form below.

### **Client Criteria**

Your client must, in your view, benefit from supported accommodation or in your view not need supported accommodation in which case will be offered accommodation without support. In this case we will seek rent from Universal Credit Housing costs.

Your client and be over 18.

The interview is a 5 stage process:

Stage 1. Your Referral Agent will make a referral and sent electronic copies of your Proof of identity, National Insurance number and Proof of Income

Stage 2. See some photos of the property to check if you like it

Stage 3. A telephone interview to assess suitability for our scheme

Stage 4. Complete a Housing Benefit Application or Apply for UC Housing costs. We will then change your address on your Universal Credit Journal.

Stage 5. Move-in and complete a Risk Needs Support Assessment

As your application is processed or your client's record is updated you and your client will be notified by Email. There will normally be NO need to call us for updates. Future updates can continue at the request of the client.

For those clients in need of support, we will then provide Tenancy Related Support for up to one year. Your client will be encouraged to save at the local Credit Union to cover the cost of moving at the end of the tenancy. We will only provide signpost support for your move on to independent accommodation.

For those clients with no support needs we will provide no additional support with regard to the tenancy.

## **Fair Access**

We will aim to call your clients within one working day of you making the referral.

We will give priority to:

1. Councils and organisations on our Referral Framework
2. Clients with a disability Benefit UC LCWRA, ESA, or PIP
3. Clients with a Local Connection

There is no guarantee that your client will be offered Accommodation as we only have 450 places including studio flats.

However, if you are on our Referral Framework and have a Local Connection then your client is more likely to be offered housing when a property becomes available.

Aves Housing does operate a waiting list and we aim to call your client once a month to obtain an update on their current circumstances. However all our vacancies are advertised on our website and can be viewed online.

If your client does not have a phone number, a current benefit claim, ID, Proof of benefits, Proof of Bank account we will aim to contact them periodically to obtain an update.

Once they have all those details they will then be placed on a waiting list. When we have a vacancy they will be called for a face to face interview. At all stages when your client's record is updated you will get an automatic Email. You may also get telephone updates when issues arise.

### **Moving on Assistance**

Aves Housing Provide £30 to assist clients that complete their exit interview with their moving on.

Please take time to complete the feedback form so that we can improve our service to you and your clients

### **General Data Protection Regulation**

Clients and Referral agents can see how we will use and protect their data by viewing the Data Protection Policy at:

<http://www.aveshousing.org/wp-content/uploads/2018/05/LHT-GDPR-POLICY-28-May-2018-V-1.2.1.pdf>