

Housing Services Vulnerable Persons Policy

1. Introduction

Nottingham City Council Housing Services (NCCHS) is here to support tenants and leaseholders who may need extra help to manage their homes and stay safe. This includes people who:

- have disabilities or health conditions
- are elderly or vulnerable
- have financial difficulties
- experience domestic abuse or anti-social behaviour
- need additional support for any reason.

We want to make sure that everyone has fair access to housing services and the help they need to live safely and independently.

2. What this policy covers

This policy explains how we:

- support tenants and leaseholders who are vulnerable
- prioritise repairs for those who need them most
- help tenants who are struggling to pay rent
- take action on anti-social behaviour (ASB)
- work with other support services to offer extra help when needed
- record and protect information about vulnerable tenants
- regularly review and improve our services.

3. Responsibilities – how we support you

3.1 Repairs and maintenance

If something goes wrong in your home, we understand that it can be difficult to deal with, especially if you have extra support needs. That's why we have a system in place to prioritise repairs for vulnerable tenants.

- **Keeping you updated**
 - You will receive automated text messages confirming your repair appointment.
 - If a repair is delayed or changed, you will get an update via text or phone call.
 - We will send reminder messages before your appointment.
- **Tracking repairs online**
 - A tracker system (like Amazon deliveries) will show you when the repair team is on the way.
 - You will soon be able to check repair updates online through the tenant portal.
 - We monitor repair performance to make sure work is done on time.
- **Prioritising vulnerable tenants**

- If you have a disability or other vulnerabilities, we will make sure your repair is treated as a priority when needed.
- If your repair is at risk of delay, our system will alert our team so they can fix the issue quickly.

3.2 Anti-social behaviour (ASB) and domestic abuse support

If you are experiencing ASB or domestic abuse, we can help:

- our team investigates and manages ASB cases to **keep you safe**
- we work closely with the **police, social services, and support agencies**
- we offer **support and advice** to victims of ASB and domestic abuse
- we may arrange **emergency housing** if you are in danger.

If you are **causing anti-social behaviour**, we will:

- try to understand if a vulnerability is involved (such as mental health issues)
- work with support agencies to help you change your behaviour
- take action if ASB continues, including legal enforcement.

3.3 Rent support and eviction prevention

If you are struggling to pay rent, talk to us as soon as possible. We can help by:

- offering affordable payment plans if you are behind on rent
- referring you to debt advice services for financial support
- helping you apply for benefits like Universal Credit or Housing Benefit
- giving financial support through the Hardship Fund
- using the Eviction Prevention Panel to look at your case and find a way to keep you in your home.

3.4 Support for leaseholders

If you are a leaseholder (a private owner of a flat in a council building), we can help if you have financial difficulties or other support needs.

- if you are struggling to pay major works bills, we can offer repayment plans
- if we know that a leaseholder is vulnerable, we will work with support services to help manage any health or safety risks
- if your home is a fire risk (e.g., due to hoarding), we will work with the fire service and environmental health to make it safe.

3.5 Hoarding support

Hoarding can create fire risks and unsafe living conditions. If you or someone in your building is struggling with hoarding, we can:

- work with the fire service and environmental health to assess the risk
- refer you to support services to help you reduce hoarding safely
- provide fire safety checks and advice on making your home safer.

4. Procedures – how we deliver services

For all our services, we consider how to adjust our approach to support vulnerable tenants.

- **We make communication accessible:**
 - letters and documents can be provided in large print, Braille, or translated into other languages
 - where needed, we call or visit in person rather than sending letters.

- **We work with support services:**
 - we refer tenants to specialist organisations that provide extra help
 - we follow up to check that support is in place.
- **We make reasonable adjustments:**
 - urgent repairs can be prioritised for vulnerable tenants
 - home visits can be arranged for tenants who find it hard to attend meetings
 - we take extra time to explain tenancy rules if needed.
- **We provide fair treatment in legal action:**
 - if legal action is needed (e.g., for ASB or rent arrears), we will first consider vulnerabilities and offer support.
- **We work in partnership with other agencies:**
 - we collaborate with social services, mental health teams, and support charities
 - we take part in multi-agency meetings to **coordinate the best support**.

5. Recording and protecting your information

To make sure we provide the right support, we keep **secure records** about tenants who may be vulnerable.

- Our staff identify and record vulnerabilities during tenancy sign-ups, visits, or service requests.
- Information is stored securely and only shared when necessary to provide support.
- We regularly review and update records to keep them accurate.
- You have a right to know what information is held about you and to request changes if needed.

6. Monitoring and reviewing this policy

We check our services regularly to make sure we are helping tenants and leaseholders in the best way possible. We look at:

- how many tenants and leaseholders get extra support
- how well we respond to rent issues and prevent evictions
- how quickly we complete priority repairs
- feedback from tenants to improve our services.

This policy will be reviewed every three years to make sure it stays up-to-date with new laws and best practices.

7. Need help? Contact us

 **Call us** 0115 915 2222

 **Email us:** feedback@nottinghamcity.gov.uk

 **Visit our website:** www.ncchousing.org.uk

We are here to support you and help you feel safe in your home.