

WIGAN HOUSING SOLUTIONS

COMMUNITY INTEREST COMPANY

WIGAN HOUSING SOLUTIONS SERVICES

Information for Landlords

Introduction

Wigan Housing Solutions is a not for profit, community interest company. Our business is to operate the Wigan Bond Scheme, manage properties leased by Wigan Council from private landlords, and let and manage properties directly for landlords. As a Community Interest Company, our commitment to serving the community is overseen by regulation.

Our objective is to help people in housing need who are unable to afford to purchase or to retain their own homes, or who would have difficulty in accessing social housing, to achieve sustainable housing solutions in the private rented sector. We seek to do this by providing landlords with first rate letting and management services and proactive advice and support services for the tenants.

This information will provide you with an outline of our service options:

- **Let Only Service**
- **Housing Management Service**
- **Private Sector Leasing**

A full information pack is available on request.

Please contact us if you require details on the Wigan Bond Scheme.

Contact Details

Wigan Housing Solutions
The Atherton Centre
York Street
Atherton, M46 9JD

Telephone: 01942 879 758

Fax: 01942 873 620

Email: info@wiganhs.org

Operations Manager:

Louise Atherton



The Wigan Housing Solutions Team

Our Services to Landlords

- We provide a professional, regulated service with a clear fee structure, together with access to additional support for landlords and tenants where needed.
- We aim to keep void losses to a minimum by providing an effective lettings service:
 - We hold an extensive waiting list of prospective tenants, who will be matched with properties available.
 - Advertising will also be carried out through our Website www.wiganhs.org, and for landlords accredited through the **Wigan Council Accreditation Scheme**, we will also advertise the property through the Wigan and Leigh Housing Website and Property Shops.
- We will advise and support prospective tenants in submitting their claims for housing allowance, to minimise claim times.
- We will provide you with full, clear statements of account and reports on the conduct of each tenancy.
- We offer a proactive approach to tenancy issues, including rent arrears control, with an emphasis on prevention through working with tenants prior to occupation and then supporting them, as necessary, throughout their tenancies, coupled with a clear enforcement escalation policy to respond to any increases in arrears. Our weekly rent accounting system enables us to respond quickly to any rent arrears issues.

Our Services to Tenants

The services we provide aim to ensure the successful entry into, and maintenance of, tenancies in the private sector for people in housing need in the Borough.

To achieve this, all the prospective tenants accepted on to our rehousing schemes will complete a pre-tenancy training and advice programme, covering income maximisation; income management and budgeting; the rights and responsibilities of tenants and landlords, and how to run a successful tenancy.

We are particularly concerned that people taking on a tenancy understand and can afford their commitments, and therefore everyone being assisted by our service will receive individual advice on budgeting and personal financial management. In addition, after being granted a tenancy, ongoing advice and support will be provided to assist tenants in meeting their obligations and responding to changes or difficulties that may arise.

Service Options

The services under Options 1 and 2 are open to landlords whose properties meet the required safety standards. Landlords taking up the Housing Management Service will be offered assistance in becoming accredited through Wigan Council's Accreditation Scheme.

Option 1 – 'Let Only' Service

This is a tenant finding service. Wigan Housing Solutions will undertake an initial inspection of the property and advise the landlord on any issues that need to be addressed before the property is let. An inventory will be prepared. We will advertise the property, find a tenant and fully check them into the tenancy. The landlord will then take on the management of the property.

Option 2 – Housing Management Service

Wigan Housing Solutions also provides a lettings and full management service for private landlords, including rent collection and accounting, attention to tenancy issues, arrears control, housing allowance, neighbour issues, and repairs assessment, reporting and performance monitoring. The landlord will be provided with regular account statements and reports on the conduct of the tenancy.

Repairs: Where agreed with the landlord, Wigan Housing Solutions will arrange for Leigh Building Service to undertake repairs on your behalf. There is no extra management charge by Wigan Housing Solutions for this service; the agreement for the repairs service will be between the landlord and Leigh Building Services.

Fees for Options 1 & 2

Let Only:	£125.00 (plus VAT) Letting Fee
Management:	£125.00 (plus VAT) Letting Fee, then 10% of monthly rental collected (plus VAT)

There are no 'extras', such as administration charges or arrangement fees.

Option 3 - Private Sector Leasing

The Private Sector Leasing Scheme has been established by Wigan Council to provide accommodation for people who are homeless or otherwise in housing need. Under the Scheme, the Council will lease properties from landlords for a period of three years and then let them to tenants on a non-secure tenancy.

The Council will give priority to leasing properties of type and location that become vacant less frequently through Council and Registered Social Landlord's waiting lists.

This service will only be open to landlords accredited through Wigan Council's Landlord Accreditation Scheme. It offers stability by way of **guaranteed** fixed rental from Wigan Council, throughout the term of the lease, subject to compliance with terms and conditions. In this scheme, rents will be at 85% of current open market rental values.

The properties will be allocated and managed by Wigan Housing Solutions, and responsibility for repairs will remain with the landlord. The option of taking up the arrangement with Leigh Building Services will be available.

The Wigan Bond Scheme

This service provides a bond guarantee to landlords on behalf of tenants who are unable to afford a security deposit. As this service does not involve the landlord's taking a security deposit, it is outside of the three mandatory government schemes.

The Bond Scheme can be used alone, where tenants find their own suitable accommodation under our Home Finder Scheme, or in conjunction with the Let Only and Housing Management services.

Our team

Our team of experienced professionals are committed to providing you with a first rate service. We cover the full range of expertise necessary to look after your property and your interests, including housing management; valuations, housing allowance, repairs, housing law, and accounts, and in our tenancy support team, financial literacy training, and benefits, debt, housing and employment advice.

The Wigan Council Landlord Accreditation Scheme

The aims of the Wigan Council's free Landlord Accreditation Scheme are to encourage, acknowledge and actively promote good standards and management practice by landlords, and to assist landlords and tenants to undertake their responsibilities to each other.

For further information on the Scheme, please contact either Wigan Council on 01942 828806 or Wigan Housing Solutions on 01942 879758.

Company Information

Wigan Housing Solutions Community Interest Company:

Registration No. 6842098

Registered Address: 6, The Avenue, Leigh, WN7 1ES

Company Secretary: Christopher Harris BSc. MRICS FCIH

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