



REQUEST 18613

Please provide the Wigan Council's social housing management policy in particular:

1. Principles for monitoring the condition of properties during permanent and temporary tenancies
2. Principles for monitoring the tenancy of temporary properties
3. Principles for tenants to cover the costs of demolishing social housing after leaving it
4. Grounds for evicting tenants from permanent and temporary homes

RESPONSE

We do not have a housing management policy, which includes the information requested. We have however provided answers to the questions below, which details our approach.

1. Principles for monitoring the condition of properties during permanent and temporary tenancies

Permanent tenancies: Long-term housing arrangements, often with more stable occupancy.

Monitoring the condition:

- Void handover certificate from the inspector prior to commencement of any tenancy.
- Throughout the course of the tenancy - Regular checks or inspections to ensure the property remains safe, habitable, and well-maintained when reports of repair/disrepair are made.
- Post Repair inspections if issues are identified.
- Stock Condition survey findings
- Annual safety checks completed

Temporary properties: Short-term housing, possibly used for emergency accommodation or transitional housing.

Monitoring the condition:

- Void handover certificate from the inspector prior to any decant taking place.
- Move in/move out visits.
- Completion certificate from contractor on completed property prior to move back.
- Sign off documentation of the repaired property by the tenant on works completed prior to move in.

2. Principles for monitoring the tenancy of temporary properties.

- Viewing and sign up completed in person at the property
- Support Officers aligned to temporary properties to support occupiers and oversee move on
- Specialist Housing Officers monitor the tenancy, rent payments and condition of property including any breaches of tenancy or rent arrears.
- Visits to ensure fixtures and fittings are in serviceable condition and replace as and when needed.
- Review of property once void and decision made whether to keep as a temporary property or return to general stock.

3. Principles for tenants to cover the costs of demolishing social housing after leaving it.

- Group A priority awarded to tenants affected by demolition when they apply for rehousing.
- Dedicated Homefinder Officer assigned to tenants to support with bidding for properties and rehousing.
- Home loss payment issued once tenant moves to alternative property.
- Financial support with removals, disconnect and reconnect of appliances and/or services.

4. Grounds for evicting tenants from permanent and temporary homes

- Rent arrears or breach of the tenancy
- Nuisance, annoyance, illegal or immoral use of the property
- Domestic violence
- Offence during a riot
- Deterioration in the condition of the property
- Deterioration of furniture
- Tenancy obtained by false statement
- Premium paid in connection with mutual exchange
- Unreasonable conduct in tied accommodation
- Refusal to move back to main home after works completed
- Mandatory anti-social behaviour ground
- Homeless duty ended (only in temporary accommodation)