

Client Support Package

St Petrock's will carry out a full assessment of the client's needs.

We will put together a client support plan and make relevant referrals to supporting agencies. We can assist in applications of community care grants and budgeting loans as well as provide housing benefit advice to maximize income.

We will give our client advice and speak to creditors in order to set up an affordable payment plan for outstanding debts.

We will help clients liaise with local housing providers and the private rented sector. We will provide practical support for clients, setting up tenancies, making referrals to furniture projects and, if required, provide a move-in pack of essential items.

We will also prepare an inventory at move-in and provide regular property inspections. We will act as an advocacy and, if required, as a mediator.

We also offer a wide range of training at St Petrock's, including Basic Cookery and Life Skills which includes Budgeting.

In addition, our clients can also benefit from our City & Guilds Adult Literacy & Numeracy classes to GCSE Level 1 and 2.

Terms and Conditions

St Petrock's does not make any warranty or representation as to the suitability or otherwise of any tenant who is introduced to you. We will, however, strive to ensure that tenancies are run smoothly.

St Petrock's cannot take any responsibility for the behaviour of tenants once they are in a property, however, we offer support to our client to equip them with the skills to manage their tenancy. We will endeavour to mediate if problems arise.

The selection of tenants must ultimately remain the responsibility of the landlord, although, we would ask to be present at the introduction and sign-up meetings to support our client.

St Petrock's aims to help all eligible people regardless of ethnicity, gender, age, sexuality, disability or religion. It asks landlords to follow this policy.

St Petrock's is a charity for people who are homeless. It has developed St Petrock's Rent & Support Service with the help of funding from Crisis, as part of a strategic approach to tackling homelessness.

St Petrock's will not enter into any legal agreement with the landlord. St Petrock's cannot be held legally responsible for any loss or damage that the landlord has sustained by entering into an agreement with a tenant that has been introduced by St Petrock's.

ST PETROCK'S RENT & SUPPORT SERVICE

Landlord Information Pack



This project is funded by Crisis, the national charity for single, homeless people.

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Who we are...

St Petrock's is an Exeter-based charity working to improve the lives of people who are homeless or vulnerably housed.

This new project, St Petrock's Rent & Support Service, will develop access to private rented sector accommodation in Exeter, East and Mid Devon for those in housing need in order to create long term sustainable tenancies.

The project will act as a broker between people who are homeless and local landlords, as guarantor to reduce the financial risk to landlords and connect new tenants with local support services.

We see clients, landlords and ourselves as having the same goal; stable tenancies that help build stable communities.

We provide support and advice for both tenants and landlords in order to keep the tenancies running smoothly.

We do not manage properties, we offer assistance to help support clients with their accommodation and housing. We are a charity, therefore, do not charge clients for any support we offer.

We aim to support our clients to move off the streets by supplying housing advice, an assessment to help us put the correct support in place that will enable them to create a manageable home for themselves and will encourage them to lead more fulfilling lives.

Tenant & Landlord Eligibility

For St Petrock's to be able to consider a client for support, the client must fulfill all of the following:

- Be homeless or facing homelessness.
- Are not eligible for social housing.
- Be on a low income or in receipt of benefits.

We are looking for properties with Landlords or Letting Agents who:

- Are happy to accept Housing Benefit payments and for the initial period of the tenancy, have payments made directly to them.

Have properties that:

- Meet all legal requirements, including gas and electric safety checks.
- Are rented at an affordable level, ideally ones that are below the LHA rate for the area.
- Have properties that have not had any conviction for harassment or illegal eviction.
- Landlords who are not resident at the properties or providing B&B accommodation.

Landlord's Benefits

- A list of potential tenants so you can fill empty properties promptly.
- Help in setting up Housing Benefit claims.
- Provide tenants with help and advice to help them to understand their responsibilities and to minimize potential problems.
- Financial security in the form of a bond.
- If problems do arise with the tenancy we can provide assistance to both you and the tenant to help it get back on track.

Deposit Guarantees

A deposit guarantee is a written agreement between St Petrock's and the Landlord for a property, valid for up to 6 months.

St Petrock's will guarantee to pay up to the agreed value (usually up to one month's rent) in the event of damage.

The aim is to give the tenant 6 months in order to save money for a deposit of their own.

Making a claim under the deposit scheme.

You can only claim against the deposit guarantee when the tenant has left your property. It is your responsibility to inform St Petrock's when your tenant has left the property. If you intend to claim against the deposit guarantee, you must inform St Petrock's within 21 days from the end of the tenancy.

What is not covered by the scheme?

St Petrock's will not cover the costs that have incurred as a result of not paying gas, electricity, council tax or any other utility bill. You will not incur these costs if you inform the companies concerned, in writing, that you are no longer responsible for these accounts.

St Petrock's will also not cover the cost of any outstanding damage or repairs that were listed on the agreed inventory at the start of the tenancy.