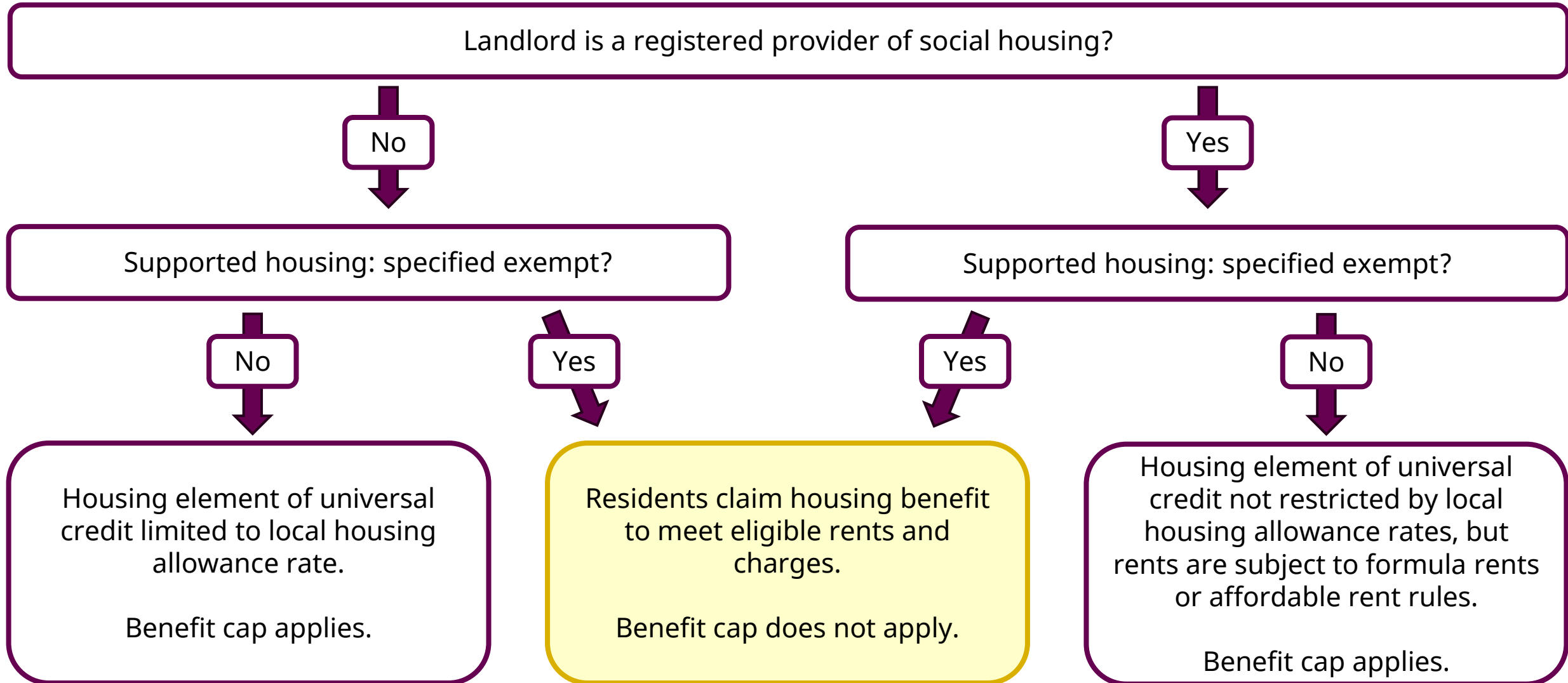




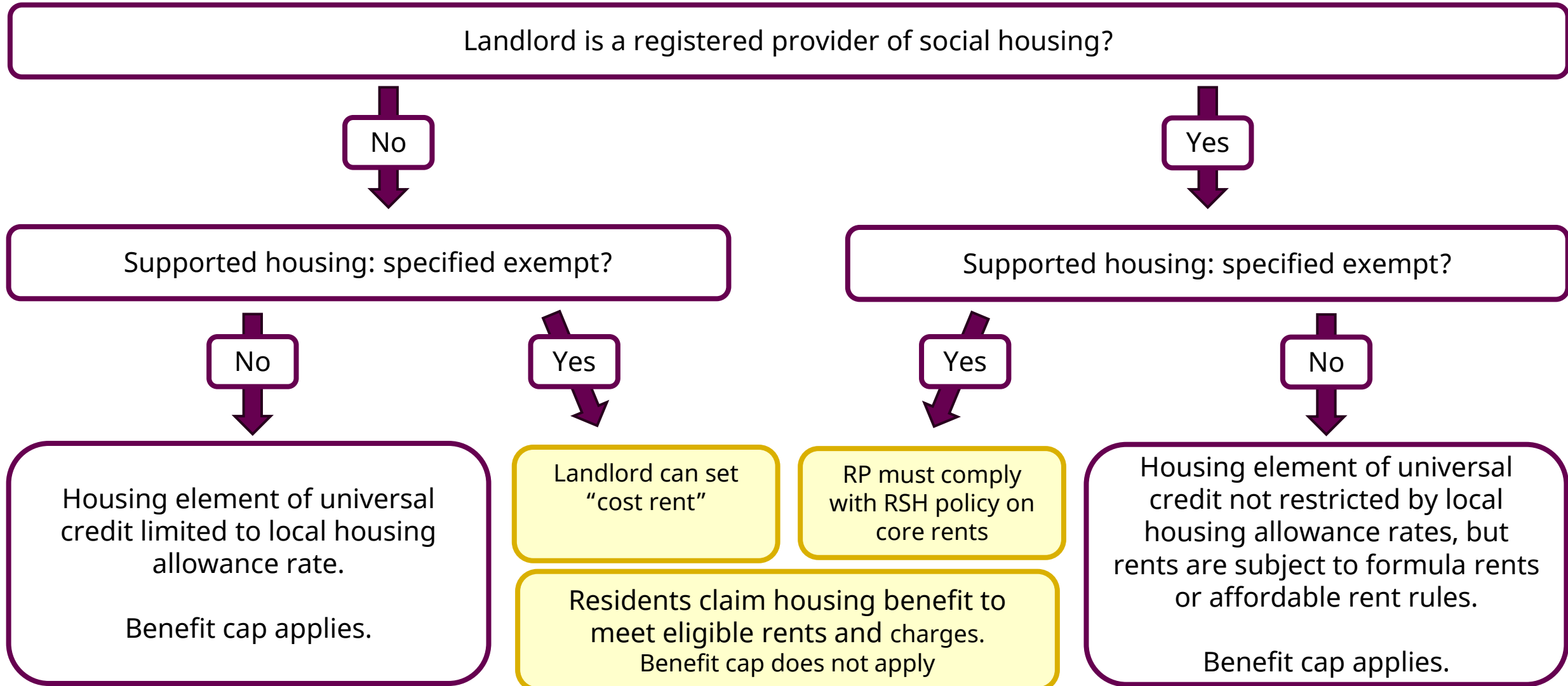
Supported housing and housing benefit



Supported housing



Supported housing





Housing
Justice



Homeless Link

Specified accommodation

- **Exempt accommodation**
- Refuges
- Local authority hostels
- Managed properties

Care support or supervision cannot be paid for from rents and charges eligible for housing benefit.

Does not apply to floating support

Care support or supervision must be needed and provided.

Support must be more than “minimal”

Guidance

Housing Benefit guidance for supported housing claims

Published 25 May 2022



----- Eligible for housing benefit -----

(Core) rents

Formula rent

Affordable Rent

Service charges

80% of market rent

Service charges

Basic property costs

- Mortgage/ lease
- Insurance
- Repairs and maintenance
- Basic management

Communal services

- Utilities
- Furniture & equipment
- Cleaning
- Grounds maintenance
- Health and safety

Services - rooms or flats

- Heat and light
- Water
- Broadband

Communal services

- Utilities
- Furniture & equipment
- Cleaning
- Grounds maintenance
- Health and safety

Heat and light Common parts

No. residents	4
Annual cost	£ 2,250
Occupancy	95.0%
Admin charge	12.5%

		£
Gross charges receivable	$£ 12.81 \times 4 \times 52$	2,664.48
Less voids	$- £ 2664.48 \times 5 \div 100$	(133.23)
		2,531.25
<hr/>		
		£
Heat and light common parts		2,250.00
Admin charge	$£ 2250 \times 12.5\%$	281.25
Total annual cost		2,531.25

		£
Cost per resident per week	$£ 2531.25 \div 4 \div 52$	12.17
Adjustment for occupancy	$£ 12.17 \times 100 \div 95$	0.64
		12.81



Housing
Justice



Homeless Link



----- Eligible for housing benefit -----

(Core) rents

Enhanced (intensive) management charges

Council tax Charges

Service charges

Charges for meals

Service charges

Care/ support service contract
• Charitable funding
• Charges (ineligible for HB)

Basic property costs
• Mortgage/ lease
• Insurance
• Repairs and maintenance
• Basic management

Enhanced management
Additional management/ property costs
• Out-of-hours cover
• Security
• Concierge

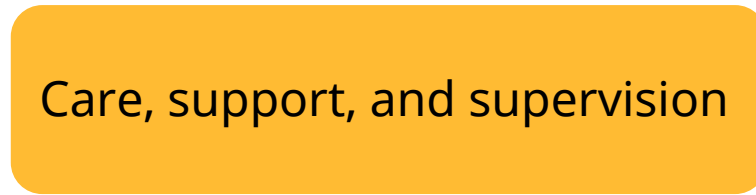
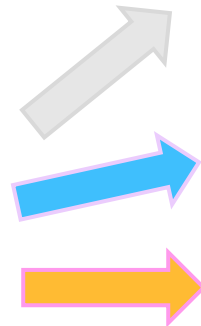
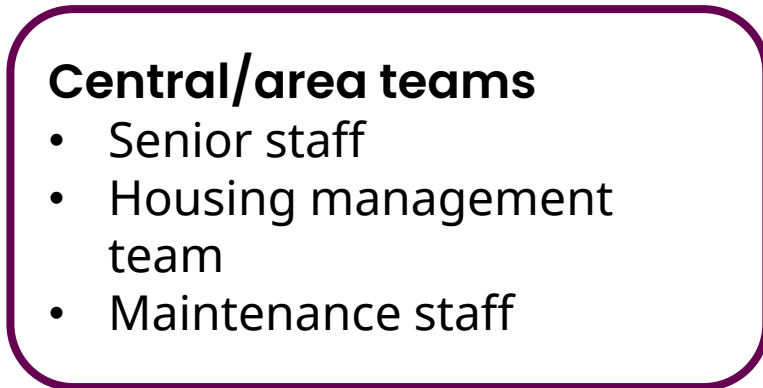
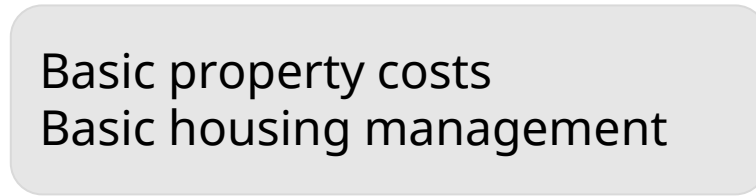
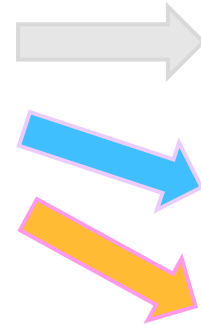
Council tax
(Shared housing)

Communal services
• Utilities
• Furniture & equipment
• Cleaning
• Grounds maintenance
• Health and safety

Meals
Food/ catering costs

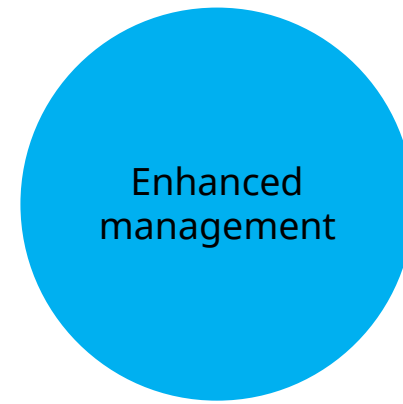
Services - rooms or flats
• Heat and light
• Water
• Broadband

Care, support, and supervision



Enhanced housing management

Intensive housing management



Intensive housing management is a term used to describe the housing management tasks that supported housing providers perform (sometimes with greater intensity) in addition to the duties of a general needs landlord.

Intensive housing management (and similar terms) are now often used by landlords as an umbrella term to cover a range of charges.

The local authority should ask for a breakdown of these charges and then identify and deduct any ineligible or duplicate charges. *Where charges relate to services which contribute to the accommodation satisfying the care, support, or supervision requirement to be specified accommodation, they must be ineligible.*



07:20 – 8:00	<p>M.K. came to me this morning, he had a complaint they said, I asked what it was about. M.K. said that M.P., who lives in the new building, was knocking on their door at 03:30am, M.K. said that they disturbed their sleep and was very adjudgated about it. I assisted him with writing a complaint about this issue and printed it out for him. I advised him to take it to management.</p>
13:25 – 13:50	<p>W.P. came to me and said they have a probation appointment, and there are no buses. Their probation appointment was in Wolverhampton. W.P. asked me if I could give them a map on how to get there – I googled this for W.P. and printed it out for them. After that, W.P. came back to ask if I could help them to get a ticket on the vending machine. W.P. didn't know how to use it. I have assisted them with this.</p>



	Core property	Enhanced management	Housing benefit eligible services	Food/ catering	Ineligible services	Care and support	Total
Project manager	10%	25%	5%			60%	100%
Project worker		65%				35%	100%
Project worker			9%			91%	100%
Cleaner			95%		5%		100%
Cook				100%			100%

Communal services

Communal service charges



Service charges: Services connected to the provision of adequate accommodation

Utilities

Health and safety

Security

Cleaning/
grounds

Furniture and
equipment

Communal
facilities

Utilities



Gas – communal areas



Water – communal areas



Electricity – communal areas



Payphone / emergency phone – line rental



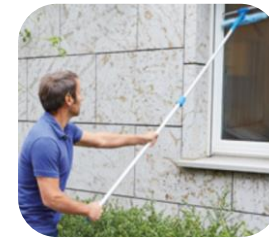
Cleaning / grounds / waste



Cleaning materials



Cleaning contracts/staff



Window cleaning



Gardening



Grounds maintenance



Caretaking



Deep cleaning



Rubbish clearance



Bulk waste disposal



Sanitary waste disposal



Pest control



Fire and health and safety



Fire detection equipment



Firefighting equipment



Fire detection and firefighting equipment testing and servicing



Smoke alarms



Portable appliance testing



Legionella testing and treatment



Fire risk assessments



Furniture and equipment



Furniture and equipment



Renewals and replacements



Laundry equipment



Lift maintenance



Lift replacement



Carpets, curtains, and furnishings



Kitchen equipment / white goods



Furniture and equipment - residents' rooms

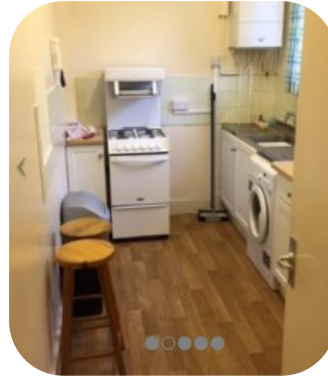


Aerials



Contents insurance

Facilities



Redecoration/repairs – communal facilities

Security



CCTV



Door entry system



Security staff /contracts



Security staff
/contracts



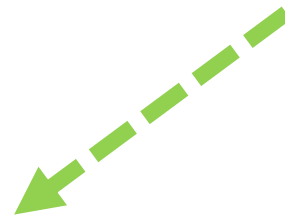
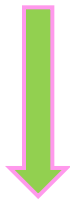
Concierge



Out-of-hours
cover, on-call



Housing
benefit
eligible
services



Enhanced
management



Care,
support, and
supervision



Housing benefit ineligible services

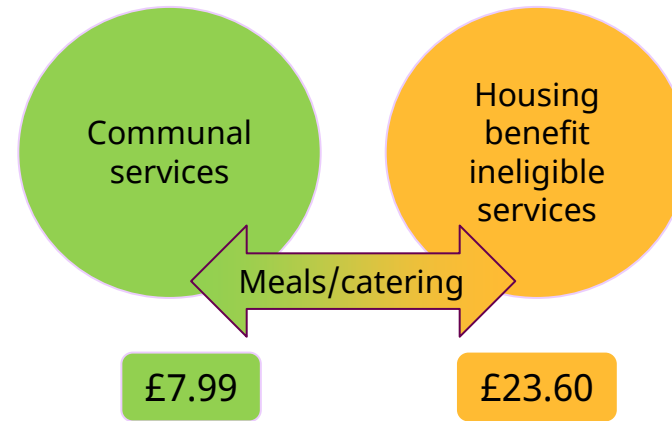
Housing benefit ineligible service charges



- **Heat and light for residents' rooms**
- **Water charges**
- **Meals**
 - (Standard deductions: **£35.25** for 3 meals; **£23.60** two meals; **£4.30** breakfast)
- Alarm call service
- TV licence/subscriptions (aerials, etc., excluded)
- Broadband
- Cleaning residents' accommodation (excluding common parts)
- **Care, support or supervision**

45 residents - 2 meals per day

Budget: Including all supplies, staff costs, apportioned energy costs, and overheads: **£68k**



Ineligible charges payable by residents (45 x £23.60 x 52 weeks):	£55,224
Assumed voids/bad debts:	£ 4,423
Net income housing benefit-ineligible:	£50,801

Additional income needed from housing benefit-eligible charges:	£17,199
	<u>£50,801</u>
	<u>£68,000</u>

Housing benefit eligible charges (45 x £7.99 x 52 weeks):	£18,697
Assumed voids/bad debts:	£ 1,498
Net income housing benefit-ineligible:	£17,199

Landlord



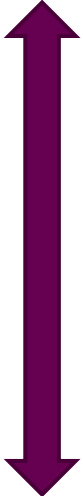
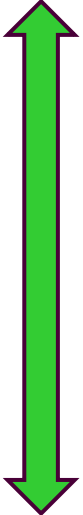
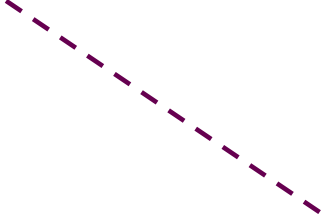
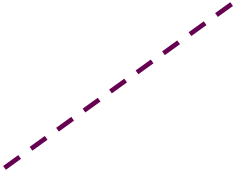
Provider
owns the
property

Occupancy
agreement

Support
service
contract



Resident





Owner of the property

Lease



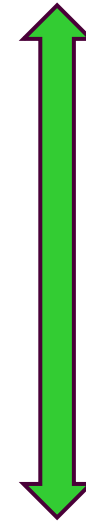
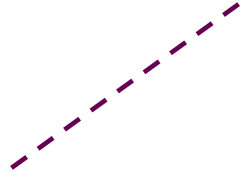
Landlord



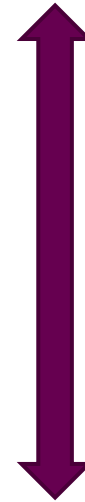
Provider leases the property



Occupancy agreement



Resident



Support service contract



**Owner of the property
(usually an RP)**

Landlord

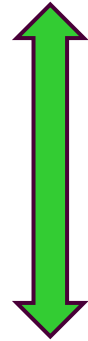


**Management
contract**



**“Provider”
becomes a
managing
agent**

**Occupancy
agreement**



**Support
service
contract**



Resident



Leaseholder of the property (an RP)

Landlord



Lease



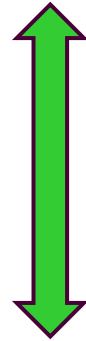
Management contract



Provider owns the property leases it to an RP then manages it on behalf of the RP



Occupancy agreement



Support service contract



Resident





Department for Levelling Up,
Housing & Communities

Evaluation of the Supported Housing
Oversight Pilots

April 2022
Kantar Public and Imogen Blood Associates
Department for Levelling Up, Housing and Communities

Guidance

Housing Benefit guidance for supported housing claims

Published 25 May 2022



Supported Housing (Regulatory Oversight) Act 2023

2023 CHAPTER 26



Questions?

Homeless Link

What we do

Homeless Link is the national membership charity for frontline homelessness services. We work to improve services through research, guidance and learning, and campaign for policy change that will ensure everyone has a place to call home and the support they need to keep it.

homeless.org.uk

[@HomelessLink](https://twitter.com/HomelessLink)



Homeless Link