



Working with Landlords

SHPS Norfolk is a new service with the aim of supporting those we work with to either sustain accommodation or find good quality affordable accommodation in Norfolk. The service supports single adults (aged 18 plus), couples and in some district's families too.

Why work with SHPS

- We wish to develop close working relationships with landlords offering accommodation within the Local Housing Allowance (LHA) rates.
- Accommodation required may be within a shared licenced HMO, an individual studio, one bedroom property or larger when working with a family.
- We are able to offer a named contact to landlords so that any issues arising can be discussed and support put in to try to resolve these. Case workers will continue to work with its customers for 8 months once accommodation has been secured to offer greater reassurances to landlords
- Case workers get to know clients and their needs so will be in a better position to place people into accommodation appropriately
- Case workers work with clients to enable them to sustain current accommodation and resolve outstanding issues, savings landlords money in following through eviction process
- Case workers know the welfare benefit system and will be clear with clients about their benefit entitlement, maximising income where possible and being up front with landlords about the amount they can expect to receive from Universal Credit
- Attend viewings with customers and will ensure they understand their rights and responsibilities as well as those of landlords before signing up to a tenancy
- SHPS have working agreements with local DWP departments to help identify payment issues and provide up to date information for landlords and customers enabling problems to be solved quickly
- We will work with customers to ensure that Universal Credit forms are submitted with all info required to process the claim quickly.
- We provide ongoing support to customers for at least 8 months with landlords having a named contact to talk to should any problems with the tenancy arise.
- SHPS are able to signpost and engage additional support services where needed to reduce likelihood of issues arising. This includes access to employment services to support people to access work opportunities, increasing their independence and ability to sustain their property.
- We are paid for the results we get so will work flexibly to ensure we achieve positive outcomes for those worked with.

What we need from you

- Access to properties. Good quality accommodation meeting all legal requirements, with HMO's meeting requirements/being licenced where needed
- We wish to be able to build strong positive working relationships with landlords to develop trust and provide mutually beneficial outcomes. This requires openness and good communication and you letting us know if there are any problems as soon as they arise.
- We will require signed copies of all tenancy/licence agreements in order to be able to evidence our outcomes. All tenancy agreements should be for at least 6 months

Contact us

SHPS Norfolk has teams across the county with services delivered by our partner providers



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