

# Lichfield District Council & LWMTS

## Accommodation policies



**This document includes all housing related policies relating to all residential properties managed by LWMTS on behalf of Lichfield District Council.**

The following policies are included:

1. Allocations & Lettings Policy
2. Tenancy & Licence Management Policy
3. Rent Setting & Arrears Management Policy
4. Repairs & Maintenance Policy
5. Anti-Social Behaviour (ASB) Policy
6. Safeguarding Policy
7. Equality, Diversity & Inclusion (EDI) Policy
8. Complaints Policy
9. Eviction Policy
10. Void Management Policy
11. Health & Safety / Compliance Policy
12. Data Protection & GDPR Policy
13. CCTV Policy

All policies will be reviewed annually or in response to:

- Legislative changes
- Significant incidents
- Feedback from residents, staff, or regulators

Minor amendments are delegated to the director of resident and business services in collaboration with the accommodation manager at LWMTS. Significant amends will trigger approval by Lichfield District Council and LWMTS board.

**Last reviewed:** June 2025, unless otherwise indicated on individual policies.

**Signed off:**

Organisation	Approval level	Date approved
Lichfield District Council	Cabinet member approval	Approved in July 2025 - <a href="#">Decision - Temporary Accommodation Policies</a>
LWMTS	Board	Approved in June 2025

# 1. Allocations & Lettings Policy

**Scope:** All properties let under licence or tenancy through Lichfield West Midlands Traded Services on behalf of Lichfield District Council.

## 1. Purpose

This policy sets out how Lichfield District Council allocates temporary accommodation to eligible individuals. We aim to provide a fair, transparent, and needs-based allocations in compliance with the Housing Act 1996 and our duties as a provider of supported temporary accommodation.

## 2. Eligibility Criteria

Referrals made by Lichfield District Council's Homelessness Team.

## 3. Allocation Process

- For each new customer, the council's Homelessness Team will carry out a risk assessment, specify support needs, and confirm compatibility with accommodation before a referral is made – if necessary, the team will liaise with LWMTs in relation to this.
- The council's Homelessness Team will send request form to LWMTS setting out vulnerabilities, number to attend, any risks contractors may need to be aware of, and an overview of the support plan the Homelessness Team will put in place.
- LWMTs to meet person/family on site and issues tenancy agreement and property instructions. The Homelessness Team may attend, depending on needs.

All offers recorded on housing management system and case new case established for each customer.

## 4. Appeals

There are differing appeal rights, depending on the duty under which you have been offered temporary accommodation:

- **If you are offered temporary accommodation under the (S188 duty – known as interim accommodation) you do not have a right to appeal/right to review.** If a customer refuses suitable temporary accommodation offered under the S188 duty, the council will end their interim accommodation duty, and the customer will need to find their own accommodation.
- **If you are offered temporary accommodation under the S193 (2) duty, you have a right to review.** We always recommend customers accept the accommodation, even if it is not wholly suitable and then request a review. To request a review, please email [housing.options@lichfieldddc.gov.uk](mailto:housing.options@lichfieldddc.gov.uk) within 21 days of being offered the accommodation giving reasons why the accommodation is not suitable and any supporting documentation of information. Customers will be advised of the outcome within 56 days.

Our Homelessness Team will be able to advise you under which duty you have been offered temporary accommodation.

## 2. Tenancy & Licence Management Policy

**Scope:** All properties let under licence or tenancy through Lichfield West Midlands Traded Services on behalf of Lichfield District Council.

### 1. Purpose

This policy outlines the types of occupation agreements issued by Lichfield West Midlands Traded Services, on behalf of Lichfield District Council, and how they are managed to ensure consistency, legal compliance, and support for vulnerable tenants.

### 2. Types of Agreements

- Licence Agreements for temporary accommodation placements.
- Assured Shorthold Tenancies (ASTs) for housing pathway scheme units returned to the council occupied by previous tenants of Spring Housing.
- Shorthold Tenancies (STs) for housing pathway scheme units and general needs units.

### 3. Agreement Terms

- Clear terms on rent, behaviour, duration, guest policy, and support requirements.
- Sign-up process includes property induction and rights/responsibilities.
- Regular reviews for support needs and licence/tenancy sustainability.

### 4. Ending an Agreement

- Voluntary surrender by tenant/licence holder with appropriate notice.
- Licence/tenancy may be ended by Lichfield District Council for breach of agreement, including non-payment or anti-social behaviour, in line with legal requirements.
- Move-on planning for tenant/licence holder with liaison with Lichfield District Council.

## 3. Rent Setting & Arrears Management Policy

**Scope:** All properties let under licence or tenancy through Lichfield West Midlands Traded Services on behalf of Lichfield District Council.

### 1. Purpose

To ensure rents are fair, affordable, and sustainable, and to manage arrears in a proactive and supportive manner.

### 2. Rent Setting

- Rents set in line with Lichfield District Council's guidance on fair charges utilising the rent calculator.
- Includes service charges where applicable (e.g. utilities, cleaning, support).

### 3. Collection

- Housing Benefit/Universal Credit to be paid directly to Lichfield District Council, where in payment.
- Where Housing Benefit/Universal Credit not in payment, rent to be paid to Lichfield District Council.

### 4. Arrears Procedure

LWMTS to discuss case with Homelessness Team before contact is made with tenant to agree approach.

As standard the team will adopt the following approach, however this may differ based on the individual circumstances and reasons for non-payment of rent:

- **After one missed payment:** The customer will receive a written letter, home visit from Homelessness Team and a payment plan will be arranged for the arrears. LWMTS team will be notified of payment plan.
- **After two missed payments:** An official warning will be sent, and a follow up visit will be conducted by the homelessness and LWMTS teams.
- **After three missed payments:** Notice served will be served, and eviction procedures will be followed.

Support will be offered throughout, including budgeting help or benefits advice.

## 4. Repairs & Maintenance Policy

**Scope:** All properties managed by Lichfield West Midlands Traded Services on behalf of Lichfield District Council.

### 1. Purpose

To ensure all properties are safe, habitable, and maintained to a decent standard, in line with the Homes (Fitness for Human Habitation) Act 2018 and other regulatory requirements.

### 2. LWMTS Responsibilities on behalf of Landlord

LWMTS are responsible for:

- Structural repairs (roof, walls, windows, etc.).
- Heating and hot water systems.
- Maintenance or sanitation facilities (toilets, baths, sinks).
- Fire safety systems and equipment.
- Annual gas safety checks and 5-yearly electrical inspections.

### 3. Tenant Responsibilities

Tenants are responsible for:

- Keeping the property clean and well-maintained.
- Carrying out minor tasks (e.g., replacing lightbulbs, unblocking sinks).
- Not causing damage deliberately.
- Reporting urgent, routine and non-urgent repairs online, please email [repairs@lwmts.co.uk](mailto:repairs@lwmts.co.uk) and we'll aim to get back to you first thing on the next working day.

#### For emergencies:

- During working hours, Monday - Friday, 9am - 5pm (not including bank holidays) please call our property team on either 07811 714687 or 07734 731133.
- Outside of these hours, please call our team on out-of-hours repairs team on 0330 222 0304 and select option 3. Our out of hours team will only attend if the issue is an emergency. Non-emergency issues reported to our out of hours team will be passed to our property team to deal with on the next working day.

### 4. Response Times

When a repair is reported the LWMTS/out of hours team will advise the customer of its priority and target response time. Only emergency repairs will be dealt with by the out of hours response team – urgent, routine and non-urgent repairs will be addressed on the next working day.

Repair priority	Example	Target response time
Emergency	Gas leak, major water leak, electrical failure causing danger, total loss of power, severe flooding, structural collapse, blocked drains causing flooding	Same day (within 24 hours)
Urgent	No heating or hot water (in cold weather), partial power loss, minor water leaks, blocked toilet (single), security issues (broken locks/windows), faulty smoke alarms	Within 3 working days
Routine	Leaking tap, dripping radiator, broken door handles, damaged kitchen units, minor plaster repairs, garden fence repair	Within 10 working days
Non-urgent routine	Cosmetic issues, minor cracks, peeling paint	Within 20 working days

## 5. Access

Tenants must allow access for inspections, repairs, and safety checks. LWMTS and our out of hours provider will give 24 hours' notice unless it's an emergency.

## 5. Anti-Social Behaviour (ASB) Policy

**Scope:** All licence and tenancy holders living in properties managed by Lichfield West Midlands Traded Services on behalf of Lichfield District Council.

### 1. Purpose

To prevent and respond effectively to anti-social behaviour (ASB) within temporary accommodation and housing pathway scheme properties that are managed by Lichfield West Midlands Traded Services on behalf of Lichfield District Council, ensuring that all residents live in a safe and respectful environment.

### 2. Definition

ASB includes:

- Noise nuisance
- Verbal abuse or threats
- Vandalism or damage
- Drug use or dealing on the premises
- Nuisance drinking
- Harassment, hate incidents, or domestic abuse

### 3. Reporting

Residents, staff, or neighbours can report ASB. We accept reports by phone, email, or in person.

### 4. Procedure

- Initial complaint logged by council's Homelessness Team on the housing management system risk.
- Investigation carried out and evidence gathered by the Homelessness Team.
- Behaviour contract issued where appropriate by Homelessness Team.
- Support offered to all partners.
- Where an issue is persistent the case may be to police, local authority, and support services.
- Where an issue persists despite interventions from relevant parties, a case review panel will be called with an independent director of the council to determine any action that may be taken, which could include eviction (see 9. Eviction Policy).
- There is no right of appeal on the decision taken by the panel.

### 5. Safeguarding

Where ASB involves vulnerable tenants, safeguarding referrals may be made in line with our Safeguarding Policy.

## 6. Safeguarding Policy

**Scope:** All licence and tenancy holders living in, and all staff working in, properties managed by Lichfield West Midlands Traded Services on behalf of Lichfield District Council.

### 1. Purpose

To protect tenants from abuse, neglect, and exploitation, particularly those who are vulnerable due to age, disability, or circumstances (e.g., fleeing abuse, homelessness).

### 2. Principles

- Safeguarding is everyone's responsibility.
- We will work with statutory agencies and follow Care Act 2014 (adults) and Children Act 1989/2004 (children).
- We are committed to safe recruitment and robust staff training.
- All staff supporting tenants in temporary accommodation and housing pathway scheme units are subject to DBS checks and relevant safeguarding training.
- Each tenant is risk assessed, and the appropriate number of staff will always attend in line with the assessment.

### 3. Types of Harm

- Physical, emotional, financial, and sexual abuse.
- Neglect and self-neglect.
- Domestic abuse.
- Modern slavery or exploitation.

### 4. Procedure

- All safeguarding concerns are reported in line with the council's safeguarding procedure – [find out more](#)).
- Records kept confidentially and securely.
- Staff must complete safeguarding training every 2 years.

### 5. Whistleblowing

Staff can report concerns about internal safeguarding failings confidentially without fear of reprisal.



# 7. Equality, Diversity & Inclusion (EDI) Policy

**Scope:** All licence and tenancy holders living in, and all staff working in, properties managed by Lichfield West Midlands Traded Services on behalf of Lichfield District Council.

## 1. Purpose

To promote equality and prevent discrimination across all housing and support services, in line with the Equality Act 2010.

## 2. Commitment

Lichfield District Council and Lichfield West Midlands Traded Services is committed to:

- Promoting inclusive access to housing and services.
- Ensuring a culture of respect and dignity.
- Eliminating unlawful discrimination, harassment, and victimisation.

## 3. Protected Characteristics

We ensure equal treatment regardless of:

- Age.
- Disability.
- Race or ethnicity.
- Sex or gender.
- Sexual orientation.
- Religion or belief.
- Gender reassignment.
- Pregnancy/maternity.
- Marital or civil partnership status.

## 4. Implementation

- Staff in both LDC and LWMTS receive equality training.
- All related policies are subject to equalities impact assessment.
- Tenants will be consulted where possible on policy or service changes.
- Translation, interpretation, or alternative formats provided on request.

## 5. Monitoring

We record and monitor equality data to identify barriers and improve services.

## 8. Complaints Policy

**Scope:** All licence and tenancy holders living in properties managed by Lichfield West Midlands Traded Services on behalf of Lichfield District Council.

### 1. Purpose

To provide a clear, fair, and accessible process for handling complaints in line with the Housing Ombudsman's Complaint Handling Code.

### 2. What is a Complaint?

A complaint is an expression of dissatisfaction about:

- The standard of service/repairs.
- Actions or lack of action.
- Behaviour of staff or contractors.

### 3. Complaints Process

All complaints relating to your property should be sent to emailed to [complaints@lwmts.co.uk](mailto:complaints@lwmts.co.uk)

- **Stage 1:** LWMTS will acknowledge within 5 working days and issue a full response within 20 working days. The response letter will detail how a complainant can escalate their complaint to Lichfield District Council.
- **Stage 2 (Review):** The complainant may request review by a Lichfield District Council. This will be conducted by the council's complaints team, supported by a council director.
- **Stage 3:** Complainants will be provided information on how to refer their complaint to the Housing Ombudsman (if eligible) or Local Government & Social Care Ombudsman (LGSO) within their stage 2 response.

### 4. Exclusions

Not considered under this policy:

- Rent/service charge disputes
- Legal proceedings already in progress
- Anonymous complaints (though issues may still be investigated)

### 5. Learning from Complaints

We use complaints data to review and improve services annually.

# 9. Eviction Policy

**Scope:** All properties let under licence or tenancy through Lichfield West Midlands Traded Services on behalf of Lichfield District Council.

## 1. Purpose

To outline a clear, fair, and legally compliant eviction procedure that supports early intervention and protects vulnerable occupants, ensuring eviction is only used as a last resort.

Eviction may be considered as a last resort in cases where tenants or licence holders seriously breach the terms of their agreement. Common reasons include persistent non-payment of rent or licence fees, anti-social behaviour, or other significant violations that impact the safety, wellbeing, or management of the property. This policy ensures that eviction processes are fair, lawful, and balanced with appropriate support to prevent homelessness.

## 2. Legal Basis of Occupation

Eviction procedures will vary depending on whether the occupant holds a Licence Agreement, an Assured Shorthold Tenancy (AST), or a Secure Tenancy (ST). This policy reflects the differing legal rights and processes for each.

## 3. Eviction Procedure for Licence Occupants

- Licence holders do not have exclusive possession and are not classified as tenants.
- Reasonable written notice (typically 7 to 28 days) will be provided to end the licence, in line with the terms of the licence agreement.
- If the occupant fails to vacate after notice, a court possession order will be sought.
- All eviction action will comply with the Protection from Eviction Act 1977 and relevant legislation.
- Prior to eviction, a multi-agency review will be conducted to explore support and alternatives.

## 4. Eviction Procedure for Assured Shorthold Tenants

- AST holders have exclusive possession and enhanced legal protections under the Housing Act 1988.
- Eviction will follow statutory notice requirements using either:
  - Section 8 Notice for breaches such as rent arrears, or
  - Section 21 Notice for no-fault possession where applicable.
- Minimum notice periods (generally 2 months) will be observed.
- If the tenant does not leave voluntarily, possession orders and bailiff warrants will be obtained through the courts.
- Tenants retain the right to contest possession proceedings.

## **5. Eviction Procedure for Secure Tenants (STs)**

- ST holders have the strongest security of tenure governed by the Housing Act 1985.
- Eviction requires a Notice of Seeking Possession (NOSP), usually with a minimum of 4 weeks' notice, though this may vary depending on the grounds for possession.
- If the tenant does not leave voluntarily after notice, the Council will seek a possession order through the courts and may obtain a warrant for eviction.
- Secure tenants have robust rights to challenge eviction, and cases often require thorough legal review before proceeding.

## **6. Support and Early Intervention**

- Before any eviction notice is served, the case will be reviewed jointly by LWMTS, the Homelessness Team, and other relevant agencies.
- Support including budgeting advice, benefits assistance, and alternative housing options will be offered at all stages.
- The Homelessness Team will continue involvement to uphold any statutory housing duties and reduce the risk of homelessness.

## **6. Final Provisions**

Eviction will only proceed after all reasonable efforts to resolve arrears or breaches and engage the occupant have been exhausted. The Council remains committed to a supportive, fair, and lawful approach throughout the process.

# 10. Void Management Policy

**Scope:** All properties managed by Lichfield West Midlands Traded Services on behalf of Lichfield District Council that are temporarily or permanently unoccupied.

## 1. Purpose

To minimise rent loss, ensure quick turnaround, and keep properties in good condition while unoccupied.

## 2. Void Classification

**Planned Void:** Due to scheduled works, decanting, or maintenance

**Unplanned Void:** Following abandonment, eviction, or unexpected move-out

## 3. Void Process

- Inspect property within two working days of vacancy.
- Complete health & safety check and change locks if necessary.
- Carry out repairs to meet lettable standard (clean, safe, secure).
- Liaise with Council's Homelessness Team to ensure referrals are lined up.

## 4. Target Times

**Standard void turnaround:** 10 working days.

**Complex voids (fire damage, major repairs):** As assessed.

## 5. Monitoring

Void times and costs reviewed six-monthly in partnership between LWMTS and LDC to identify trends or blockages.

# 11. Health & Safety Compliance Policy

**Scope:** All staff and contractors involved in delivering services, as well as to all buildings associated with properties let under licence or tenancy through Lichfield West Midlands Traded Services on behalf of Lichfield District Council.

## 1. Purpose

To safeguard tenants, staff, and visitors by ensuring all housing is compliant with health and safety legislation.

## 2. Key Responsibilities

- **LWMTS on behalf of landlord:** Legal duty under the Housing Act 2004 and Building Safety Act 2022.
- **Staff:** Must be competent, insured, risk-assessed and subject to DBS checks. Responsible for reporting risks and following procedures.
- **Contractors:** Must be competent, insured, risk-assessed and subject to DBS checks, where appropriate (in line with the risk assessment). Responsible for delivering work in line with instructions and agreed procedures.

## 3. Safety Checks

- **Gas Safety:** Annual CP12 checks, and informal checks during void periods.
- **Electrical Safety:** Every 5 years (EICR) and at void periods.
- **Fire Risk Assessments at properties with Communal Spaces:** Annually or after major works.
- **Smoke/CO Alarms:** Fitted and tested at move-in and quarterly.
- **Legionella:** Annually or after void or major works.

## 4. Incident Reporting

- Accidents and near-misses must be reported within 24 hours in line with LWMTS procedure and recorded appropriately.
- RIDDOR reporting followed for serious incidents.

## 12. Data Protection & GDPR Policy

**Scope:** All personal data processed by Lichfield West Midlands Traded Services on behalf of Lichfield District Council and all personal data processed by Lichfield District Council in relation to

### 1. Purpose

A data sharing agreement is in place between Lichfield District Council and Lichfield West Midlands Traded Services concerning the management of properties by Lichfield West Midlands Traded Services on behalf of Lichfield District Council. This agreement facilitates effective collaboration between the two organisations to support the individuals residing in these properties. The arrangement is underpinned by a Data Protection Impact Assessment (DPIA) and an associated Privacy Notice, ensuring transparency and risk mitigation.

All personal data relating to tenants is securely held by Lichfield District Council, which acts as the **data controller**—responsible for determining the purposes and means of processing personal data. Lichfield West Midlands Traded Services, as a **data processor**, retains only the minimum information necessary to fulfil its property management responsibilities and processes data strictly under the Council's instructions.

Additionally, a data sharing agreement exists between Lichfield West Midlands Traded Services and the out-of-hours service provider. This agreement similarly supports effective joint operation and resident support and is also governed by a DPIA and Privacy Notice.

Together, these agreements ensure full compliance with the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018 in the processing and management of tenant and applicant data.

### 2. Key Principles

We will:

- Process data fairly and lawfully.
- Only collect data for specific, legitimate purposes.
- Keep data accurate and up to date.
- Store data securely on LDC systems and out of hours.
- Retain data only as long as necessary.

### 3. Types of Data Held

- Name, address, date of birth.
- Health or support needs.
- Financial or housing benefit data.
- Emergency contacts.

#### **4. Licence Holders/Tenant Rights**

Licence holders/Tenants have the right to:

- Access their data.
- Request correction or deletion.
- Withdraw consent.
- Complain to the ICO if unsatisfied.

#### **5. Data Sharing**

In accordance with the privacy notice, personal data may be shared with departments within Lichfield District Council, LWTMS, the Department for Work and Pensions (DWP), the NHS, emergency services, law enforcement agencies, or support providers where there is a lawful basis or explicit consent from the individual.



# 13. CCTV Policy for Temporary Accommodation

**Scope:** This policy applies to all CCTV systems installed in communal spaces within temporary accommodation properties managed by Lichfield West Midlands Traded Services on behalf of Lichfield District Council.

## 1. Purpose

This policy outlines how Lichfield West Midlands Traded Services & Lichfield District Council uses Closed-Circuit Television (CCTV) within the communal/public areas of its temporary accommodation premises and governs how footage is recorded, stored, viewed, and disclosed.

The primary objectives are:

- To ensure the safety and security of residents, staff, and visitors.
- To prevent, detect, and investigate incidents of anti-social or criminal behaviour (including drug misuse).
- To protect property and assist in the resolution of complaints or disputes.

## 2. Legal Framework

This policy has been developed in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Human Rights Act 1998
- Protection of Freedoms Act 2012
- Surveillance Camera Code of Practice (Home Office)
- ICO CCTV Code of Practice

## 4. Areas Covered by CCTV

CCTV cameras are installed in communal and public areas only, such as:

- Entrances and exits
- Hallways and stairwells
- Exterior perimeters

**CCTV is not used in private living areas, bathrooms, or bedrooms.**

## 5. Lawful Basis for Processing

The lawful basis under Article 6(1)(f) of UK GDPR is **legitimate interest**: protecting the safety of residents, preventing criminal activity, and resolving incidents or complaints. Where footage might reveal sensitive information (e.g. health data, drug use), Article 9(2)(g) may apply in the context of substantial public interest and safeguarding vulnerable individuals.

## 6. Signage and Notification

Clear signage is displayed throughout the property indicating that CCTV is in operation and explaining the purpose. Privacy notices are provided to residents as part of their induction.

## 7. Data Storage and Retention

- Footage is stored securely using encrypted systems.
- Access to footage is restricted to authorised personnel only.
- Data is retained for no longer than **30 days**, unless required for an ongoing investigation or legal case.
- Older footage is automatically overwritten unless preserved for specific reasons.

## 8. Access and Viewing Protocols

- Only designated staff (e.g. estate manager, homelessness, safeguarding officers) may view live or recorded footage.
- All access must be logged with reason and date and this log must be kept securely and reviewed by management on a regular basis and be open to inspection by management.
- Designated staff must receive training in data protection and safeguarding before being able to access CCTV footage.

## 9. Sharing and Disclosure of Footage

Footage will only be shared when necessary and lawful, for example:

- To the police or other relevant authorities for investigation of criminal acts.
- In response to subject access requests (with third-party redaction).
- To support internal investigations related to safeguarding or tenancy breaches.

No footage will be shared or disclosed for any other reason (e.g. entertainment or public broadcast).

## 10. Residents' Rights

Under UK GDPR, residents have the right to:

- Request access to footage of themselves (Subject Access Request)
- Request correction or deletion of data (where applicable)
- Complain to the ICO if they believe their rights have been breached

Requests should be made in writing to the Data Protection Officer at Lichfield District Council.

## Contact details

Data Protection Officer, [dpo@lichfielddc.gov.uk](mailto:dpo@lichfielddc.gov.uk)