# Examples of Service Level Agreements

# for Housing First

1. [**SLA between support provider, landlord and resident**](#_SLA_between_support) **2**
2. [**SLA between support provider and housing association**](#_SLA_between_support_1) **6**
3. [**SLA for multi-agency partnerships**](#_SLA_for_multi-agency) **10**

Thank you to the organisations that shared these documents.



Let’s end homelessness together

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# SLA between support provider, landlord and resident

**Housing First (Name)**

**Support provider and Landlord SLA**

**This document outlines the key responsibilities for relevant parties for an accommodation offer to be made to a Housing First client.**

**Relevant parties include:**

* **Housing First Client**
* **Support provider Team**
* **Landlord**

**Housing First client agrees:**

* To abide to the terms of their tenancy agreement.
* To report any disrepair, maintenance or health and safety concerns in a timely fashion in line with the guidance given to them by the landlord.
* To allow neighbours and visitors the right to peacefully occupy their premises and be in their neighbourhood free of harassment and interference.
* Keep up with rent, council tax, service charges and other tenancy critical bills.
* To sign an agreement to work with Support provider including data protection and appropriate information sharing.
* To engage with the Support provider support team.

**Support provider agrees:**

**Referral to service:**

* To identify suitable nominations and give people full information regarding the service.
* To allow referrals to interview them so they can choose to engage with the service.
* To complete a Safety and Wellbeing plan with all clients
* To complete relevant and appropriate investigations and checks.
* To ensure that a client passes the right to rent test before moving in and is entitled to benefits.
* To work with landlord, agents, temporary accommodation providers and where relevant community safety and police teams in the assessment of potential properties.

**Tenancy viewing and sign up:**

* To accompany tenants to all viewings.
* To ensure that all tenants have received move on training before moving into their new home.
* To support the client in understanding and reading their tenancy agreements.
* To explain the principles of Housing First to all potential landlords and agents.
* To submit a claim for housing benefit to be paid directly to the landlord within 24 hours of sign up.

**Maintenance:**

* To report any maintenance concerns and disrepair within 24 hours of it being identified and verified by the team.
* To work with the client to understand their responsibilities in tenancy management and maintenance in line with the tenancy agreement.
* To ensure that any issues with the property are recorded in the tenant’s risk assessment and needs assessment and that action plans are developed to address these.
* If the client is responsible for damage, to consider the use of client’s personal budget to make good the disrepair so long as:
* The damage is not the result of a breach of section 11 of the landlord and tenant act 1985.
* It is not the result of fair wear and tear.
* The damage will pose a risk to the tenancy and using the fund will support the landlord and tenant to sustain the tenancy.

**Ongoing Support:**

* To review support and wellbeing plans monthly with the client.
* To be a point of contact for the landlord sharing their direct line with them.
* To provide meet with the landlord on a quarterly basis to review the progress of the tenancy.
* To modify and adjust the support offer with the client as needed.
* To visit the client in their home at least weekly for the first 3 months and at times when risk may be heightened, as long as it is safe to do so.
* To involve Community Safety Team and Police if there are any concerns around anti-social behaviour from the client or their visitors.
* To support the client in accessing support and advocacy if they are victims of anti-social behaviour, crime or abuse.

**Rent Arrears:**

* To ensure that all steps are taken to maintain the client’s benefit claims.

**Landlord agrees:**

**Tenancy Agreement:**

* To provide Assured Shorthold Tenancies of at least 12 months.
* The tenancy agreement should not include anything which may indirectly or directly discriminate against the client.

**Tenancy Sustainment:**

* To inform Support provider team if they have any tenancy concerns.
* To provide an inventory of items within the property.
* To seek alternatives to eviction where possible.

**Rent & Arrears:**

* Agree to accept Housing Benefit which will be paid in arrears.
* To provide Support Provider of notice of any rent arrears within 48 hours of being made aware of them.
* Ensure that all benefits related issues are processed quickly to avoid arrears from developing.
* In the case of arrears accruing work with Support provider to develop repayment plans where this is reasonable and equitable.

**Anti Social Behaviour:**

* Landlord or agent to inform Support provider about any concerns around Anti Social Behaviour.
* To work with Support provider, Community Safety and Police to identify source of Anti Social Behaviour.
* To work with Support provider, tenants, Community Safety and Police to source solutions whereby evictions are not necessary if possible.

**Maintenance and Health & Safety:**

* The property must provide a safe and healthy environment for any potential occupiers or visitors. The property must meet all Health and Safety requirements, including fire, should be in a good state of repair and decoration, have adequate amenities, and continue to meet the requirements throughout the agreement. This applies to all fittings and furnishings supplied with the property.
* To ensure that they have complied with any licensing regimes operating in the local area.
* In accordance with the Gas (Installation and use) Regulation, to supply a current gas safety certificate showing that all gas appliances and installations in the premises are safe to use. This must be provided by a Gas Safe Registered Engineer and show that all gas appliances are in good working order. It must be renewed annually.
* To supply a Electrical Installation Condition Repor (EICR) for a domestic electrical installation that is both valid and satisfactory at the commencement of the tenancy.
* To supply an Energy Performance Certificate issued by an Accredited Domestic Energy Assessor
* To supply any other safety certificates that may be required with regards to the property, in addition to those requested by the council, as well as taking responsibility for the renewal and maintenance of such items.
* The property must have adequate heating, lighting and ventilation.
* It must have adequate fire precautions including smoke alarms and fire blankets, and the furniture must comply (where required) with the Furniture and Furnishings (Fire) (Safety) Regulations 1998.
* The landlord must provide clear instruction for contacts for maintenance and repairs, expected completion dates and a breakdown of what is the tenant’s responsibility and what is the responsibility of the landlord.

**Signatures:**

|  |
| --- |
| **I agree to the terms of this agreement and have signed below** |

|  |  |
| --- | --- |
| **Signed on Behalf of Support provider Housing First team:** | |
| **Name:** |  |
| **Address:** |  |
| **Phone:** |  |
| **Email:** |  |
| **Date:** |  |
| **SIGNATURE** |  |

|  |  |
| --- | --- |
| **Signed on Behalf of Landlord:** | |
| **Name:** |  |
| **Address:** |  |
| **Phone:** |  |
| **Email:** |  |
| **Date:** |  |
| **SIGNATURE** |  |

|  |
| --- |
| **A signed copy of this document will be given to the client to read, understand and sign within 1 month of tenancy start.** |

|  |  |
| --- | --- |
| **Signature of client:** | |
| **Name:** |  |
| **Address:** |  |
| **Phone:** |  |
| **Email:** |  |
| **Date:** |  |
| **SIGNATURE** |  |

# SLA between support provider and housing association

**Service Level Agreement**

**This agreement is between:**

**Name of Housing First service/provider**

Address

&

**(Name) Housing Association**

Address

In the event that (HA) has a management agreement or similar subcontracting agreement of lettings and void management activities it will be the responsibility of (HA) to ensure that the contracted third party complies with the articles of this agreement.

(HF) is a (funding info) project managed by the charity (Name). The purpose of the (HF) project is to support clients with multiple and complex needs to link in with support services and lead more fulfilled lives.

(HA) is a registered provider of social housing (HCA No XXXX)

1. **Purpose of the Agreement**
   1. This Agreement is intended to:

* Clarify the roles and responsibilities of the parties
* Set out working practices and expectations around allocations and tenancy sustainment
* Support effective communication and liaison between the parties

1. **Statement of understanding**

This is a voluntary partnership established between (HF PROVIDER) and (HA) to provide clients of the (HF PROVIDER) Housing First service the opportunity of secure tenancies in good quality accommodation.

(HF PROVIDER) are a (FUNDING INFO) project working with people who are experiencing multiple disadvantage in all of the following areas – (provide info on support need areas).

(Add information about service e.g. As well as delivering a frontline service which provides intensive, flexible and client led support to link people in with the services they need, our project works to overcome exclusion and change services and systems so that they better meet the needs of this client group. A key element of our work, both operationally and strategically, is using the expertise of people with lived experience (both our clients and volunteers) to shape how we deliver our frontline service and also to make an impact strategically in the design and delivery of services on a wider scale).

Housing First is an evidence-based approach to working with people with entrenched histories of homelessness and other complex needs, which involves providing independent housing with a package of intensive, non-conditional, wrap around support to enable the client to sustain housing and over time address their other support needs.

The (HF PROVIDER) Housing First client group is substantially different to that of general needs in a number of ways, including levels and types of support needed, personal history, housing history, social capital, financial status, and many others. It is therefore acknowledged and accepted that the expectations held and the approach taken by both (HF PROVIDER) and (HA) should be correspondingly different. This extends to considerations such as the approach to tenancy sign up, methods of communication; in these and other areas separate policies and procedures for (HA) properties may be necessary in recognition of the differences between (HF PROVIDER) clients and general needs.

It is expected that levels of identified risk may, for this client group, be higher than typically expected, but that this is off-set by the wrap around support provided by the (HF PROVIDER) intensive individual client support and risk management plans.

1. **Properties**
   1. This Agreement covers all properties owned by (HA) which have a (HF PROVIDER) Housing First designation. The total number of units that this comprises is yet to be decided and may be subject to change. The specific addresses which make up this total may change over time as units are withdrawn and replaced.
   2. It is agreed that the type of property offered will be either studio or one bed flat and not shared accommodation
2. **Key Roles and Responsibilities**
   1. **(HA)**

* Completion of voids works and ensuring properties meet lettable standards
* Coordination of viewings and tenancy sign-up in partnership with (HF PROVIDER) Housing First
  1. **(HF PROVIDER)**
* Collect and maintain relevant information for the nominees; assess suitability based on this information; provide (HA) with this information at the point of nomination in the form of:
  + (HF PROVIDER) support plan
  + Risk assessment and management plan
* Support Client to set up tenancy, such as but not exclusively:
  + Join sign up – ensuring the client is clear on the rights and responsibilities of the tenancy
  + Provision of documentation i.e. ID and right to rent check
  + HB application
  + Utilities
* Support liaison between (HA) and the tenant
* Provide appropriate nominations for voids within 10 working days.

1. **Communication and liaison**
   1. (HA) housing officers and (HF PROVIDER) workers will liaise as and when needed in relation to the management of the tenancy
   2. (HA) agrees to appoint one named person at manager level or above to act as the principal contact for (HF PROVIDER) in relation to service related issues. (HA)to provide (HF PROVIDER) with up-to-date contact information for the principal contact.
   3. (HF PROVIDER) appoints the Operational Development Manager to act as the principal point of contact for (HA) in relation to service related issues. (HF PROVIDER) to provide (HA) with up-to-date contact information for the principal contact.
   4. Named contacts (or other designated person) to hold a minimum of 1 face-to-face meeting.
   5. (HF PROVIDER) to provide bespoke training for (HA) regarding the needs of the client group and the principles of the Housing First model if required.
2. **Voids, Allocations, Nominations and Lettings**
   1. The partnership recognises that the Voids, Allocations, Nominations and Lettings processes must address the challenges that each partner faces and achieve their specific goals. The overall aim of the partnership is to provide people with accommodation that meets their needs and which they would not otherwise be able to access, and by doing so prevents the need to sleep rough.
   2. It will remain the responsibility of (HA), as the landlord, to ensure that all properties are offered to let in an acceptable, and legally compliant state of repair, including up to date checks and certificates for gas, electricity, fire safety, etc.
   3. Expected timeframes for (HF PROVIDER) to make a suitable nomination will be agreed at operational level, with every effort made to minimise void times whilst also ensuring that an appropriate nomination is made.
   4. (HF PROVIDER) will assess and support nominees to ensure that they have access to sufficient funds to be able to maintain a tenancy and are in possession of acceptable forms of identification for the purpose of signing a tenancy agreement.
   5. In preparation for sign up, the (HF PROVIDER) worker will liaise with the (HA) housing officer and provide a comprehensive risk assessment and documentation and will equally take time to ensure the client fully understands their rights and responsibilities within the tenancy agreement. We would therefore expect the ‘sign up’ stage to be brief.
   6. (HA) agrees to issue 6 month fixed term Assured Shorthold Tenancies to new tenants with a view to renew after their probationary period for a tenancy length of 1 year.
3. **Risk of tenancy breakdown** 
   1. If either partner recognises the risk of tenancy breakdown they will alert the other and jointly plan alternative support interventions
   2. If these interventions fail,
      1. Depending on the circumstances, (HA) would provide access to the option of an internal transfer in their own stock will be subject to (HA) own transfer policy and managed by (HA).
      2. The (HF PROVIDER) Housing First worker would lead on supporting the client to seek alternative accommodation if the above isn’t an option.
      3. Home swaps, mutual exchanges, and transfers will be subject to (HA)’s Transfer policy.
      4. (HF PROVIDER) Housing First are notified in advance
4. **Information Sharing and Data Protection**
   1. Both (HF PROVIDER) and (HA) collect, share, store and process data; both of a personally and commercially sensitive nature. As such, robust systems and practices are required to ensure compliance with legislation and best practice in regards to confidentiality, Data Protection and Information Sharing arrangements.
   2. (HA) and (HF PROVIDER) agree not to use data shared except for the specific purposes for which it is provided.
   3. (HA) and (HF PROVIDER) will report any identified breaches of information security to each other as soon as reasonably possible.
   4. (HA) and (HF PROVIDER) each agree to notify the other party upon receipt of a Subject Access Request that covers data for which the other party is either a subject, processor or controller.
5. **Complaints and Grievances**
   1. Wherever possible complaints and grievances will be resolved informally at an operational level, however both parties have their own complaints processes which are to be used in the event that informal resolution is not possible
   2. On request each party will provide the other with names and contact details for identified escalation routes.
6. **Review**
   1. (HA) and (HF PROVIDER) Housing First leads will meet on a six monthly basis to review the partnership.

**Relevant documents: if needed**

P&Ps; DP policy, info sharing agreement, transfers policy, example tenancy agreement.

# SLA for multi-agency partnerships

**Service Level Agreement**

**This agreement is between:**

**(SUPPORT PARTNER)**

Address

&

**(HF PROVIDER)**

Address

&

**(HOUSING SCHEME PARTNER)**

Address

&

**(RSL)**

Address

* 1. The purpose of the (SUPPORT PARTNER) is to support female survivors of domestic abuse to lead lives free of violence and abuse, by providing specialist risk management and safety planning around the issue. The (SUPPORT PARTNER) Support workers will provide intensive and assertive outreach on an individual basis, which is flexible in both the locations and timings of the sessions. Clients will be provided with individually tailored, holistic specialist domestic abuse support based on need, with a focus on safety planning, maintaining their tenancy and addressing other risk management areas.
  2. (RSL) is a registered provider of social housing (HCA registration number XXXX).
  3. The Purpose of the Housing First and Homelessness project at (HF PROVIDER) is to capacity build to evidence the need for a specialist Housing First service for survivors of domestic abuse in (LOCATION). To this end the Housing First and Homelessness coordinator will liaise with both (SUPPORT PARTNER) and the Registered Provider to ensure effective partnership working.
  4. (HOUSING SCHEME PARTNER) coordinate the (SCHEME), which aims to (DETAILS OF SCHEME).

1. **Purpose of the Agreement**

This Agreement is intended to:

* Clarify the roles and responsibilities of the parties
* Set out working practices and expectations around allocations and tenancy sustainment
* Support effective communication and liaison between the parties

1. **Statement of understanding**

This is a voluntary partnership established between (SUPPORT PARTNER), (HF PROVIDER), (HOUSING SCHEME PARTNER), and (RSL) to provide clients of the project the opportunity of a social housing tenancy, in good quality accommodation.

(HF PROVIDER) support project supports women with a history of homelessness, who have multiple and complex needs and have experienced domestic abuse. Our aim is to provide an intensive mobile domestic abuse advocacy service for women with additional support needs who often struggle to find safe and appropriate housing options. The service provides practical and emotional support to women who have complex and multiple needs, and are experiencing domestic abuse, to make them aware of their options, build confidence and life skills, and ultimately increase their safety and wellbeing while promoting recovery.

The needs of this cohort of women are substantially different to those with general needs in a number of ways, including levels and types of support needed, personal history, housing history, social capital, financial status, and many others. It is therefore acknowledged and accepted that the expectations held and the approach taken by both (HF PROVIDER) Support project and (RSL) should be correspondingly different. This extends to considerations such as the approach to tenancy sign up, methods of communication and ways of managing and thinking about ASB.

It is expected that levels of identified risk may, for this client group, be higher than typically expected. Risk in this case refers to risk to the client from domestic abuse, risks around the client’s physical and mental health, and risks to the client from substance use. However, these risks will be off-set by the wrap around support provided by the (HF PROVIDER) intensive individual client support and risk management plans. The amount and type of support provided will be responsive to the individual client’s needs.

1. **Properties**
   1. This Agreement covers all properties owned by (RSL) which are designated for use by clients of (HF PROVIDER) Support project. The total number of units that this comprises is a minimum of three a year, every year.
   2. It is agreed that the type of property offered will be either studio or one bed flat and not shared accommodation
   3. It has been agreed that suitable areas for units would be (LOCATIONS). This will be reviewed periodically.
2. **Key Roles and Responsibilities**
   1. **(RSL)**

* Ensuring agreed stock levels for the project are maintained by substituting homes where necessary to ensure the scheme quota is met.
* Completion of voids works (works carried out to make the home ready to let), and ensuring properties meet lettable standards
* Coordination of viewings and tenancy sign-up in partnership with (HF PROVIDER).
  1. **(HF PROVIDER)**
* Collect and maintain relevant information for the nominees; assess suitability based on this information; provide (RSL) with this information at the point of nomination in the form of:
  + Letter containing information on risk assessment and client’s support plan (safety wellbeing or support plan).
  + Completed ‘nominee information’ template.
  + Information sharing consent form signed by tenant.
  + Support Client to set up tenancy (excluding legal advice), such as but not exclusively:
  + Joint sign up - supporting the client to have a clear understanding on the rights and responsibilities of the tenancy.
  + Support the client to apply for documentation if related i.e. ID, inform the client on how to obtain the documentation, liaison and advocacy to support them around it. ID must be obtained prior to nomination.
  + Support the client to apply for Housing Benefit or Universal Credit as appropriate.
  + Support the client to learn the skills around effective administration and management of their utility bills and rent payments.
  + Support liaison between (RSL) and the tenant for all issues that may occur after tenancy sign up, e.g. repairs, arrears, ASB etc. While the (SUPPORT PARTNER) worker should be the main point of contact for the tenant, the provider may also contact the tenant directly by letter or phone.

1. **Communication and liaison**
   1. (RSL) housing officers and the (SUPPORT PARTNER) workers will liaise as and when needed, but will provide (RSL) with an update on a quarterly basis at least, in relation to the client’s needs around management of the tenancy.
   2. (RSL) agrees to appoint one named person at manager level or above to act as the principal contact for the (SUPPORT PARTNER) in relation to service related issues.
   3. The (SUPPORT PARTNER) appoints the service manager to act as the principal point of contact for (RSL) in relation to service related issues.
   4. Named contacts (or other designated person) to hold a minimum of 1 face-to-face meeting every 6 months.
   5. The (SUPPORT PARTNER) and the (HF PROVIDER) will jointly provide bespoke training/briefings on an ad hoc basis for (RSL) regarding the needs of the client group and the principles of the Housing First model.
   6. The named person from (RSL) to provide briefings on an ad hoc basis for the (SUPPORT PARTNER) on lettings etc.
2. **Voids, Allocations, Nominations and Lettings**
   1. The overall aim of the partnership is to provide people with accommodation that meets their needs and which they would not otherwise be able to access, and by doing so prevents the need to sleep rough.
   2. It will remain the responsibility of (RSL), as the landlord, to ensure that all properties are offered to let in an acceptable, and legally compliant state of repair, including up to date checks and certificates for gas, electricity, fire safety, etc.
   3. Expected timeframes for the (SUPPORT PARTNER) to make a suitable nomination for a property will be agreed at operational level, with every effort made to minimise void times whilst also ensuring that an appropriate nomination is made. It is suggested that (RSL) should respond to a nomination from the (SUPPORT PARTNER) within 5-10 days. The (SUPPORT PARTNER) will then have 5-10 working days to support the client to view the property and respond to (RSL) as to suitability. The (SUPPORT PARTNER) advocates will make every effort to contact the client as soon as a property is ready to view; the 5-10 day timeframe reflects the fact that it may take longer than 5 days in some cases, due to the additional needs of this client group.
   4. The (SUPPORT PARTNER) workers will support the clients to be aware of their entitlement to benefits, and therefore apply for sufficient funds to be able to maintain a tenancy. They will also support the client to obtain, if they do not already possess, acceptable forms of identification for the purpose of signing a tenancy agreement. As noted above, ID must be obtained prior to nomination. While the (SUPPORT PARTNER) workers will support clients as stated above, it will remain the sole responsibility of the client to cover her rent and bills, not to cause any damages to the property, and comply with the terms and conditions of her tenancy agreement. (SUPPORT PARTNER) cannot be hold responsible for any breaches of the tenancy caused by the client, nor can it provide legal advice regarding this or any other matters.
   5. In preparation for sign up, the (SUPPORT PARTNER) project worker will liaise with the (RSL) housing officer and provide details of risk assessment, support plan, and any other relevant documentation, and will equally take the time to support the client around their understanding of their rights and responsibilities within the tenancy agreement. We would therefore expect the ‘sign up’ stage to be brief, and consist of one meeting where the client signs the tenancy agreement.
   6. (RSL) agrees to issue 1 year fixed term Starter Tenancy to new tenants with a view to renew after their probationary period for a tenancy length of 5 years fixed term. This will be at social rent level.
   7. The (SUPPORT PARTNER) will support the client to source grants and funds to purchase furniture and white goods for the units.
3. **Risk of tenancy breakdown and end of (SUPPORT PARTNER)**
   1. If either partner recognises the risk of tenancy breakdown they will alert the other and jointly plan alternative support interventions.
   2. If these interventions fail, and the tenancy breakdown is due to risk of violence including Violence against Women and Girls, gang violence and hate crime, the (SUPPORT PARTNER) will make a referral into (HOUSING SCHEME PARTNER)’s, scheme, which will need to be signed off by a named lead for the registered provider. This will enable clients at risk of harm to be moved as quickly as possible, and have some choice as to where they want to move to. The reciprocal process would work as per all referrals to the scheme, including the choice of any area which would be safe, and the requirement that the referring registered provider reciprocate a property to the scheme if a successful move is made.
   3. If the (SUPPORT PROVIDER) funding ended, (HF PROVIDER) would be responsible for making new bids to secure onward funding.
4. **Information Sharing and Data Protection**
   1. (RSL) and the (SUPPORT PARTNER) will report any identified breaches of information security to each other as soon as reasonably possible.
5. **Complaints and Grievances**
   1. Wherever possible complaints and grievances will be resolved informally at an operational level, however both parties have their own complaints processes which are to be used in the event that informal resolution is not possible.

**SIGNATURES**

|  |  |  |
| --- | --- | --- |
| **Organisation** | **Name and Job Title** | **Signature** |
| (RSL) |  |  |
| (HF PROVIDER) |  |  |
| (SUPPORT PARTNER) |  |  |
| (HOUSING SCHEME PARTNER) |  |  |