

CHC CORONAVIRUS (COVID-19) SUPPORT WEBINARS

“On the ground: Lettings during the lockdown”

With Stacey Anastasi (Neighbourhood Housing Manager, Cadwyn), Tim Harris (Housing Officer, Coastal Housing) and Will Henson (Policy & External Affairs Manager, CHC)

Questions & Answers

We are having real problems with SSE saying meter issues with voids are not a priority. This is causing real problems/delays. Is anyone else struggling? Does anyone have a solution?

- This is an issue across Wales. Where urgent void turnover is required, HA hardship funds are being used to clear existing pre-paid meter debt.

How have you allocated to shared hostel homeless applicants? Have you done it via Cardiff Common Waiting List or have you passed a list of voids to Cardiff Council for them to match to suitable emergency cases?

- A mixture. For example: We provided Cardiff Council a list for the training tenancies, under 25 hostel homeless. We sourced applicants from hostel homelessness single/family Waiting List.

Have your trades had any difficulty sourcing materials?

- Yes. Some of our usual builders' merchants and cleaning material providers have closed or diverted stock to the NHS.

How are you dealing with end of tenancies, especially in the event of a death of the existing tenant? We're conscious of the need to balance the need to let homes with the challenges of limiting movement, the risk of entering a process and the need to be sensitive to families.

- This is an issue across Wales. Currently tenancies are being kept open and backdated to a date following death once the property is cleared. There is an acceptance that this will lead to some additional rental losses. CHC are working with Welsh Government and DWP to attempt to find a solution to this issue.

How are you getting around current requirements for a 'wet signature'? Are you doing digital signatures? We were doing no-contact sign-ups (swapping in and out of property) up until last week to get as many people in as possible, but now sign-ups are on hold except for urgent homeless sign-ups.

- The decision has been taken by Coastal and Cadwyn to accept electronic confirmation of receipt of tenancy agreements. This followed an assessment of the risks involved in obtaining wet signatures against the risks of legal complications in future. It was noted that under the current tenancy regime, no signature is required to form a legal tenancy.

How are you arranging Landlord gas safety check after the tenancy commencement?

- Uncapping of gas is being undertaken by a third party currently. The majority of meters are on the outside of properties and so access is less of an issue. If the meter is inside the property we are asking tenants to briefly vacate the property whilst work is undertaken.