

APPENDIX 6

Good Homes Standard for homeless households living in temporary accommodation (February 2021)

Southwark Good Homes Standard (for homeless households)

We will place you in a home that:

- Has a tenancy in our name (with a rent review clause to ensure any future increases are fair and reasonable)
- Is big enough for your household in line with Part X of the Housing Act 1985 the Room and Space standard (details to of minimum property sizes is shown below in Table 1 and Table 2.)
- Is self-contained, with your own bathroom and kitchen
- Is clean & free from pests
- Is in a good, safe state of repair and decoration
- Has good condition floor coverings/finishes throughout
- Has a cooker and fridge that are in good, clean, working condition
- Has safe and working electrics, gas, heating, hot water and plumbing
- Has a working smoke alarm on every floor
- Meets or exceeds current energy performance standards

We will not place you in accommodation that has been converted from office to residential use through permitted development rights.

Before you move in we will ensure you have:

- A written contract, including clear details of when and how your rent should be paid
- A home inspection report/inventory, so you can verify the condition your home is in when you move in
- An up to date Gas Safety Certificate (less than 12 months old)
- An up to date Electrical Safety Condition Report (less than 5 years old)
- An up to date home Energy Performance Certificate
- Information on fire safety in your home, including for example whether the stay put policy applies to your home or not
- Full details of how to contact your landlord, including in the case of any out of hours emergencies
- Full details of how and when to contact the council, including a named council officer
- A tenancy pack setting out the key things you need to know about keeping your new home, and confirmation of your place on our accompanying training course
- Clear guidance on claiming any benefits you may be entitled to

Before you move in we will ensure your landlord inspects your home and provides you with a report for you to sign, this report will include the landlord checking to confirm:

- That the property is in a good, clean condition throughout and free from pests and hazards
- That the following are in good, clean working condition:
 - floor coverings
 - doors and door locks
 - windows
 - taps, sinks, baths, showers and toilet flushes
 - heating and hot water and their controls
 - lights
 - fitted cupboards and draws
 - any electric ventilation
 - any appliances & cookers
 - The details of any furniture, furnishings or appliances provided and its condition
 - The meter readings and contact details for all current utility suppliers, including water, gas, electricity, internet, telephone and digital TV.

Should you believe any of the above has not been satisfied as part of the initial tenancy sign up process, you will be able to escalate your concerns directly to the Council's Housing Supply Team. The team can be contacted via the Housing Advice line on 020 7525 4140 or via email housingsupply@southwark.gov.uk.

The Housing Supply team will assess the above standard and where necessary, the council will arrange a joint viewing to address the concerns before you move in.

We will only use accommodation that does not meet this standard:

- In emergencies where a household becomes homeless and we have not been able to arrange accommodation in advance. In this case we may use good quality licensed accommodation for up to 28 days while we find you a tenancy that meets the standard.
- For people who need accommodation that comes with onsite support. In this case we may place you in good quality supported housing, such as a hostel, foyer or refuge.
- For single households where the shared room rate applies and the rent would be unaffordable for them if placed into a self-contained unit.

Property size allocation

Table 1: Room standard

Number of rooms	Number of persons
1	2
2	3
3	5
4	7½
5 or more	2 for each room

Table 2: Space Standard

Floor area of room	Number of persons
110 sq. ft. or more	2
90 sq. ft. or more but less than 110 sq.ft.	1½
70 sq. ft. or more but less than 90 sq. ft.	1
50 sq. ft. or more but less than 70 sq. ft.	½

Please note, for the purposes of this assessment, children under 1 year will not be counted and Children aged between 1-9 will be considered as 1/2.

Repairs

It is noted there maybe repairs required in the property during the course of the tenancy. The welcome pack will include details of how to report a repair however should the agent/landlord not providing a timely response, your concerns can be escalated to the council. The Housing Supply team can be contacted via the Housing Advice line on 020 7525 4140 or via email housingsupply@southwark.gov.uk.