

Sheltered Housing Service Re-modelling
Housing Benefit eligible housing management tasks

Eligible Area per draft HB guidelines	Detail/description
Wardens and caretakers	For the time spent providing eligible accommodation related services as opposed to support services. This could include: Reporting of cleaning, health and safety and any communal issues.
Portering	This would include concierge type roles which ensure the security of the scheme.
Entry phones	Repair and maintenance. For wardens ordering, repairs, maintenance.
Security and CCTV equipment	Including maintenance & depreciation of burglar alarms and security lighting
Refuse removal	Management of same and also ensuring that bin areas are secure and kept clean.
Minor maintenance and repairs	In the case of sheltered accommodation as they relate to the particular additional upkeep required to maintain accommodation to a good and safe standard
Internal decorations	For items in communal areas. For wardens organising same.
Servicing	Including fire alarm installation, fire fighting equipment, servicing of disabled equipment, full test of electrical systems
Lift maintenance and repair	For warden ensuring that maintenance is undertaken and reporting repairs that are required.
Communal phone charges	
Paying and monitoring of fuel charges	Heating and lighting of communal areas
Cleaning of communal areas	For wardens organising, ordering and monitoring same
Cleaning of communal windows	For wardens organising, ordering and monitoring same
Gardening	For wardens organising, ordering and monitoring same and dealing with any health and safety matters that may arise. Includes pesticides and pest control

Eligible Area per draft HB guidelines	Detail/description
Upkeep of laundry facilities	For wardens organising, ordering (maintenance and repair) and monitoring same
Use of furniture and household equipment	Providing it will not become the tenants property. For warden this would include buying new communal furniture, floor covering and white goods and dealing with and ordering repairs.
Health and safety	Including fire safety issues (Warden call testing and weekly fire testing in schemes)
Contents insurance	Of communal items. For wardens this might mean ensuring that contents in communal areas are insured and advising on personal possessions insurance
Scheme emergencies	E.g. securing a scheme after a burglary.
House rules and meetings	Meaning for sheltered wardens additional activities in relation to consultation that might be involved in managing a sheltered scheme (e.g. regarding internal decorations, health and safety, new communal furniture). This would also include "sign up" active
Consultation and communication	Including distribution of leaflets relating to the activities of the managing organisation (including writing and providing minutes, and co coordinating provision of content for newsletters).
Accompanies viewings	Where this sits outside normal arrangements for viewing of lettable accommodation.
Managing guest rooms	Including logging use and completing required paperwork. Note: this is an item which is subject to ongoing discussion with the Housing Benefit Service as to whether it is an HB eligible service.
TV licensing	In communal areas