

Guidance for referring couples to Clearing House

Monitoring

This policy is reviewed every two years unless required sooner.

Next review

By March 2023

1. Introduction

Clearing House will accept referrals for couples that co-habit and wish to be housed together. The aim of the guidance is to give framework and transparency to all RSI partners as to the process of referring and housing co-habiting couples via Clearing House. Referrals can be accepted where one or both partners are eligible for Clearing House accommodation.

2. Eligibility and referral

The referral agency must contact Clearing House in order to discuss the potential referral(s) and identify whether one or both parties are eligible for Clearing House accommodation. Eligibility is defined as the ability to meet all of the eligibility criteria outlined in the Referrals & Waiting List policy.

If one partner is eligible for Clearing House:

- The referral worker must submit a referral form for the eligible client and provide details about their (non-eligible) partner in the relevant section of the referral form. TST support will only be provided to this client and not to their non-eligible partner.

If both partners are eligible for Clearing House:

- The referral worker must submit two referral forms (one for each client). Details of the other client must be added to the relevant section of each referral form. The clients' borough choices must match as well as any other specific housing requirements.

3. Suitability

Referrals will be assessed by Clearing House assessment workers for their suitability for the service. Where one (or both) of the partners are deemed not suitable for the service the referral for both will be declined. The referring agency will be able to appeal this decision in line with the Complaints & Appeals policy and procedure.

4. Nomination stage

The Housing Provider will be contacted prior to nominations being made for couples to ensure that the property is suitable for, and that they are able to accept a nomination of a couple. Couples will be nominated only to one bedroom properties and not studio flats. TST will be notified that a nomination for a couple will be made and if one or both partners are eligible for TST support.

If successful:

- Tenancies will be offered as joint tenancies and as renewable 2yr fixed term ASTs.



5. Support

Where both tenants are eligible for support, it is suggested that each partner be assigned a separate TST worker. Where there are two clients receiving support there should also be a quarterly outcome report submitted for each client.

6. Relationship breakdown

In the event that the relationship breaks down, a tenancy review should be initiated. Following the review, RSI transfer requests can be made if it is determined a transfer is the most appropriate option. Transfer requests can only be submitted for tenants that are eligible for TST support (i.e. the client meets the eligibility criteria for the service as stated in the Referral and Waiting List policy & procedure). If one of the parties is not RSI eligible, then TST and the housing provider should try to secure an alternative move on option.

7. Tenancy review

Tenancy reviews will be conducted as normal in line with the Tenancy Review Policy & Procedure. If both partners are receiving support move on should be considered when both are ready to move on. If one party is receiving support, move on should be considered when they are assessed as ready for fully independent living.

8. Getting Help

For help and advice about this policy or procedure please contact a member of the Clearing House Team by logging a case using the online system, calling 020 3856 6008 or emailing ch@mungos.org

9. Related policies, references and forms

- Complaints & Appeals Procedure
- Nomination Policy and Procedure
- Referral Form Minimum Standards Guidance
- Referral & Waiting List Policy and Procedure
- Tenancy Review Policy & Procedure