

Frequently Asked Questions By Housing Providers

Summary of Questions Covered

1. I have never had CH access – what do I need to do to get it?
2. A nomination has fallen through – what do I do now?
3. How do I find out who a tenant's TST Worker is?
4. How long should tenants stay in RSI flats?
5. How do I submit a nomination outcome?
6. How do I record a tenancy end?
7. How do I request a nomination?
8. How do I add a new property to the system?



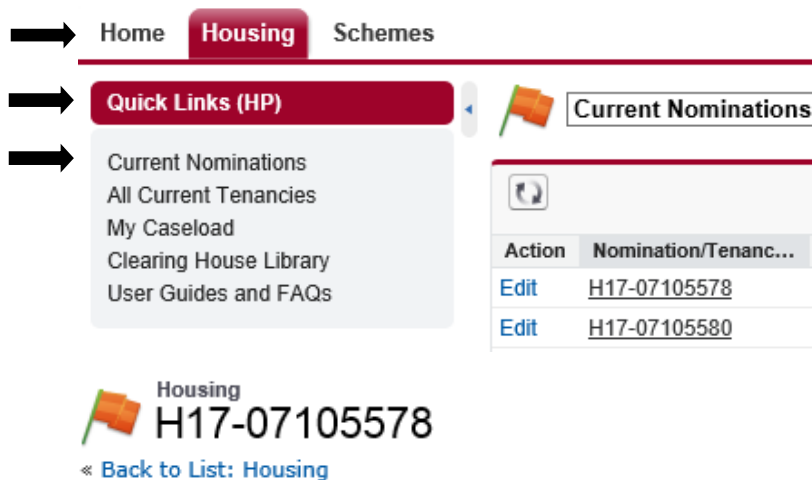
1. I have never had CH access – what do I need to do to get it?

Housing Providers requesting access should contact the Clearing House Helpdesk by telephone on 020 3856 6008 or via email ch@mungos.org.

2. A nomination has fallen through – what do I do now?

Complete the Nomination Outcome on the CH site, requesting another nomination if appropriate. CH will review this as a priority.

From the Home Page > Quick Links > Current Nomination. Select the relevant Housing Record under Nomination/Tenancy Names. Click on the 'submit nomination outcome' button and complete the form.



Home **Housing** Schemes

Quick Links (HP)

- Current Nominations
- All Current Tenancies
- My Caseload
- Clearing House Library
- User Guides and FAQs

Current Nominations

Action	Nomination/Tenanc...
Edit	H17-07105578
Edit	H17-07105580

Housing **H17-07105578**

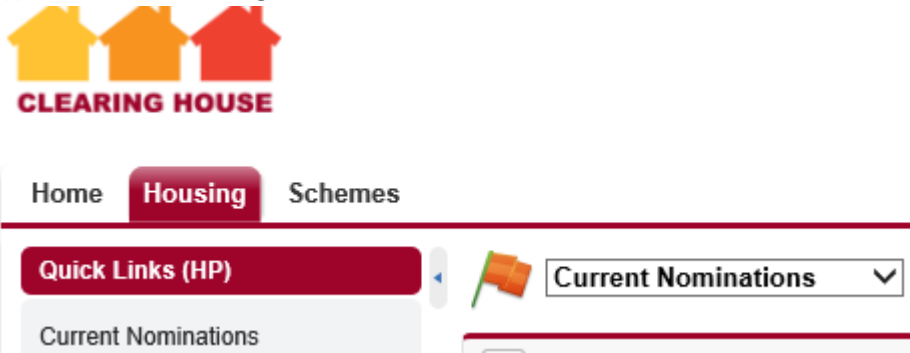
[« Back to List: Housing](#)

Housing Detail

Submit Nomination Outcome

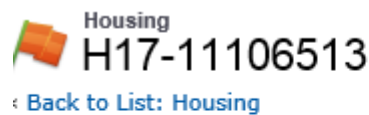
3. How do I submit a nomination outcome?

(i) From the Home Page > Quick Links > Current Nominations



(ii) Select the Housing Record (Ref: H**-*****) associated with the relevant address

(ii) Submit Nomination Outcome

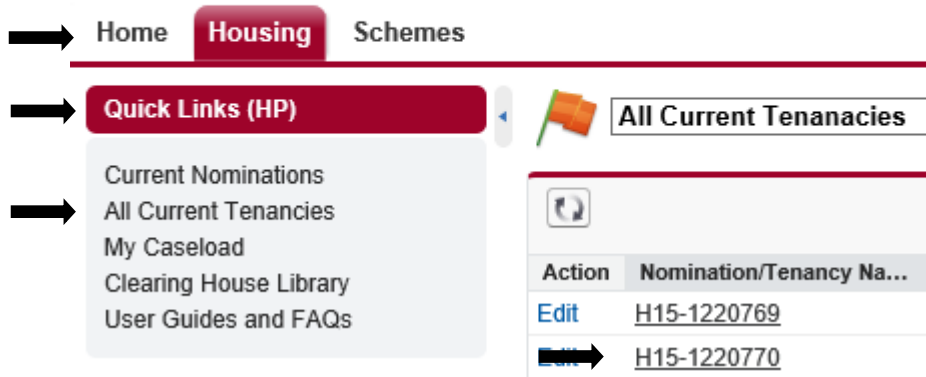


Housing Detail

Submit Nomination Outcome

4. How do I find out who a tenant's TST Worker is?

From the Home Page > Quick Links > All Current Tenancies. Follow the 'All Current Tenancies' link to open the relevant Housing Record (reference H**-*****)



Details of the TST worker can be found in the housing record towards the bottom of the record, as below.

TST Details

TST Worker
TST team phone number

5. How long should tenants stay in RSI flats?

Clients are initially given a 2 year fixed-term Assured Shorthold Tenancy (AST). At the 18 month mark, the tenancy should be reviewed by TST, yourselves and the client. If support is still required the tenancy will be extended for another fixed term and if not the client will be supported to find suitable accommodation by TST.

6. Record a tenancy end

Recording tenancy ends must be actioned by the housing provider.

Type the street name (without the number) or post code into the search bar at the top of the page



Select the relevant Scheme > Select the relevant Bedspace > Select **Tenancy End**

Complete the Tenancy End Information

Tenancy Information [*]= Required	
Tenancy type	Assured Tenancy
Start date	13/10/2008
End date	<input type="text"/> [20/12/2017]
Reason for leaving	<input type="text" value="--None--"/>
New accommodation type	<input type="text" value="--None--"/> <input type="button" value="i"/>
If transferred, transfer type	<input type="text" value="--None--"/> <input type="button" value="i"/>
If evicted, reason for eviction	<input type="text" value="--None--"/> <input type="button" value="i"/>
If abandoned, reason for abandonment	<input type="text"/>
Reason for leaving if other	<input type="text"/>
RPSH Information	
Housing contact <input type="button" value="i"/>	<input type="text"/>
Housing management email	<input type="text"/>

SAVE the information.

7. How do I request a nomination?

To request a new nomination the previous tenancy must have been ended (see how to notify a tenancy end).

Type the street name (without the number) or post code into the search bar at the top of the page



Select the relevant Scheme > Select the relevant Bedspace > Select **Request a Nomination**

8. How do I add a new property to the system?

Email the below information to the CH Help Desk ch@mungos.org . CH will then add the property to the system. To then request a new nomination (if appropriate) see above.

*Unit type, Floor Level, Number of steps from street to door, Pets accepted, Couples accepted, Rent per week, Total per week, Type of Heating, Garden access.