

Frequently Questions Asked By Tenancy Sustainment Teams

Summary of Frequently Questions Asked By Tenancy Sustainment Teams

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2. A 'move-on' PbR record has been trigger for a transfer. A transfer does not normally satisfy the PbR criteria, what should I do?
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4. Can I apply for a transfer for my client?
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7. My client has moved in but is still showing as 'nominated'. How can I change their status to 'housed'?
8. What is the difference between a case closure report and a tenancy end report?
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1. Why is there no Payment by Results (PbR) record for my client?

PbR records are created based on the information you have provided in quarterly reports. If the information entered in the quarterly report is not provided in the correct format or does satisfy PbR criteria, then a PbR record will not be generated. See the 'TST PbR Guide' for guidance on correctly completing a quarterly report for PbRs.

From the Home Page > Quick Links > User Guides and FAQ's - TST PbR Guide



➔ Home Housing Payment by

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2. A 'move-on' PbR record has been trigger for a transfer. A transfer does not normally satisfy the PbR criteria, what should I do?

Sometimes the system will not recognise the record as a transfer so it will trigger a move-on PbR record. If this does happen, please contact your manager as transfers can, in some circumstances be put forward as a special case.

3. How can I reopen a closed support case?

Contact the CH Helpdesk by telephone 020 3856 6008 or email ch@mungos.org.

4. Can I apply for a transfer for my client?

Yes. A transfer can be made after all reasonable attempts to sustain the tenancy have been made. A transfer should only be requested if the HP is not able to provide an alternative property or if it is not possible for the client to move onto another housing option. All transfer requests must be approved by a TST manager. Transfers cannot be submitted for clients currently under the threat of eviction or with rent arrears.

Please note that the transfers are a two-step process. You will first be required to submit an initial transfer request, if approved you will then need to complete a full support needs assessment, together with a new client consent form.

Please refer to the Transfer Policy & Procedures document in the Clearing House Library for guidance for more information.

From the Home Page > Quick Links >Library

[Transfers Policy and Procedure](#) This provides clarification about when tenants within RSI accommodation may be offered a transfer to another RSI property and what type of transfer is suitable, and the process for achieving this.

5. I have submitted a case closure report for my client, why are they still on my caseload?

Clients will continue to be on your caseload for 6 months - this is so that TST can complete a 6 month review meeting.

6. I have submitted a tenancy end report for my client, why are they still on my caseload?

Clients will continue to be on your caseload until CH has approved the tenancy end report.

7. My client has moved in but is still showing as 'nominated'. How can I change their status to 'housed'?

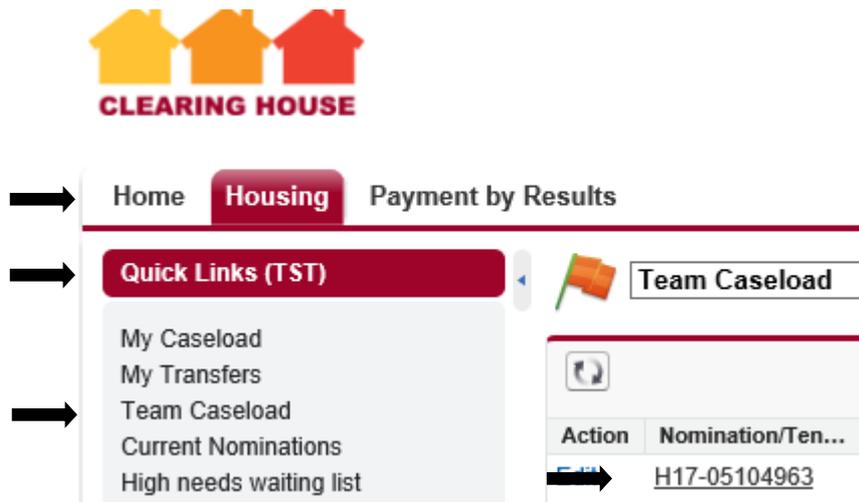
The housing provider needs to submit a housing outcome to change the status to 'housed'. Contact CH Helpdesk by email ch@mungos.org with the clients move in date and CH will follow up with the housing provider.

8. What is the difference between a case closure report and a tenancy end report?

A case closure report should only be completed if the client has an assured tenancy and no longer needs support. In all other cases, when the client is moving on a tenancy end report should be completed.

9. How can I view / obtain access to the client details of a case I have taken over?

(i) To view all cases being managed by your agency, from the Home Page > Quick Links > Team Caseload and open the relevant record.



(ii) If you have taken over the case please contact the CH Helpdesk by email ch@mungos.org and we will update the record to note the change of worker.