

Move-on

When it is agreed that a tenant does not require the support of a Tenancy Sustainment worker in their Clearing House flat, they will be given as much assistance as possible to find alternative accommodation.

It is important to stress that individuals will be secure in their Clearing House tenancy for as long as they need the support that comes with it. At the 18 month stage of each tenancy a review meeting will be held, which it is hoped tenants will be able to attend, to discuss whether the tenancy will be renewed for a further two years.

What to do next

If you are interested in finding out more about Clearing House accommodation, you can visit our website at www.broadwaylondon.org/ClearingHouse

Alternatively your keyworker or hostel manager should be able to answer any questions you might have.



WHAT IS CLEARING HOUSE?

Type of accommodation

Clearing House accommodation is self-contained, usually studio or sometimes one-bedroom flats, and situated all over London. On application, people specify which areas of London they are happy to live in. There is less accommodation available in central boroughs such as Westminster or Kensington and Chelsea than in, for example, boroughs in East London such as Hackney or Tower Hamlets. Waits will be much longer if individuals limit their choice to central London boroughs.

Criteria

Living in a hostel, and a history of rough sleeping, does not automatically qualify someone to be accepted for a Clearing House flat. Clearing House flats are a very limited resource, and so it is important to understand the criteria for acceptance onto the waiting list.

To qualify for Clearing House accommodation, people must have a history of rough sleeping (be CHAIN

verified), and a level of support need that means they require the assistance of a Tenancy Sustainment worker. Clearing House is not for those with support needs that are too high (meaning that they might not be able to maintain their tenancy, even with support), or too low (meaning that tenancy support is not really needed, and depriving those more in need of the accommodation). Support needs are assessed by resettlement or key workers, by the Clearing House team, and at interview with the 'landlord' (usually Housing Associations).

Tenancy Sustainment Workers

Tenancy Sustainment workers visit people in Clearing House flats to help them with their particular support needs. TST workers will generally visit at least every two weeks, more regularly in the early months of the tenancy. Those people not yet ready for that level of independence, or those that do not need that much support to maintain their tenancy, are not suitable for Clearing House and would be rejected at referral stage.

Tenancies

All Clearing House flats are offered on 2 year fixed term Assured Shorthold Tenancies. Individuals referred to Clearing House should be aware that when they no longer need support to maintain a tenancy, address their support needs or work towards Education, Training and Employment goals, they will be assisted to find other accommodation options.

It is expected that for some individuals this would happen within 2 to 4 years, for others it may take 5-10, and for a small minority it may be appropriate for the tenancy to be renewed every two years forever. There is no fixed limit to the number of times a Clearing House tenancy can be renewed, it depends entirely on individual circumstances.

Referral process

Individuals are referred to Clearing House by their workers, who will have to outline their housing history, support needs and areas in which the support of a Tenancy Sustainment worker will be required. If accepted, individuals will be added to the waiting list in each borough they have indicated they would like to live.

People will be nominated to a property when they are at the top of the waiting list for that property in that area.

Unless the property is found to be unsuitable for habitation, people referred will not be able to refuse a nomination and return to the waiting list – individuals will not be able to go back on to the Clearing House waiting list for one year after they have turned down a nomination.