

# Great Tenants

## Information for landlords



Golden Lane Housing

working in partnership with 



### Key points

- Golden Lane Housing (GLH) will take a corporate lease on your property.
- All rent is guaranteed by GLH.
- Deposit are paid in full.
- Your property will be returned in the condition it was presented in (subject to fair wear and tear).
- GLH will usually look to lease a property for between one and seven years.
- GLH provides housing support for the tenant, ensuring that any issues during the tenancy are dealt with promptly.

## What is Great Tenants?

GLH has been running the Great Tenants Scheme for the last five years. It is based on GLH taking corporate leases with private sector landlords, and housing people with a learning disability.

**GLH understands the importance of peace of mind for a landlord, particularly in terms of payment of rent and the condition of the property. By leasing your property to GLH, we will ensure that the rent is paid in full and on time, the property is looked after properly and there are no long and expensive void periods.**

GLH know that tenants with a learning disability make exceptionally good tenants, but understand that fear of the unknown can be unsettling to landlords. GLH works with landlords and letting agents across the country and provides intensive housing support to all our tenants. We spend a great deal of time ensuring that the right tenants are placed in your property to ensure that everyone has a happy and trouble free tenancy as possible. Some of the benefits of renting to GLH are:

- A corporate lease with rents being paid directly by GLH.
- No lengthy void periods – our tenancies are normally fixed to provide security for all parties.
- The property will be returned to you in the same condition it was in at the start of the tenancy (subject to normal wear and tear).
- Tenants are assessed by GLH for their suitability for both the Great Tenants scheme and the specific property presented to us.
- Tenants will get intensive housing support. All repairs are reported to GLH and only those that are the landlord's responsibility are referred to the landlord. In this way, GLH act as a 'go between' reducing unnecessary phone calls to the landlord.



## Who is GLH?

GLH is a registered charity and the housing arm of the national charity Mencap. Set up in 1998 to provide housing options for people with a learning disability, GLH has invested over £60million in housing, including owning over 400 properties and managing and maintaining many more.

GLH actively manages all of its tenants and takes a very hands on approach ensuring that tenants are happy in their home and look after it.

### **What is a learning disability?**

Learning disabilities range in severity from mild to profound, and we have a range of housing options available for most eventualities. The majority of the tenants we house in this way are perfectly able to live in your property with no modifications or adjustments, so you needn't worry that you will be asked to spend a lot of money making changes to your property.

## About the tenancy

GLH understands that the process needs to be as simple as possible for all concerned. We try very hard to make our tenancy terms clear and straightforward, and we are open and transparent as to the way we work.

### **The corporate lease**

After taking a corporate lease with the landlord, we then issue tenancies to each tenant in the property, ensuring that they are aware that they are entering into a contract obliging them to behave in an appropriate manner.

We have our own corporate leases, but are happy to consider tenancy agreements issued by landlords and letting agents, providing they are up to date with current legislation for a Non-Housing Act Tenancy.

We are happy to negotiate terms and addendums with landlords to suit both sides either with our own tenancy agreement, or with one you wish to use.

We issue leases of between one year and seven years dependent on the situation with both tenants and landlord.

### **Costs**

There are no charges to a landlord. A rent will be agreed based on the location and type of property.

### What sort of property are we looking for?

We will consider all types of property providing it is presented in a good standard, has valid gas and electrical certificates and an energy performance certificate. Rather than working like other housing providers, we start with an application for housing and look for a suitable property. At any one time, we have a large number of people with a learning disability ready and waiting to move.

### Will any special adaptations be carried out to the property?

In the majority of cases, the answer will be no.

The tenants will be able to move into the property and live quite happily as a standard private sector tenant would. In some cases, some of our tenants may need specific modifications, but this will be made clear at the start of negotiations, and if adaptations are not appropriate for your property, we will not propose a tenant that requires this.

If you are happy to consider a tenant who requires some minor modifications – for example, some of our tenants benefit from fingerprint touch door locking systems, or hand rails on the bath – then do let us know. You will not be liable for the cost of these modifications and if you want the adaptations removed at the end of the tenancy, then this will be done.

### What about maintenance?

The maintenance terms will be exactly the same as they would be in a standard private sector let. Tenants are responsible for the day to day maintenance of the property, but the landlord remains liable for the upkeep and maintenance of the property in general. All maintenance will be reported to you (or your representative) via GLH.

### What if a tenant causes damage to the property?

Again, this works in exactly the same way as a standard private sector rental arrangement. In the unlikely event that the tenant damages the property, GLH will ensure that this is put right and the property returned to you in the condition it was presented in (subject to wear and tear) at the start of the tenancy. Accidental damage can occur with any tenant, but GLH tenants receive intensive housing support so tenant damage is very rare.

### Who supports the tenant?

GLH provides housing support to each and every tenant, with a Housing Officer assigned to each household to ensure the smooth running of the tenancy.

Personal care of the tenant will, where applicable, be handled by a support provider (such as Mencap Care & Support) for the duration of the tenancy. Some of our tenants require no formal support in this respect, but most receive between a few hours support a week and 24 hours a day care.

We work very closely with the tenant, support provider and families to ensure a straight forward and easy process from referral to tenancy. We work hard to ensure that the right people are placed in the right property to ensure that everyone is happy and the tenancy runs smoothly for all concerned.

“Golden Lane Housing’s experience shows that when people with a learning disability get the right home, with the right support, they make **Great Tenants**”.

# Dixon Atkinson's story



“GLH is an experienced landlord that I trust.”

“I didn't know anything about learning disabilities and I was nervous and concerned about my properties and how they would be looked after,” said Dixon Atkinson from SH Properties.

“The fact that GLH is an experienced landlord themselves was a great reassurance and I soon realised that they knew what they were doing and were a charity I could trust. I leased my first property to see how things went and now have several properties I lease to GLH.”

“Working with GLH means that I can relax and know that I have guaranteed rental income for properties, their Housing Officers keep me up-to-date with things and if there is ever an issue then I know I can always get in touch easily with the right person.”

## Interested?

- 1 Get in touch and tell us:** your property address, type of property and number of rooms, then we can give you an approximate market rental rate we would be able to pay. (If your property is being marketed through a letting agent, please check the terms of your agreement with them before contacting GLH directly).
- 2 Please ensure you have the relevant statutory requirements:** Gas Safety Certificate, Energy Performance certificate, smoke alarms and NIC Electrical certificate.
- 3 If we have someone suitable for your property** we will arrange to view the property and discuss with you the suitability in terms of our tenants.
- 4 We will provide (or agree with you):** the lease terms, pay any deposit and arrange a move in date.

To contact Golden Lane Housing or any of our regional teams:

**0845 604 0046**

**Golden Lane Housing, West Point, 501 Chester Road, Manchester, M16 9HU**

**Email: [enquiries@glh.org.uk](mailto:enquiries@glh.org.uk) or visit our website [www.glh.org.uk](http://www.glh.org.uk)**