



Tenancy Management Strategy Solohaus Pods- Gravesham Borough Council

Resident Selection and Tenancy Sustainment Process

Solohaus Pods project Aim

The purpose of this project is to provide safe, stable, low-supported accommodation for individuals who are homeless, at risk of rough sleeping, or transitioning from higher levels of supported accommodation. The project aims to support residents to sustain their accommodation, increase independence, improve wellbeing, and progress towards long-term settled housing and employment where appropriate.

1. Resident Selection Criteria

Residents for the project will be identified through the Rough Sleeping Initiative (RSI) team who are experiencing homelessness or housing instability.

Priority will be given to the following groups:

- Individuals currently residing in supported accommodation who have successfully engaged with support services and are assessed as ready to move into low-supported accommodation.
- Individuals living in temporary accommodation who require a lower level of support before progressing into fully independent accommodation.
- Individuals at risk of rough sleeping who require accommodation with ongoing floating support to prevent homelessness and promote tenancy sustainment.

The project is intended for residents who:

- Are capable of living semi-independently with low-level support.
- Are willing to engage with support services.
- Do not require intensive or high-risk supported accommodation provision.
- Demonstrate a readiness to progress towards independent living.

2. Referral and Shortlisting Process

The RSI team will maintain an active shortlist of suitable applicants who meet the eligibility criteria for the project.

Referrals may be received from:

- RSI outreach workers
- Supported accommodation providers
- Temporary accommodation services
- Local authority housing teams
- Partner agencies and homelessness services

3. Risk Assessment and Support Planning

Prior to acceptance into the project:

- A comprehensive risk assessment will be completed.
- A needs assessment
- An individual support plan will be developed.
- Suitability for low-supported accommodation will be assessed collaboratively with involved professionals.
- All referrals and placements must be authorised by the Rough Sleeping Partnership Manager to ensure suitability, consistency, and effective risk management.

The assessment process will identify:

- Housing history
- Mental and physical health needs
- Substance misuse concerns
- Risks to self or others
- Financial circumstances
- Employment and training goals
- Independent living skills
- Support plans will outline:
- Agreed goals and outcomes
- Required support interventions
- Frequency of support contact
- Safeguarding considerations
- Move-on objectives

Support plans will be reviewed regularly to monitor progress and ensure support remains appropriate.

4. Move-In and Tenancy Setup

Following approval, a support worker will assist the resident throughout the move-in process.

This will include:

- Explaining and signing the licence agreement
- Explaining resident rights and responsibilities
- Supporting residents to set up utility accounts including energy and water bills
- Assisting with benefit claims where required
- Supporting residents to register with local services such as GP surgeries
- Providing information on health, wellbeing, and local community services
- Residents will receive a clear induction to the property, including health and safety guidance, house expectations, and reporting procedures.

All residents will be required to sign a licence agreement on the day of move-in. This agreement will clearly set out their rental obligations, as well as the terms and conditions of their occupancy, including the consequences of any breach.

In addition, a personalised support plan will be developed and agreed at the outset. This will outline the support to be provided and the expectations around the resident's engagement with that support. Both the licence agreement and support plan will be signed to confirm understanding and commitment.

5. Floating Support and Tenancy Sustainment

Residents will receive ongoing floating support tailored to their individual needs to help them successfully maintain their accommodation.

Support may include:

- Budgeting and financial management
- Welfare benefits advice
- Emotional wellbeing support
- Access to healthcare services
- Support to maintain cleanliness and property standards
- Assistance attending appointments
- Employment, education, and training support
- Support workers will encourage residents to develop independent living skills and reduce reliance on services over time.

Where appropriate, residents will be supported to:

- Access volunteering opportunities
- Engage in training or education
- Secure part-time or full-time employment

6. Move-On and Long-Term Housing

The project aims to support residents to progress into long-term settled accommodation when ready.

Move-on planning will begin early and will include:

- Identifying suitable long-term housing options
- Supporting residents to bid for accommodation
- Liaising with landlords and housing providers
- Preparing residents for independent living responsibilities
- Residents will continue to receive appropriate support during the transition period to maximise tenancy sustainment and reduce the risk of repeat homelessness.

Termination of Licence

Termination of licenses should be avoided wherever possible. However, where a resident fails to comply with the terms of their licence agreement, such as non-payment of rent, engagement in anti-social behaviour, failure to engage with their agreed support plan, acts of intimidation or violence, or the use of drugs in or around the property, action will be taken in line with the conditions set out in the licence.

In such circumstances, the termination of their licence process may be initiated. The termination period will be proportionate to the severity and nature of the breach, ranging from a minimum of one month's notice to immediate termination where required.

7. Partnership Working

The project will work collaboratively with:

- Rough Sleeping Initiative teams
- Local authority housing departments
- Supported accommodation providers
- Health and mental health services
- Substance misuse services
- Employment and training providers
- Community and voluntary sector organisations

This partnership approach will ensure residents receive coordinated and person-centred support.