

Good Practice Guide

USING THE PRIVATE RENTED SECTOR TO MEET HOMELESSNESS DEMAND



January 2023

Good Practice in Using the Private Rented Sector to Meet Homelessness Demand

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1. Executive Summary

- 1.1 Based on the 2020/1 PREVENT1 and HL1 data, six local authorities were identified that appeared to perform better than others in terms of being able to secure rehousing outcomes for homeless, or other vulnerable, households in the private rented sector. These local authorities were East Dunbartonshire, East Lothian, City of Edinburgh, Inverclyde, Midlothian and North Ayrshire Councils. 22% of applicants to these six local authorities whose rehousing was recorded through PREVENT1 or HL1 were housed in the private rented sector. The highest percentage recorded of applicants being rehoused in the private rented sector was 36% by City of Edinburgh Council. In total, in 2020/1, these six local authorities rehoused 570 households into private tenancies.
- 1.2 Each of these six local authorities agreed to attend an interview with a member of Scotland's Housing Network staff to try to establish what aspects of their practice was contributing to being able to rehouse a higher percentage of their applicants into the private rented sector. From those interviews, twelve good practice recommendations have been identified. Of those twelve recommendations, there are two that are of a more general and potentially far-reaching nature than the others that tend to be more specific and related to focused actions.
- i. Comprehensively promote housing options in the private rented sector to applicants to the Council. Many applicants may not be aware of the full extent of private sector provision in their area or how potentially accessible it is. The private sector can have many attractions relative to the social rented sector, choice, availability, etc, and many applicants may not be familiar with the advantages.
 - ii. Develop close and trusted relationships with local landlords and letting agents. Discuss barriers to the local authority being able to refer applicants to their properties, location, property type, condition, affordability, security of tenure and work at mutually beneficial ways of reducing those barriers. Ensure that local landlords and agents are aware of all the ways in which you can support their work through referring potential customers and supporting them to be good tenants.

2. Introduction and Context

- 2.1 Based on the 2020/1 PREVENT1 and HL1 data, six local authorities were identified that appeared to perform better than others in terms of rehousing homeless households or those that may be vulnerable to homelessness. Interviews were held with key staff members at the six local authorities to better understand those factors that it was felt contributed to them being able to rehouse into the private rented sector better than others. The intention was to write up the outcomes of those interviews as a good practice note. Those six authorities were City of Edinburgh, East Dunbartonshire, East Lothian, Inverclyde, Midlothian and North Ayrshire Councils.
- 2.2 2020/1 was an unusual year, in that its data was partly reflective of the fact that the sector was in the grip of a pandemic. This may have had a number of influences on performance, for example, homelessness and rehousing activity was suppressed, with the number of homelessness applications reduced on the previous year by 9%. Rehousing activity, especially by social landlords, was reduced throughout the whole year but especially during the earlier months of the year. The number of homeless households rehoused into social tenancies in 2020/1 was 13% reduced on the previous year. This will have had some

influence in the reported data in that percentages rehoused to the private rented sector may have been increased because of reduced activity in the social rented sector.

- 2.3 Before the report had been completed and published, the 2021/2 PREVENT1 and HL1 data had been published. In some ways, this reflected a more typical year, with fewer influences of the pandemic, in that activity levels were nearer the norm. For example, numbers of homelessness applications were increased by 3% on the previous year though not restored to 2019/20 levels.
- 2.4 The economy was also in a very different place in 2021/2 than it had been during the previous year. For example, in 2020/1, private rents in Scotland increased by no more than 1.2% for a 4-bedroom property and the rent for a bedroom in a shared property reduced by 0.4%, whereas in the following year, 2021/2, the rents for these two property types increased by 7.4 and 6.9%, respectively.
- 2.5 In 2021/2, in many local authority areas, the private rented market was more competitive. More properties were being offered for rent at levels in excess of the Local Housing Allowance. More applicants were applying for each available property. This was compounded by anecdotal reports of landlords selling their properties and leaving the rental market, partly because of the more buoyant housing market generally and partly in response to the emergency measures that were introduced by the Scottish Government aimed at restricting legal activity and rent increases in the PRS.
- 2.6 Consequently, it must be recognised that the suppression of the private rented sector during the pandemic 2020/1 year offered opportunities that did not necessarily exist to the same extent in the following year or indeed since. However, the principles of good practice that were identified through the interviews with the staff of those local authorities that appeared to be performing better than others with regards to rehousing to the private rented sector still apply and will still help to bear fruit regardless of the state of the market.

3. The Performance of the Six Local Authorities

Local Authority	% of those P1/HL1 applicants rehoused to the PRS (20/21)	% of those P1/HL1 applicants rehoused to the PRS (21/22)	Change (+/-)	No. of those P1/HL1 applicants rehoused to the PRS (20/21)	No. of those P1/HL1 applicants rehoused to the PRS (21/22)	Change (+/-)
East Dunbarton	19	6	-13	35	15	-20
East Lothian	23	25	+2	100	105	+5
Edinburgh City	36	15	-21	230	195	-35
Inverclyde	26	10	-16	45	25	-20
Midlothian	19	10	-9	65	40	-25
North Ayrshire	18	10	-8	95	80	-15
Total	22	14	-8	570	460	-110

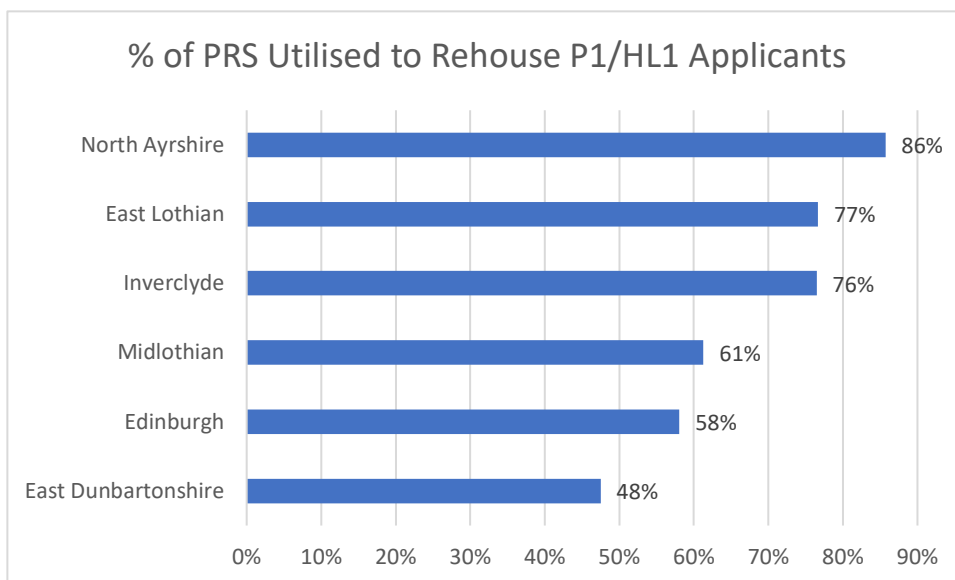
- 3.1 The table above indicates the opportunities that were offered during 2020/1, in terms of accessing the private rented sector and how these were utilised by the six local authorities featured in this study. In this year, 22% of applicants that were recorded through PREVENT1 and HL1 as being rehoused secured a private sector tenancy. This percentage was as high as 36% in Edinburgh. This represented a total of 570 households that were rehoused to the

private rented sector. (The equivalent figure for 2019/20 for all six of these local authorities was 725 applicants rehoused in the PRS, 19% of all those rehoused.)

- 3.2 In the following year, 2021/2, when the private sector was less accessible, this percentage across all six local authorities fell to 14%. However, not all local authorities experienced a reduced percentage of rehousing options being secured in the private rented sector. East Lothian Council bucked this trend and increased their percentage by two points to 25%.
- 3.3 Despite the fall in percentages and numbers being rehoused to the private rented sector between 2020/1 and 2021/2, this still meant that in the latter year, 460 households were rehoused to private tenancies. This is clearly a significant number and even in East Dunbartonshire, where, out of these six local authorities, the least number of households was rehoused to the PRS, fifteen, this no doubt made a significant contribution relative to their demand from homeless and other vulnerable households and helped to take some pressure off other available resources in the social rented sector.
- 3.4 Permanent rehousing options are social renting, private renting or owner occupation. For the vast majority of applicants that would be captured by the PREVENT1 and HL1 recording frameworks, the rehousing outcome would be a rented property in either the social or private sectors.
- 3.5 The proportion of the rented sector that is private varies from one local authority area to another, so with the best will in the world, one would not expect every local authority to secure rehousing outcomes in the private rented sector to the same extent.

Local Authority	% of Rented Sector that is Private Rented
East Dunbartonshire	40
East Lothian	30
Edinburgh City	62
Inverclyde	34
Midlothian	31
North Ayrshire	21
Average	48

- 3.6 The chart below indicates the extent to which each of the six local authorities made use of the opportunities presented by the PRS, based on numbers alone. For example, in North Ayrshire, in 2020/1, 18% of PREVENT1 and HL1 applicants who were rehoused secured a private tenancy. However, only 21% of the rented sector in North Ayrshire is private rented as opposed to social rented, so if North Ayrshire Council was exploiting opportunities in the PRS as much as might reasonably be expected, 21% of rehousing outcomes would be secured in the PRS. The actual performance, 18%, represents 86% of the performance that might be expected based on the relative size of the PRS in North Ayrshire.
- 3.7 This is based on an assumption that all social and privately rented housing is equally accessible or appropriate for Housing Options and homelessness applicants. This is clearly not the case. By no means will all private rented stock be located in the communities that are in demand with Housing Options or homelessness applicants, nor will it be of the



property type that is in demand, nor will it be of a rent level that is accessible, so this measure should only be taken as a most crude indicator without more detailed analysis of the nature of the PRS within each of these local authorities. However, this does raise the question of the extent to which local authority teams are able to work with private landlords and letting agents within their areas to engineer and secure private rented accommodation for their customers that is of the right property type in the right communities and available at affordable rent levels.

4. Research Interview Outcomes

As part of this study, staff of the six local authorities with responsibility for the rehousing of homeless and Housing Options applicants were asked the same ten questions:

- i. to what extent is the PRS in your local authority area a good fit with homelessness demand;
- ii. to what extent are you able to secure affordable tenancies in the PRS for applicants in your area;
- iii. have you found that it is possible to strategically influence the availability of private rented stock in order that it fits better with homelessness demand in your area;
- iv. are you able to influence the physical condition of PRS properties in your area;
- v. have you been able to positively influence the security of tenure that private landlords in your area are able to offer;
- vi. is being on benefits a barrier to accessing a private tenancy in your area;
- vii. can applicants with support needs be rehoused in the PRS;
- viii. does your authority offer a Rent Deposit Guarantee Scheme;
- ix. if your applicants accept an offer of a private tenancy, do you feel this is generally a positive choice on their part, or a staging post to a more preferred housing destination, and
- x. does your team work closely with other PRS functions in the Council, for example, landlord registration, enforcement, etc?

Their answers are summarised below.

4.1. To what extent is the private rented stock in your local authority area a good fit with homelessness demand?

- 4.1.1 One local authority reported that their private rented stock was a good fit with their homelessness demand. Others reported that the PRS in certain communities was a good fit, while others reported that the PRS was a good fit for certain types of demand in certain communities, for younger people in towns, or for families in village communities, for example. The choice of community overrode the choice of tenure for many households.
- 4.1.2 Much of the attraction of the PRS came down to choice. So, for example, in certain communities, there might not actually be any social housing stock, so if an applicant wants a specific community, then the only option would be private renting. In other situations, the PRS offered property choices which were not available in the social sector, and immediacy. The applicant could potentially move into a private rented home immediately, whereas they might be waiting years for an appropriate social rented tenancy to be allocated to them and that might be time they would be spending in temporary accommodation.
- 4.1.3 Two local authorities reported that they actively sought private rented options outwith their own areas.
- 4.1.4 Affordability is of course commonly reported as a barrier to homeless applicants, or potentially homeless applicants, accessing the PRS, and this was recognised a lot during these interviews. One local authority reported that they therefore only sought to place applicants who are on benefits in private rented tenancies. Others referred to landlords charging rents at Local Housing Allowance rates in order to reduce the likelihood of arrears accruing. The topic of affordability and how local authorities could seek to influence that came up many times during these discussions.
- 4.1.5 A key factor that came up time after time was having close relationships with landlords and agents. More than one local authority reported occasions when landlords approached them seeking referrals for their upcoming voids. Staff at Midlothian Council have developed trusted relationships over a long time period. The Council now acts, in the words of the interviewee, as an unofficial letting agent, referring tenants to landlords and handling the paperwork between the landlord and the tenant prior to the tenancy being signed. Over time, landlords have developed confidence in the Council, such that landlords with whom there are relationships will now refer other landlords to the Council. Officers have worked hard to promote their applicants to their landlords and have overcome stereotypes that might have been previously held around homelessness.
- 4.1.6 Several local authorities reported that it was easier to develop relationships and to work with smaller, locally based letting agents and landlords, rather than the larger, more corporate organisations that work in the PRS. Others reported that relationships had been damaged by the emergency regulations that had been introduced during the pandemic, preventing legal action being taken by landlords, for example, and confidence was now having to be rebuilt.
- 4.1.7 One local authority, Inverclyde, reported that barriers to accessing the PRS were not insurmountable and landlords were willing and even keen to consider referrals from the Council.

4.2. To what extent are you able to secure affordable tenancies in the private rented sector in your area.

- 4.2.1 There are two approaches to affordability, to ensure that the tenant's income is such that they are able to afford the rent and/or to seek to establish a rent level that is affordable for the tenant.
- 4.2.2 Several of our local authorities responded that they would negotiate with the landlord to secure an affordable rent for their applicants, and again, it was reported that this had far more chance of being positively received if a long-term relationship already exists with the landlord. One local authority reported that they had experience of landlords offering a rent at the LHA rate in order that the Council would refer a tenant rather than them having to advertise the tenancy on the open market.
- 4.2.3 All local authorities carry out affordability checks with their applicants before referring them for a PRS tenancy. Either through their own resources, or by referral to external support such as CAB, all would provide income maximisation support. One local authority reported that they usually found that an applicant was not claiming all the benefits to which they were eligible and that this was the key to rents being affordable.
- 4.2.4 Most interviewees reported that they would only refer to tenancies with rent levels up to LHA rates. Several reported that they would provide Discretionary Housing Payments to cover the difference between rent levels and LHA rates and that this could be a recurring payment. One local authority reported that some of their landlords would apply for DHP's on behalf of their tenants.
- 4.2.5 Several interviewees pointed out that applicants on Personal Independence Payments and other disability payments are able to claim benefits in excess of LHA rates and that this was particularly useful in terms of securing housing outcomes in the PRS, especially for applicants under the age of 35 whose benefits would otherwise be restricted to the roomshare rate. One respondent reported that they seek out such applicants as it is felt that this outcome, a private tenancy with rent fully covered by benefits is a positive option.

4.3. Have you found that it is possible to strategically influence the availability of private rented stock in order that it fits better with homelessness demand in your area?

Most respondents reported that they had not been able to strategically influence the location of PRS in their areas. However, Midlothian Council, reported that through the long-term relationships they have developed with private landlords in their area, they are able to influence the availability of PRS. They will negotiate with landlords over properties that come available in specific locations. Landlords would approach the Council to ask what the chances would be of them being able to refer a tenant if they purchased a particular property. The Council can discuss potential rent levels with landlords and the degree to which they may be able to support through their rent deposit scheme in order to support tenancies in specific property types in specific communities relative to the demand that was coming through the Council.

4.4. Are you able to influence the condition of PRS stock in your area?

- 4.4.1 Condition is sometimes quoted as a reason why applicants on Council's housing lists won't accept private rented tenancies. However, this was not an issue across all of the six local authorities participating in this study.

- 4.4.2 Condition could generally be assessed in broad terms through the online marketing of properties, although at least one local authority would pre-inspect as a requirement of them making available their Rent Deposit Guarantee Scheme. All said they would not make a referral to a property in poor condition and some reported that they would take up condition issues with landlords. One local authority reported that they had discovered that the condition of properties being offered by some letting agents was higher than that offered by others, so determining who they were more likely to work with in terms of making referrals.
- 4.4.3 Inverclyde and East Lothian Councils felt that the involvement of colleagues in private rented sector teams was helpful with regards to property condition, in the form of Landlord Registration and Environmental Health colleagues, respectively.
- 4.4.4 Finally, Midlothian Council once again reported that they felt they were in a fortunate position having long-term relationships with their landlord partners and therefore any issues related to condition were easily able to be resolved as part of these ongoing working relationships.

4.5. Have you been able to positively influence the security of tenure that private landlords are able to offer?

- 4.5.1 The insecurity of tenure of the PRS relative to the social sector is often quoted as another barrier to applicants from Council housing lists accepting offers.
- 4.5.2 Midlothian Council feel that they are only working with landlords who are in the PRS as a long-term investment and they want tenants who are as long-term certainties as possible.
- 4.5.3 Many reported that they would discuss the realities of private sector security of tenure and applicants would often feel the reality is not as concerning as they may imagine, but again, the choice the applicant is faced with is being able to move into a property relatively quickly that meets their needs, that is close to family, that is the right property type, etc, but that clearly does not have the same security of tenure as a social rented tenancy. Faced with the choice, many applicants prefer to take the private rented tenancy, even with its lower security of tenure.
- 4.5.4 Ultimately, if a tenant is faced with losing their private rented home, homelessness teams reported that they routinely seek to intervene in such situations and to negotiate with the landlord in order to prevent homelessness.

4.6. Is being on benefits a barrier to accessing a private tenancy?

- 4.6.1 Some, but not all, of the survey respondents agreed that securing private tenancies for applicants on benefits was harder. Two local authorities reported that landlords *prefer* applicants on benefits as rent payments are then more dependable, especially if payments direct to the landlord can be put in place. At least one local authority reported that they would encourage their applicants to sign up for payments to be made direct to the landlord and one reported that it could be included as a requirement of the tenancy, through a clause in the tenancy agreement, that rent payments are made direct.
- 4.6.2 One local authority reported that it was more difficult now with housing costs being paid through Universal Credit rather than Housing Benefit in the vast majority of cases, as

relationships were far less direct and therefore issues were more difficult to raise and resolve.

- 4.6.3 One respondent reported that any hesitancy around accepting tenants on benefits were usually overcome by fulfilling a requirement for a rent guarantor.
- 4.6.4 The fact that the referral was being made from the Council was a more attractive option as landlords knew that this included financial inclusion support, either directly or through third parties such as CAB, should the tenant experience any difficulty with rent payments. One local authority did also mention that the potential for a finding of intentional homelessness should the private tenancy be terminated may play a part in discussions around ensuring rental payments are made.
- 4.6.5 In considering applicants' chances of securing a private tenancy, one respondent reported that more significant than whether an applicant was on benefits or not was whether they had a positive tenancy record, i.e., whether previous tenancies had been managed well and appropriately and without problems. This could be a particular challenge, as references would ordinarily be restricted to any arrears reported by a previous landlord with no opportunity to put this in any form of context.
- 4.6.6 At East Dunbartonshire Council, it was reported that team members would work with the applicant throughout the whole process to secure a tenancy, supporting online property searches, accompanying the applicant to the viewing if necessary, liaising between the applicant and the agent and subsequently promoting the applicant to the prospective landlord.

4.7. Can applicants with support needs be rehoused in the PRS?

- 4.7.1 Some but not all reported that applicants with more complex needs probably wouldn't be rehoused to the PRS. One local authority however reported there were no bars to tenants with complex support needs accessing the PRS and even applicants with addiction issues, for example, could be rehoused to private renting. The local authority in this study which reported good links with their Health and Social Care Partnership colleagues felt they were particularly well placed to meet more complex support needs in the PRS.
- 4.7.2 All reported that support would be provided to applicants rehoused to the PRS, tenancy skills, life skills, budgeting, cooking, etc. Staff would continue to check in regularly with the applicant after they had been rehoused.
- 4.7.3 Support needs and provision would not be discussed directly with the landlord or agent out of respect for confidentiality, unless the prospective tenant gave their consent, which was sometimes sought in the interests of being able to secure a tenancy. However, landlords would be aware in general, or could be made aware, that support needs would be met and in one case, the respondent reported that this was an element of the negotiation around landlords making their tenancies available to referrals from the Council. One local authority felt that landlords' expectations were too high, but in another, staff were seeking to encourage landlords to contact their teams more readily if they felt there was an unmet support need and problems were beginning to arise with the tenancy.

4.8. Does your authority offer a Rent Deposit Guarantee Scheme?

Five out of the six local authorities that participated in this study had some means of covering rent deposit requirements at the time of their interview, as follows:

- a. The Council has had a RDGS for around a year now though no applications have been made so far. Less than half of the landlords we refer to require a deposit upfront and allow the tenant to save up for the deposit. If an application was made, a pre-inspection would be carried out to check furniture, etc.
- b. The client's ability to afford the rent and utilities will be checked prior to referral, but a rent deposit can be paid to the landlord and one month's rent in advance up to LHA levels covered by DHP and topped up by the Council if necessary. If available, deposits will be reclaimed by the Council.
- c. The Council does not provide a RDGS specifically but will meet deposits and first months' rents out of a Homeless Prevention Fund or DHP. Crisis offer a Help to Rent scheme that supports the client to save towards a deposit.
- d. The Council will pay deposits and first months' rent payments in advance out of a Homeless Prevention Fund, which will also pay off arrears up to £1,000. Not all landlords require a deposit. However, as a benefit of paying the deposit, the Council then gets informed as a third party if the tenant is moving out so can offer to relet the property for the landlord.
- e. The RDGS will pay for deposits on tenancies up to LHA rent levels though requirements for small top-up payments will also be considered. The deposit is paid either as a cash payment or guarantee, whichever is preferred. A post-inspection will be carried out and negotiations will be held with the landlord over the deposit but repayments will be chased. The Council could do more to secure deposit repayments from the tenant. The RDGS is the main reason why our referrals to the PRS work, plus the attraction of housing support provision. Working with the smaller agents is easier. Bigger agents want guarantors which many of our applicants are just not able to provide.

4.9. If your applicants accept a private tenancy offer, do you think this is a positive choice on their part, or a staging post to a more preferred housing destination?

- 4.9.1 Responses on this point focused mainly on choice. Many applicants have limited choices and this may be further restricted if the applicant themselves are particularly keen on one community over others. Waits for social rented tenancies, which might be the initially expected outcome by the applicant, can easily run to months or years, all while staying in temporary accommodation, and dependent on policy, the choice of social rented tenancy would be restricted, possibly to one offer, whereas the PRS potentially offers choice and immediate access.
- 4.9.2 One local authority also reported that the PRS was an option particularly for those whose options were otherwise limited by poor tenancy histories in the social sector, perhaps including former evictions. Not all private landlords were equally concerned about former tenancy histories.
- 4.9.3 City of Edinburgh Council felt that many of their applicants just weren't aware of the full range of housing options in the city and the team were keen to promote the PRS as an option. The team were making a shift in culture towards this direction.

4.10. Does your team work closely with other PRS functions in the Council, for example, landlord registration, enforcement, etc?

4.10.1 One local authority, City of Edinburgh, reported that they do work with other council teams working in the PRS. A couple of others acknowledged they could do more together, even in one team where the staff were co-located. Another local authority reported that options for joint working were increasingly restricted by resourcing issues, and also that GDPR concerns prevented data being shared between landlord registration and Housing Options, for example.

4.10.2 One respondent reported that their landlord registration staff had included an item in a newsletter that went to all landlords appealing for them to make their relets available to the Housing Options team, and this same authority acknowledged that it would be very positive for Housing Options staff to be able to carry out PRS conditions work.

5. Recommendations

5.1 Based on the above feedback, a number of practice recommendations can be proposed.

5.2 The characteristics of the private rented sector are different in each local authority area of Scotland. For example, as we have already seen, the extent of private rented stock, relative to other options, will vary. The circumstances of the private rented stock in any one local authority area, where it is located, what property types are available, what its condition is, how affordable or not it is, etc, will influence the degree to which it is useful or not to Council officers seeking to rehouse homeless and vulnerable households. However, regardless of the circumstances of the PRS in any one local authority area, implementing these recommendations should make it more likely that applicants to the Council will be rehoused in private tenancies. Their adoption may even mean that over time a private rented stock that is currently not well matched to that demand that is coming through the Council will become better matched and therefore more able to meet that demand.

- i. Fully promote the PRS as a housing option. Work to raise awareness and understanding of private tenancies. Promote the degree of choice that is potentially offered by the PRS, relative to social renting, the fact that properties are available immediately, that there are no restrictions on the number of offers that might be made, and that private renting might be a positive option even for those for whom social renting options might be very restricted.
- ii. Target private sector options to those applicants for whom it may be a more viable choice, for example, applicants on benefits and especially applicants on benefits that mean they can access housing benefit or Universal Credit housing costs in excess of Local Housing Allowance rates, for example, some disability benefits. Ensure that support is available to applicants in this position who do access private rented tenancies to ensure that employability and income maximization support is available, in order that they do not find themselves in a 'poverty trap' should they wish to seek employment.
- iii. Develop close and trusted relationships with local landlords and letting agents. This may be more likely with smaller, more locally based organisations, rather than bigger, more corporate entities. These relationships can potentially be used to positively influence

private rented options for applicants, in terms of making properties more available to applicants referred from the Council, through more attractive rent levels, stock condition, even the location or property type of private rented stock. Discuss the barriers to letting private rented properties to applicants that the Council may be able to refer, and how these barriers might be reduced.

- iv. Engage all applicants in income maximization support services.
- v. Use Discretionary Housing Payments, or other funds, to make the PRS more accessible, for example, through the payment of rent in advance, differentials between rent levels and LHA rates, arrears, etc.
- vi. Pre-inspect private rented properties, in order to establish any condition concerns and also to be better able to promote the opportunity to applicants.
- vii. Ensure there are strategies and procedures in place to prevent private tenants losing their home through repossession. Encourage early intervention by tenants and landlords.
- viii. If the applicant is in receipt of benefits, encourage payment of rent direct to the landlord. This could be included as a requirement in the tenancy agreement.
- ix. Ensure that landlords are aware of the existence of the support services that the Council is able to provide. In specific circumstances, encourage the applicant to disclose to the landlord what support services are being provided, or for Council officers to be able to share this information with the landlord on their behalf.
- x. Support the applicant's whole property search journey: assist with online searches of private rental databases; accompany the applicant to the viewing; subsequently promote the applicant to the landlord to support the chance of a decision in their favour.
- xi. Offer and promote to landlords and tenants a Council operated Rent Deposit Guarantee Scheme, and make cash and guarantee options available.
- xii. Work closely with other PRS functions of the Council, to support private renting options that meet the housing needs of applicants to the Council.

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