

# CHARGES TO TENANTS

Sustain has a clear methodology for ensuring that all of our tenants are charged appropriately for relevant services provided.

## BACKGROUND

Within Sustain's business model, we are the landlord to each tenant but not the landlord of the property. We outsource the provision of accommodation and the relevant services, such as a minimum of 3 hours support per tenant per week, to the individual Housing Providers (HP's), through our Management Agreement and then use our Inspections regime to ensure that all of the relevant services are being provided to the tenants by the HP's. In order to ensure ourselves that the tenants are being charged correctly, and are aware of all the costs that they are paying for through their Enhanced Housing Benefit, Sustain performs the following procedure:

### Providing Tenants with clear information regarding charges:

- All new tenants, once they have inspected and agreed to take a room at a particular Housing Provider (HP) acting within the Sustain "family", come to Sustain's offices in order to be signed up. This process is to ensure that they are vulnerable and entitled to receive Enhanced Housing Benefit (EHB). As part of the process, each tenant will take away their own copy of the tenancy agreement with Sustain and a copy of the current Housing Benefit breakdown, showing the constituent parts of the EHB that Sustain will be receiving on their behalf. As this sum varies each year, Sustain will write to each tenant after the start of April to inform them of the new EHB levels and break down as a matter of course. This procedure is designed to ensure that each of our tenants is aware of exactly what services and charges they are paying for from their EHB. Thus avoiding any confusion or dispute over the level and type of costs involved.