

Mental Health Accommodation Standards

In addition to the Government's (Social) Housing Standards and Decent Homes standard, the Mental Health Accommodation Standards are intended to meet the expectations specified in the Government Supported Housing Review statement:

<https://www.gov.uk/government/publications/supported-housing-national-statement-of-expectations/supported-housing-national-statement-of-expectations#contents>

The cost of maintaining accommodation standards is the responsibility of the landlord. Housing Benefit levels are set locally for specialist accommodation (which is exempt from current benefits caps) and should be agreed with the Local Housing Authority before any charges are made. Where the cost of the specialist features of MH accommodation can usually be charged to tenants via HB eligible service charges (in addition to the standard service charges made), this has been noted next to the item.

<i>Mandatory Standard</i>
<i>Must be working towards standard or doesn't apply</i>

Factors	Essential	Rationale/Source
Flats, shared accommodation and HMOs	<p>Size of property must meet Gov standards</p> <p>Both registered and non-registered landlords must ensure properties comply with Decent Homes Standard.</p> <p>All properties should either have an energy performance certificate rated C or above or have an improvement plan to achieve 'C' rating.</p>	<p>GOV.UK Technical housing standards – nationally described space standard: https://www.gov.uk/government/publications/technical-housing-standards-nationally-described-space-standard</p> <p>Decent Homes Standard: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/7812/138355.pdf</p>

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Accessible accommodation	<p>Accommodation should, wherever possible, aim to meet building regulations guidance for accessible dwellings.</p> <p>The accommodation should be located within a 10 to 20 min walking distance of transport, local amenities and services.</p>	<p>Wheelchair access: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/540330/BR_PDF_AD_M1_2015_with_2016_amendments_V3.pdf (Category 2: accessible and adaptable dwellings)</p>
Parking	<p>Wherever possible, parking spaces should be available for staff and visitors. Where this is not possible, clear directions and details of the closest available parking spaces and any charges should be clearly communicated to tenants and visitors.</p>	<p>For staff, tenants and visitors.</p>
Garden/ outside areas	<p>If a garden is present the landlord needs to maintain it to a reasonable standard, free of overgrowing weeds or broken garden furniture etc. and free from slip and trip hazards.</p> <p>The landlord may not unreasonably refuse permission for new features to be put up in the outside/garden space of the property e.g. decking, summer houses, pergolas, sheds etc.</p> <p>If maintenance is not provided and the feature falls into disrepair, then the tenants and / or support service are responsible for fixing/replacing or disposing of it, assuming they funded and provided the feature(s).</p>	<p>Communal garden day to day maintenance is usually a standard HB eligible service charge item (landlord)</p>

Commented [JC-MHRaAL1]: This isn't mandatory, but mainly to flag the safety of staff working shifts, but also for visiting professionals etc.

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	The garden should be accessible for all tenants, including those with mobility needs wherever possible.	
Staff Sleep-in room(s)	Separate room for night awake or night asleep staff to sleep in, with an en suite bathroom wherever possible	For services with night cover
Rent levels	<p>Rent charges (inc service charges) must not exceed local housing benefit eligibility levels; rent top-up charges above the eligibility levels cannot be made.</p> <p>Landlords need to ensure that rent is in line with housing benefit eligibility and that any charges for landlord services are reasonable.</p> <p>Council tax in shared property must be in Landlord's name and part of core rent.</p>	Services where Night Concierge is required will be covered by Intensive Housing Management (HB)
Stability of property	<p>If the landlord does not own the property freehold, they should hold a lease with the freeholder of at least 3 years' duration from the 1st time of letting.,</p> <p>Rent and service charges must be inclusive of all tenancy costs unless clearly specified in the tenancy agreement.</p>	
Tenancy Type and tenancy management	Assured Shorthold Tenancy (licences may sometimes be used if appropriate e.g. in shared accommodation, accommodation used for short term assessment placements).	

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	<p>Landlord provides tenants with specialist tenancy/rent account management and support (covered by rental charges where appropriate) and both provider and landlord have a clear arrangement in place to deliver specialist tenancy services that are covered by rental charges.</p> <p>Housing staff / landlords demonstrate understanding of supported housing services.</p> <p>Support providers and landlords need to have a clear arrangement in place to ensure that specialist features of the accommodation are delivered between them, using IHM income charged in the rent.</p> <p>Landlords and support providers must consult with tenants appropriately and involve them in joint decision making and discussions regarding issues that affect them as a household/ tenants.</p>	<p>The additional cost of specialist (MH) tenancy management can be covered by the landlord via HB eligible rent charges (under the service charge heading for Intensive Housing Management or IHM).</p>
<p>Utilities</p>	<p>If in sole occupancy, individually metered flats – utilities to be in individual’s name.</p> <p>If in shared accommodation or if there are shared bills across a block of flats – utilities to be in Landlord’s name and cost split between tenants.</p> <p>If a property is converted into flats and individual meters are not available, then utility bills would be in the landlord’s name and then the payments</p>	

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	<p>due split between the tenants as would happen in a house of multiple occupancy.</p> <p>Separate bills such as TV subscriptions or sole use telephone or internet connection can also be in an individual's name if in shared accommodation.</p>	
Decorative standard / state of accommodation and furniture provided	<p>Walls, ceilings and flooring in good condition (for example no peeling paint, peeling wallpaper, holes, lifting of flooring, trip hazards, no obvious damage).</p> <p>Adequate natural lighting, heating and ventilation.</p> <p>Shared spaces must be free of rubbish and waste. Waste bins provided.</p> <p>Communal areas must be cleaned regularly, including external window cleaning.</p> <p>Property should be free of heavy wear and tear, staining, mould etc. Hygienic environment.</p> <p>Communal areas to be decorated in a neutral style in consultation with tenants where refurbishments/upgrades/replacements are being planned.</p>	<p>Decent Homes Standard: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/7812/138355.pdf</p> <p>The landlord maintains cyclical and planned maintenance schedules.</p>
Repairs and Maintenance	Any repairs and maintenance that are carried out at the property (to the property itself as well as appliances etc) must be:	

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	<ul style="list-style-type: none"> • carried out in a timely way • to a good standard and safety compliant • Landlords should have a clear repairs and maintenance policy, which categorises repairs' response times and clarifies the tenants' responsibilities, to manage tenant expectations. • the organisation carrying out the maintenance or repairs has awareness of the needs of Adults with mental health conditions who may be vulnerable (Safeguarding) • consideration must be made for the needs of those living at the property to avoid causing any distress or major disruptions wherever possible 	
<p>Safety</p>	<p>Safety features such as fire alarms and carbon monoxide alarms must be installed and always serviced and maintained.</p> <p>Doors both external and internal must be in working order, able to be closed or locked if needed (no broken locks, door handles or warped doors that won't close). The same criteria applies to windows at the property.</p> <p>No exposed or leaking piping or exposed, unsafe electrical wiring.</p> <p>Landlords are expected to have available all required safety certificates such as the Fire Safety Certificate, annual Gas Safety Certificate and 5</p>	<p>Government health and safety guidance for Landlords: https://www.gov.uk/government/publications/housing-health-and-safety-rating-system-guidance-for-landlords-and-property-related-professionals</p> <p>The Regulatory Reform (Fire Safety) Order 2005</p>

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	<p>Year Fixed Wiring Test Certificate and to comply with the Housing Act 2004 and associated HHSRS guidance.</p> <p>If there is any doubt about the safety of the property, please contact the local District or Borough authority.</p> <p>Each property has a safety plan for emergency evacuation as required and decant plan that meets building/fire risk assessments and the needs of residents, which is reviewed annually or when there are changes that need to be updated in the plan.</p>	<p>http://www.legislation.gov.uk/uksi/2005/1541/contents/made</p>
<p>Furnishings</p>	<p>The landlord is responsible for furnishing the communal areas (table and chairs for dining, sofa(s), window dressings/blinds) living room and kitchen this includes white goods (fridge-freezer, oven, stove, washing machine) and floor coverings.</p> <p>The landlord is responsible for providing furnished self-contained accommodation that includes as a minimum: bed, window and floor coverings, cooker, fridge and a chest of drawers/storage for clothes and personal items and a table/chair.</p> <p>White goods must be clean, a reasonable size for the number of people relying on them e.g. big enough for a shelf / drawer each where</p>	<p>Cost of replacements/renewals can be covered as HB eligible service charge item (landlord)</p>

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	<p>accommodation is shared, and in good working order</p> <ul style="list-style-type: none"> – Fridge and/or cooker breakdowns must be fixed or replaced by the landlord within 3 days if tenants do not have an alternative working fridge or cooker they can use in the property. <p>All electrical appliances must be PAT tested as required.</p> <p>Soft furnishings e.g. curtains and upholstery, must be compliant with fire regulations, clean and in a good state.</p> <p>A furniture replacement plan/schedule must be in place to sustain the quality of the furniture and fittings.</p>	<p>The Furniture and Furnishings (Fire) (Safety) Regulations 1988: https://www.legislation.gov.uk/uksi/1988/1324/contents/made</p>
Digital and Technology	<p>Schemes should have secure Internet access in communal areas for tenants to use.</p> <p>Communal lounge and flats/bedrooms should have tv aerial points</p>	
Living environment	<p>As far as possible the living environment is designed and developed in line with Psychologically Informed Environment Principles (PIE).</p> <p>The accommodation protects tenants' dignity and privacy.</p>	<p>http://pielink.net/</p>

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	<p>Care is taken to consider additional facilities or spaces which can improve outcomes (e.g. communal areas or private spaces for meetings with support workers).</p> <p>Communal spaces are an appropriate size for the number of tenants in the property, i.e. there is enough room to enable all residents to meet together comfortably.</p> <p>The living environment is welcoming and homely.</p>	
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