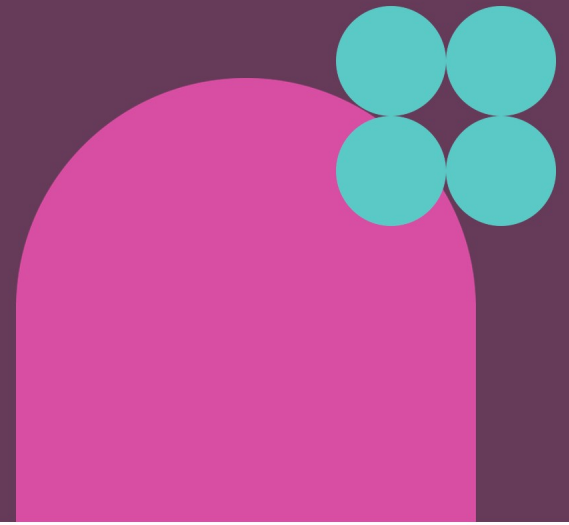




LANDLORD INFORMATION PACK

SUPPORTED ACCOMMODATION LANDLORD INFORMATION



Accommodation Concern works with private landlords across Northamptonshire to provide safe, stable homes for people who would otherwise be at risk of homelessness. We know that managing a rental property can be demanding. Many landlords will have experienced unreliable tenancies, rent arrears, or periods where a property has stood empty while mortgage and maintenance costs continue.

Our supported accommodation model offers a different approach. When a landlord leases a property to Accommodation Concern, the rent is **guaranteed for the full term of the agreement**, typically through a three or five-year commercial lease. This removes the uncertainty of whether rent will be paid each month and reduces the risk of void periods. We take responsibility for placing residents, providing day-to-day support, and ensuring the property is used appropriately.

By partnering with us, landlords not only secure a dependable rental arrangement but also contribute directly to tackling homelessness in their local community. Each property made available helps someone move away from instability and rebuild their life with structured support.

This document sets out the information that prospective landlords often want before entering into an agreement with Accommodation Concern. If you would like to discuss anything in more detail, we are always available at manager@a-c.org.uk.



RESPONSIBILITIES OVERVIEW

The responsibilities of both the landlord and Accommodation Concern are set out in the commercial lease. This provides clarity from the outset and ensures that each party understands what they are required to manage.

LANDLORD RESPONSIBILITIES	ACCOMMODATION CONCERN RESPONSIBILITIES
Gas Safety Certificate (annual)	Day-to-day maintenance and minor repairs
Electrical Installation Condition Report (EICR)	Repairing any damage caused by residents
Structural upkeep of the property	Regular health and safety checks
Maintenance of the boiler, heating, water and electrical supply	Annual fire risk assessment
Roof repairs and structural water ingress issues	Portable appliance testing (PAT)
Major works linked to property integrity	Managing residents and addressing any tenancy-related concerns
	Managing neighbour issues and providing contact details to neighbours
	Ensuring emergency coverage through a 24-hour security company
	Maintaining an on-call management rota outside office hours

The aim of this arrangement is to limit the day-to-day involvement required from landlords. Accommodation Concern takes responsibility for resident management, routine issues, and any concerns raised by neighbours. Safety checks are completed on a rolling schedule, and a 24-hour security monitoring company is in place to deal with urgent matters when the office is closed.



RENT

Accommodation Concern agrees rental levels that reflect local housing allowance rates or prevailing market rates, depending on the type and location of the property. Rent is discussed with each landlord individually, and we aim to reach an agreement that is fair, sustainable, and consistent with the expectations of the local authority.

As a charity, we must ensure that all rents represent value for money. Most residents' accommodation costs are met through Housing Benefit, so any rent we agree must be reasonable and capable of being supported through public funds. We approach this transparently, balancing a secure, guaranteed rental income for landlords with our responsibility to use public resources appropriately.

This approach helps ensure that properties remain financially viable for landlords while enabling Accommodation Concern to provide stable accommodation for people who would otherwise face homelessness.

HOW LONG DOES ONBOARDING TAKE?

Once a landlord confirms that they would like to proceed, we begin the onboarding process using our standard commercial lease, which has been approved by our solicitors and is used across all of our supported accommodation properties. The timescale can vary depending on the specific circumstances of the property, but **most homes can be fully onboarded within eight weeks.**

During this period, we carry out the necessary checks, agree the final lease terms, and ensure that the property is suitable for supported accommodation. We aim to make the process straightforward, with clear communication throughout, so that landlords can move smoothly from initial interest to a completed agreement.



RESIDENT STATUS AND OCCUPANCY AGREEMENTS

Residents in our supported accommodation are licence holders rather than tenants. This is because the service operates as Supported Exempt Accommodation, where the primary purpose is to provide housing alongside structured support. Residents occupy their rooms under an occupancy agreement rather than an assured shorthold tenancy.

This arrangement allows Accommodation Concern to manage risks promptly and safely. Although we always work with residents to resolve difficulties and avoid eviction wherever possible, there are rare situations where a person may pose a risk to others, to neighbours, or to the property. In those circumstances, we have the ability to end a licence without going through the lengthy court process required for a tenancy. Same-day eviction is possible when absolutely necessary, though in practice we operate a clear warning system to prevent issues escalating.

This framework helps protect the safety and stability of the property, the surrounding community, and the other residents we support, while allowing us to act quickly when serious concerns arise.

RESIDENT ELIGIBILITY

- All schemes are for single adults who would benefit from a period in supported housing to build the skills necessary to successfully maintain an independent tenancy.
- Residents will have a local connection to North Northamptonshire and have at least one support need, e.g. moderate mental health issues.
- No pets or children are allowed at any of our schemes.
- All our schemes are provided with 'move on' in mind from day one, so residents need to have capacity to maintain their own tenancy after the intensive support finishes.
- We anticipate applicants will be with us for a period of between 6 and 12 months.
- All applicants must engage with the support/training element of the scheme.



APPLICANTS WE CANNOT CONSIDER

The following applicants will not be considered for an allocation:

- Applicants with a history of arson.
- Applicants with a history of sexual offences.
- Applicants currently requiring an ongoing high level of mental health interventions and support.
- Any history that is withheld may cause any offer to be withdrawn immediately.

TALK TO US

GET IN TOUCH

If you would like to discuss anything in more detail, we are always available.

manager@a-c.org.uk

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