



Snugbug

Policy & Procedure - Access

4th June 2012

Review June 2014

Snugbug provides shared accommodation with intense housing management for young people aged 16 – 25 years of age.

Purpose

The purpose of the Access Policy is to clearly define the access, eligibility criteria, application and interview process to the project for staff and potential applicants.

Eligibility Criteria

Applicants must be –

- Aged between 16 – 25 years of age
- To be willing to complete an assessment interview with the Co-ordinator
- Complete Snugbug Pre-Tenancy Training
- Be capable of living independently and to respect the staff and other residents living in the accommodation
- Have support in place should support be required
- Demonstrate a local to connection (exceptions may be made where there are safeguarding issues)
- Be committed to participate in training, employment or education – this can include volunteering.
- Completion of a pen profile

Community Dynamic

When considering individual applications we need to consider the 'Community Dynamic' of the accommodation to which the individual has applied and our existing residents.

All individual applications are assessed by the Co-ordinator, and interviewed over the telephone.

– occasionally we may need to refuse or defer an application because we need to balance the needs of other residents and risks to living in a specific property –

Some examples of issues we may need to consider include –

- *Risk to the applicant or to others – this could include the applicant being known to existing residents and or have a history of domestic abuse; violence*



- *A Risk to others which further investigation will be required in-conjunction with Manchester Housing Register policy – e.g. arson; offending behaviour; violence*

This list is not exhaustive and the individuals risk will need to be considered prior to an offer of accommodation being made.

1. Making an application

- Applications are made online via www.snugbughomes.co.uk

All applications will be acknowledged within 5 working days.

Applications cannot be processed without one reference – which we will request and follow up. Providing we do not need any further information you will be contacted by the Co-ordinator for a telephone interview.

2. Interview

The interview process usually takes around an hour, the Co-ordinator will contact the applicant via the contact number provided

During the interview – we will ask the applicant a number of questions about their support and housing needs.

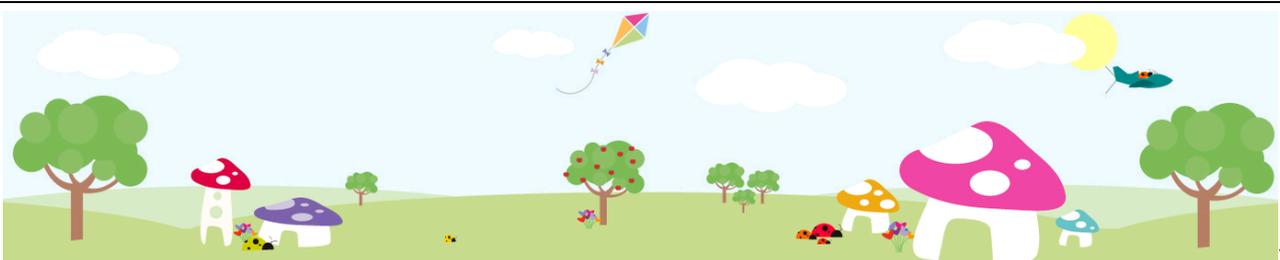
Everyone is asked the same questions – it is important the applicant answer the questions honestly and provide additional information if requested.

3. Notification

Following the interview the Co-ordinator will make a decision, in-conjunction with the residents already living at the chosen property. Each resident and applicant will complete a pen profile and this will assist the current residents making a decision. The Co-ordinator will make the overall decision.

The applicant will receive a decision in writing within 5 working days of the interview – we will also contact the applicant by phone.

Following a successful interview the applicant will be invited to attend the Snugbug Pre-Tenancy Training programme.



4. Snugbug Pre-Tenancy Training

The Snugbug Pre-Tenancy Training programme runs over a period of 3 weeks. Successful applicants can join the programme on any of the 3 weeks.

Those applicants who have completed the MCC pre-tenancy training only need to attend the module “Sharing”.

On successful completion of Snugbug Pre-Tenancy Training the applicant will have an informal chat with the Co-ordinator. The applicant will then be placed on the waiting list for the chosen property.

Applicants will not be requested to attend Snugbug Pre-Tenancy Training until the chosen property is due to become available.

5. Unsuccessful applications

If following the interview the Co-ordinator refuses an application we are happy to go through the decision with the applicant.

Right to Appeal – applicants have the right to appeal any decision made – they need to write to the Co-ordinator stating the reason for appeal within 7 working days –

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