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| **BSPEC – updated 0**5Sep25**Supported accommodation** This form must be completed by the **landlord**. | A black and white logo  Description automatically generated |
| Date form issued |  |
| Claim reference |  |
| **Section A: About the tenant/licensee** |
| Housing Benefit claimant’s full name  |  |
| Room number (if applicable) |  |
| Address and postcode  |  |
| Phone number |  |
| Email address |  |
| Date the rental agreement started |  |
| Rental agreement end date |  |
| Date the tenant/licensee moved in |  |
| Does the tenant/licensee have a care needs assessment? |  |
| Do the tenant/licensee have an appointee or someone with Power of Attorney?If yes, provide their details |  |

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| **Section B: About the landlord** |
| Landlord’s name, address and postcode |  |
| Landlord telephone number |  |
| Landlord email address |  |
| Landlord website address  |  |
| What client group(s) do you mostly work with? |  |
| Are you a voluntary organisation?Yes please state what type of organisation and any registration numbers? |  |
| Are you a registered charity?If yes, please state your registration number |  |
| Are you in the process of becoming a registered charity?<https://www.gov.uk/find-charity-information> |  |
| Are you a “*not for profit*” housing association? |  |
| Are you a Registered Provider of Social Housing?<https://www.gov.uk/government/publications/registered-providers-of-social-housing> |  |
| Are you a registered company?If yes, please state your registration number<https://www.gov.uk/government/organisations/companies-house> |  |
| Date incorporated and company type |  |
| What is the nature of the business? |  |
| Are you a community benefit society? |  |
| Is the Community benefit society registered with the Financial Conduct Authority (FCA)?If yes, please state your registration number |  |

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| **Section C:** **About the accommodation provided by the landlord** |
| What client group does the accommodation cater for? |  |
| What age group does this accommodation cater for? |  |
| Do all the residents have same or similar care, support or supervision needs? |  |
| Has the accommodation been commissioned by a local authority or NHS for the provision of care, support or supervision on their behalf?If yes, please give details |  |
| Please explain why this property was chosen by your organisation to operate as supported accommodation and what research was carried out. |  |
| Number of accommodation units you provide at this address |  |
| Does the accommodation provide refuge for those who have suffered domestic violence? |  |
| Is the property a licensed HMO?If yes, please state the registration number<https://hmolicensing.reading.gov.uk/public-register> |  |
| Please give details of any adaptations made to the property based on the needs of the tenant/licensees |  |

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| **Section D: Ownership of the property** |
| Do you own or lease the property?If you own the property, please go to Section E |  |
| Who is the property leased from? |  |
| When did you start leasing the property? |  |
| When is the lease due to end? |  |
| What is the annual cost of leasing the property? |  |
| Full name of each lessee |  |
| Was the property unoccupied when the lease started? |  |
| If occupied, please state who was resident. |  |
| Does the freeholder/property owner have any say on rent setting, service, and support charges?If yes, please give details below. |  |
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| **Section E: About the property being rented** |
| When was the property built? | Before 1918 |  |
| Between 1918 & 1988 |  |
| After 1988 |  |
| Is the property a flat, house or bungalow? |  |
| If it is a flat, is it in a block, over a shop or in a converted house? |  |
| If it is a house or bungalow, is it terraced, semi-detached or detached? |  |
| Does the tenant/licensee rent the whole property or a room? |  |
| How many floors does the building have? |  |
| If it is a flat or room, on which floor is the tenant/licensee’s accommodation? | A diagram of a building with text  Description automatically generated |
| Room only: Looking at the front of the building, is the rented room at the front, middle rear? |  |
| Room only: Looking at the front of the building, is the rented room on the right, middle or left? |  |
| Use of accommodation | Tenant/licensee only | Shared with other people | Number in the property |
| Number of living rooms |  |  |  |
| Number of bedrooms |  |  |  |
| Number of kitchens |  |  |  |
| Number of bathrooms |  |  |  |
| Number of toilets |  |  |  |
| Other (please specify): |  |  |  |
| Other (please specify): |  |  |  |
| Other (please specify): |  |  |  |
|  | Total |  | Total |  | Total |  |

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| Is there an extra bedroom for an overnight carer? |  |
| Was the accommodation rented as fully furnished, partially, minimally or unfurnished? |  |
| Does the accommodation have central heating? |  |
| Does the tenant/licensee have use of a garden? |  |
| Is the use of a garage included in the rent? |  |
| Is parking included in the rent? |  |
| **Section F:** **Core Rent**This is the direct cost of owning or leasing the building. For example, insurance, Council Tax, repairs, sinking funds, maintenance, housing management & pro-rata surcharge representing general overheads and central office costs. |
| **Description** | **Amount** |
|  | £ |
|  | £ |
|  | £ |
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| Total core rent (A)  | £ |
| **We will ask you to provide a new breakdown if the total core rent doesn’t exactly add up** |

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| **Section G: About service charges payable as a condition of the rental agreement**Service charges are additional costs beyond a core rent charge which must be met by the tenant/licensee to pay for services provided by the landlord. |
| Please list all service charges below | Is it an optional service?Y/N? | Amount |
|  |  | £ |
|  |  | £ |
|  |  | £ |
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| Total service charges (B) | £ |
| **We will ask you to provide a new breakdown if the service charge total doesn’t exactly add up** |

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| **Section H: About Intensive/Enhanced Management charges payable**Intensive and Enhanced Housing Management is a term sometimes used to describe the services provided by a supported housing landlord, differentiating it from a general needs’ landlord. The services are provided to ensure the ongoing viability of the tenancy with respect to the needs of the tenant. |
| Please list all service charges below | Is it an optional service?Y/N? | Amount |
| Rent collection and arrears maintenance |  | £ |
| Administration and maintenance of tenancy agreements |  | £ |
| Liaison with other agencies |  | £ |
| Concierge duties and access controls |  | £ |
| Providing information on tenancy related matters |  | £ |
| Staff training relating to housing management |  | £ |
| Tenant consultation on tenancy related matters |  | £ |
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|  |  | £ |
| Total Enhanced/Intensive Housing Management Charges (C) | £ |
| Total rent charge (A+B+C) | £ |
| **We will ask you to provide a new breakdown if the total of (A+B+C) doesn’t exactly add up** |

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| **Section I: About the charges payable as a condition of the rental agreement** |
| Does the core rent (A), services charges (B) & intensive/enhanced housing management (C) include any of the following? |
| Personal water and sewerage charges | Yes/No |
| Cleaning of tenant/licensee’s room | Yes/No |
| Cleaning of interior windows (not communal areas) | Yes/No |
| Personal fuel for heating, lighting, cooking & hot water | Yes/No |
| Laundry, other than for the provision of premises or equipment to enable the tenant/licensee to do their own laundry | Yes/No |
| Meals including the preparation of meals or provision of unprepared food | Yes/No |
| Sports facilities, excluding children’s play area | Yes/No |
| Television rental | Yes/No |
| TV licence | Yes/No |
| TV subscription fees | Yes/No |
| Transport | Yes/No |
| Personal emergency alarm system for tenant/licensee (not fire system or staff alarms) | Yes/No |
| Furniture or household charges where it will become the property of the claimant by virtue of an agreement with the landlord | Yes/No |
| General counselling or support services, irrespective of whomever provides those services | Yes/No |
| Making medical or hospital appointments | Yes/No |
| Attending medical or hospital appointments | Yes/No |
| Managing prescriptions or medication | Yes/No |
| Medical expenses, including the cost of treatment of counselling related to mental disorder, mental handicap, physical disablement or past or present alcohol or drug dependence | Yes/No |
| Nursing or personal care, including assistance at mealtimes or with personal appearance of hygiene | Yes/No |

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| **Section J: About the tenant/licensee’s needs** |
| How did the tenant/licensee find the accommodation? |  |
| If they were referred by a local authority, please state the name of the authority and why they need to live in the borough of Reading |  |
| Is the tenant/licensee entitled to s117 aftercare from a local authority?A person who has been detained becomes eligible for S117 aftercare if they have been detained under sections 3, 37, 45A, 47 or 48 of the Mental Health Act (MHA) and then they are discharged from S117 places an enforceable duty on both Health (Clinical Commissioning Group (CCG)) and Social (local authority/Council (LA)) Services to provide aftercare services to P on discharge from hospital. Neither the CCG nor the LA can charge for the services engaged to meet those needs – s117 aftercare is free. | Yes/No  |
| Is the tenant/licensee considered vulnerable? | Yes/No |
| If yes, please explain why |  |
| Has the tenant/licensee been a former resident of a specialist hostel for homeless people for at least three months? | Yes/No |
| If yes, please give details including dates. |  |
| Was the tenant/licensee assessed before being admitted to the accommodation?The claimant must have been **admitted** to the accommodation by a health care professional, social work professional or similarly experienced professional who is qualified to assess the claimant's need for care, support or supervisionIt is expected that the admission process includes the need for care, support or supervision being identified by someone the council is satisfied is in a position to undertake a care needs assessment, which could well be someone acting on behalf of the landlord. | Yes/No |
| Date of the tenant/licensee’s assessment |  |
| Name and job title of the person who carried out the tenant/licensee’s assessment |  |
| Was the tenant/licensee admitted to the accommodation to meet that need for care, support or supervision? |  |
| Is the accommodation where the tenant/licensee receives the care, support or supervision?(it cannot be provided at say a clinic nearby) |  |
| Please explain the criteria used to assess suitability |  |
| Would the tenancy/licence have been granted if they weren’t in need of and in agreement with the provision of care, support or supervision that is attached to this accommodation? | Yes/No |
| Is there a clear “move on” pathway with regular monitoring?If yes, please give details |  |
| What is the maximum length of stay? |  |
| How long is the tenant/licensee likely to stay? |  |

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| **Section K:** **About care, support and/or supervision provided by the landlord** |
| **Category 1 specified accommodation, sometimes known as exempt accommodation,** refers to supported housing where the person being housed receives more than minimal **care, support, or supervision** directly from the organisation providing the accommodation.People living in Category 1 specified accommodation may be eligible for higher Housing Benefit payments, as the usual caps on rent do not apply. This is designed to support vulnerable individuals who need additional help to live independently such as those with disabilities, mental health conditions, or recovering from homelessness.**"More than minimal"** is a legal and regulatory threshold used when determining eligibility for exempt accommodation status. It refers to the level of **care, support, or supervision** provided to a tenant that goes beyond a token or negligible amount.The accommodation provider’s support must be **likely to make a real difference** to the tenant’s ability to live in the property. In other words, it’s not about how much time is spent, but whether the support genuinely helps the person maintain their tenancy and live independently.**📌** Examples of “More Than Minimal” Support:* Help with managing finances or budgeting
* Assistance in accessing healthcare or community services
* Regular emotional or practical support tailored to the tenant’s needs
* Support with daily living tasks (e.g., cooking, cleaning, medication reminders)

**❌** What doesn’t count:* Occasional check-ins or generic advice
* Less than 10 minutes of support per week (often deemed insufficient in tribunals)
* Support that’s available but rarely used

**Care and Supervision** This involves being present in the building and in the direct physical presence of the claimant. For example, in a house shared by people with learning disabilities it is may be necessary to have staff on site to ensure the residents do not endanger themselves or damage equipment through misuse.**Support** In general, activity by the landlord will not amount to support if it is comprised in ordinary housing management. To amount to support the landlord must be doing something which goes beyond ordinary housing management. In general, carrying out repairs and maintenance will not amount to “support” if all that the landlord is doing is fulfilling its repairing obligations.Support could include: * A structured programme addressing personal issues, such as substance misuse or reoffending
* Befriending, reassuring, and counselling
* Intensive property management, especially repairs, cleaning and maintenance arising from the tenant’s personal issues

A landlord does not have to be the main or only support provider. For example, tenants with a learning disability may have support commissioned by Adult Social Care and delivered by a care agency. The landlord may still have a support role in the form of Enhanced or Intensive Housing Management. |

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| Does the landlord provide any care, support &/or supervision to the tenant/licensee? | Yes/No |
| Is the landlord’s care, support &/or supervision a condition of the rental agreement? | Yes/No |
| If yes, please confirm which page or section of the rental agreement confirms this. |  |
| Please explain why the tenant/licensee requires the care, support &/or supervision being provided by the landlord. |  |
| Please describe how and when the landlord’s care, support &/or supervision is provided to the tenant/licensee.  |  |
| On average, how many hours per week does the landlord provide the tenant/licensee with care, support, &/or supervision? | **In person** | **Telephone** | **Online** |
|  |  |  |
| How much is the tenant/licensee charged? | £ | £ | £ |
| Does the tenant/licensee’s charge cover the full cost?If no, please explain how the shortfall is funded. |  |
| How often are the tenant/licensee’s needs reviewed & how is this done? |  |
| When is the next review due? |  |
| Do you expect the number of hours care, support, &/or supervision to be reduced in the foreseeable future?If yes, please say when and why. |  |

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| **Section L: About care, support and/or supervision provided by a third-party on your behalf** |
| **Care and Supervision** This involves being present in the building and in the direct physical presence of the claimant. For example, in a house shared by people with learning disabilities it is may be necessary to have staff on site to ensure the residents do not endanger themselves or damage equipment through misuse.**Support** This must be more than minimal, but there is no defined number of hours per week. As well as the number of hours we must consider whether the support makes a difference to the tenant’s ability to maintain the tenancy. Support could include: * A structured programme addressing personal issues, such as substance misuse or reoffending
* Befriending, reassuring, and counselling
* Intensive property management, especially repairs, cleaning and maintenance arising from the tenant’s personal issues
 |
| Do you (the landlord) have a contract with a third party to provide care, support, &/or supervision on your behalf? | Yes/No |
| If yes, what is the name and address of the third-party providing care, support &/or supervision?We will need a copy of the contract |  |
| Is the care, support, &/or supervision provided on behalf of the landlord a condition of the rental agreement? | Yes/No |
| If yes, please confirm which page or section of the rental agreement confirms this. |  |
| Please explain why the tenant/licensee requires the care, support &/or supervision provided by the landlord’s third-party provider. |  |
| Please describe how and when the care, support &/or supervision is provided your third party to the tenant/licensee. |  |

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| On average, how many hours per week does the your (the landlord) third party provide the tenant/licensee with care, support, &/or supervision? | In person | Telephone | Online |
| Hours | Cost | Hours | Cost | Hours | Cost |
|  | £ |  | £ |  | £ |
| Please explain how often the tenant/licensee’s needs are reviewed & how this is done? |  |
| Are the tenant/licensee’s need for care, support, &/or supervision expected to reduce in the foreseeable future?If yes, please say when and why. |  |
| Please use the space below to tell us any other information relating to the care, support &/or supervision provided on behalf of the landlord. |
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| **Section M:** **About** **care, support and/or supervision not provided on your behalf** |
| Who is the care, support &/or supervision provided by? |  |
| Approximately how many hours a week care, support &/or supervision is provided each week?Do not include any time provided by you (the landlord) or on your behalf. |  |
| What is the cost of the care, support, &/or supervision?This information is required by the Department for Work and Pensions to identify costs |  |
| Who funds the care, support &/or supervision? |  |
| Please describe the level of care, support &/or supervision provided to the tenant/licensee.Do not include anything provided by you (the landlord) or on your behalf. |  |
| Is the care, support, &/or supervision a condition of the tenancy or licence? |  |
| If yes, please confirm which page or section of the rental agreement confirms this. |  |
| Is the care, support &/or supervision specifically connected to the property being rented? If yes, please explain how and why. |  |
| Are the number of hours to be reduced in the foreseeable future?If yes, please explain when and why. |  |
| Please use the space below to tell us any other information relating to the care, support &/or supervision that is not provided by you (the landlord) or on your behalf. |
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| **Section N:** **Landlord declaration**Please read the following declaration carefully before signing* I am the landlord.
* I declare the information I have given on this form is true and complete.
* I understand that if I give information that is false or incomplete, I may be prosecuted.
* I understand that if supply or allow to be supplied any documents or information that I know to be false I may be prosecuted.
* I understand that the information on this form may be shared with:
* Other council teams, including Adult Social Care, Commissioning, Council Tax, HMO licensing.
* Department for Work and Pensions.
* Pension Service.
* Rent Officer Service.
* I will immediately tell the Benefits Team in writing or by emailing benefits@reading.gov.uk if:
* there is a change of landlord.
* landlord bank details change.
* tenant/licensee changes address, even if it is temporary.
* tenant/licensee changes room, even if it is temporary.
* total rent charge changes
* amount charged for services changes.
* amount of care, support, or supervision changes or stops.
* tenant/licensee ceases to require care, support, or supervision.
* I understand the Benefits Team may need some or all the following:
* floor plan of the property.
* rental agreement.
* rent breakdown showing the cost of all charges.
* agreement with landlord’s third-party carer provider.
* Articles of Association.
* care plan/needs assessment.
* company accounts.
* company constitution.
* head lease agreement.
* organisational chart showing staffing, roles.
* images of the tenant’s room and communal areas
* I understand the “working age” Housing Benefit supported accommodation assessment is individualto each tenant/licensee. As such, if an individual does not need, receive, or take up the support provided then Universal Credit housing costs must be claimed.
* I understand this form and any information and evidence must be sent to benefits@reading.gov.uk or posted to:

Benefits TeamCivic Offices Bridge Street Reading RG1 2LU |
| Form completed by |  | Date |  |
| Job title |  |
| Contact number |  |
| Email address |  |

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| **Section O: Landlord checklist** |
| I have answered all questions on the form and am providing the following information: |
| **Description** | **Delete as applicable** |
| Rental agreement | Yes/No/To follow |
| Rent breakdown shown the cost of all charges | Yes/No/To follow |
| Landlord Articles of Association | Yes/No/To follow |
| Company Accounts | Yes/No/To follow |
| Company constitution | Yes/No/To follow |
| Head lease agreement | Yes/No/To follow |
| Organisational chart showing staff and roles | Yes/No/To follow |
| Care need/support assessment | Yes/No/To follow |
| Letter/email from the commissioning authority explaining why housing costs are not covered by s117 | Yes/No/To follow |
| Landlord’s agreement/contract with any third-party provider | Yes/No/To follow |
| Photos of the tenant’s accommodation | Yes/No/To follow |
| Photos of the communal areas | Yes/No/To follow |
| Floor plan of the property | Yes/No/To Follow |
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| The completed form and supporting documents can be emailed to benefits@reading.gov.uk or posted to:Benefits TeamCivic Offices Bridge Street Reading RG1 2LU |