**“Paying housing costs where one of the people named on the tenancy agreement does not live there (Untidy Tenancies)**

**Issue**

In an untidy tenancy where one of the people named on the agreement does not live there, how should we proceed to pay housing costs?

An untidy tenancy is where the claimant is a joint tenant with someone who no longer lives in the property.

If a joint tenant(s) abandons the property and has not been removed from the tenancy, the claimant can be treated as liable for the total rent This can apply to both Social Rented Sector and Private Rented Sector cases.

**Solution**

**Social Rented Sector**

The current Social Rented Sector process is:

The claimant must always declare the joint tenancy. Good practice is for claimant to put note in their journal of untidy tenancy and why.

Claimants must not make false declarations and case manager / work coach must not try and apply workarounds that will bypass verification or set in the system to block / stop auto calc.

**Portal case**

If a portal case, the landlord should annotate the record as "not my tenant" and reject. This will result in the SRS verification to do being updated. This removes the auto-verification.

Case Managers must then issue SRS form for manual verification using the SRS tool.

Landlord will complete the form - and return it.

Case managers know this is an untidy tenancy due to the portal response and completes verification. –The claimant is liable for 100% of rent in these cases. There will need to be a manual payment for any shortfall each month.

**Not a portal case**

Where the landlord indicates an untidy tenancy then the case manager must verify If the claimant is the sole person in property.  If so, they are liable for 100% of rent. There will need to be a manual payment for any shortfall each month.”