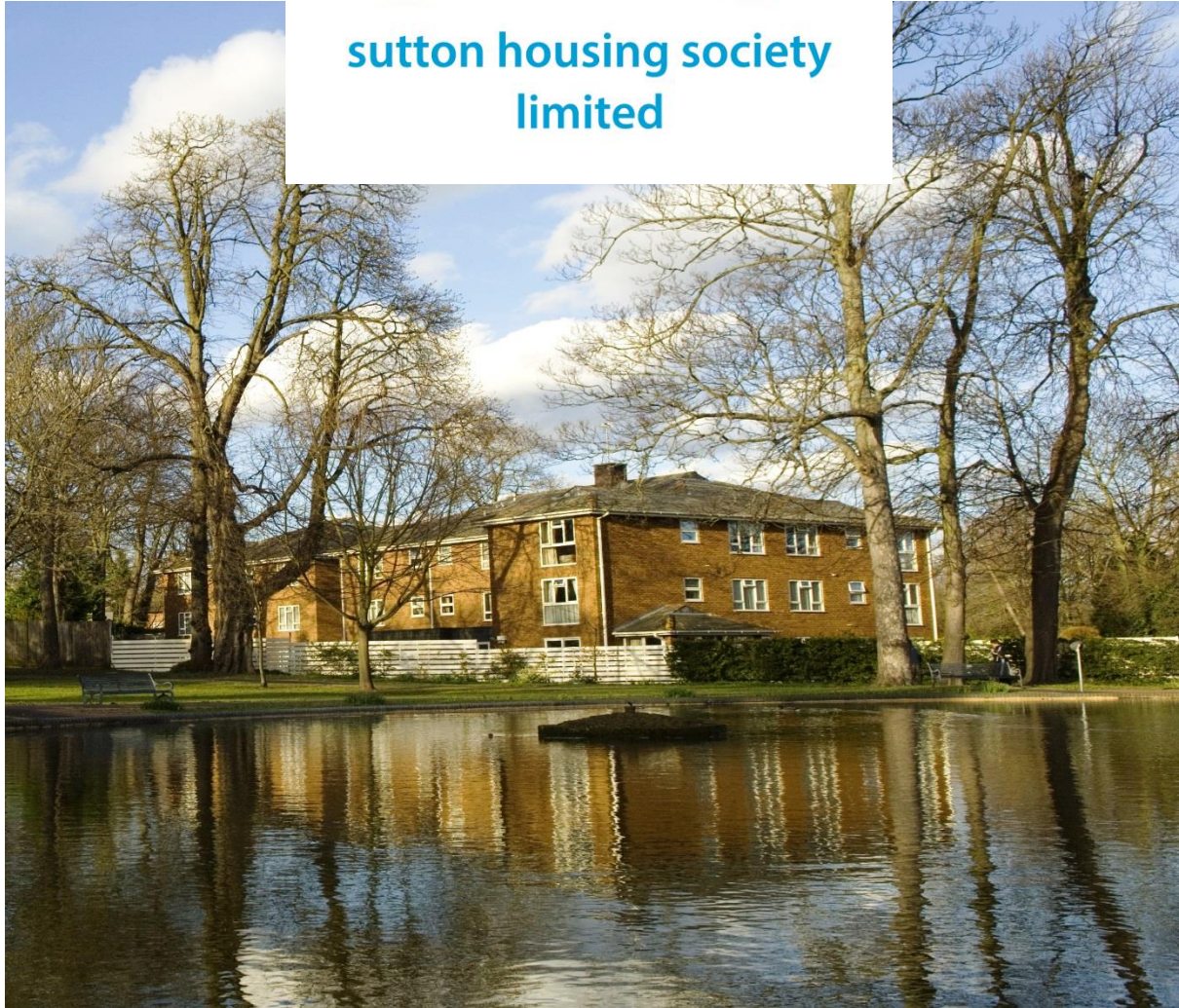




sutton housing society  
limited



**Sutton Housing Society's  
Intensive Housing Management Service  
Explained**

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## ➤ What is an Intensive Housing Management service?

The Intensive Housing Management (IHM) service is a landlord based service provided by Sutton Housing Society to enable its tenants to maintain their tenancies by ensuring that they get the help they need to live independently in their homes, in the community.

The IHM service provides advice and assistance to tenants who need additional assistance to understand and comply with their tenancy conditions.

The IHM service can be a “short term fix” for tenants going through a particularly challenging time and who need assistance for a short period of time, or it can be a service that’s providing assistance to ensure that the tenancy is sustained in the long-term.

The IHM service is not a support service; support services are provided by Social Services; Sutton Housing Society staff can help you to access the services you may need.



## ➤ What services form part of the Intensive Housing Management service?

A range of services are available from Sutton Housing Society as part of its IHM service. These include:

- Information, advice & assistance to understand and comply with the tenancy conditions
- An annual risk assessment to ensure any risks are identified and referrals to support agencies made if necessary

- Settling in visit and assistance
- Regular welfare checks to ensure your safety and well-being (this is at a frequency agreed with individual tenants)
- Assistance in sustaining all aspects of the tenancy
- Signposting and accessing support from other teams and services e.g. welfare assessments; referrals to care agencies
- Provision of Pendants for more frail residents
- Testing and maintenance of the Pull Cord Telecare system where assistance is needed
- Increased inspections and maintenance of your building, including health and safety issues to address increased wear and tear to the property and facilities
- Assistance in claiming/managing housing benefit applications
- Advice and assistance on using equipment within the property
- Advice and assistance regarding security of the tenants' home
- Monitoring and signposting for social services care services
- Arranging repairs to communal areas, including fixtures and fittings
- Information and advice relating to use the of communal areas



## ➤ Where is the Intensive Housing Management service provided?

The IHM service is available as part of our core work at all of Sutton Housing Society's former "sheltered housing schemes", now often referred to as "Independent Housing for Older People", by the London Borough of Sutton.

These schemes are:

- Dorothy Pettingell House
- Griffiths Close
- Lancelot House
- Margaret House
- Norman House
- Old Brewery House
- Robertson House
- Ronald House
- Thomas House
- Trickett House

The IHM service is available at some of Sutton Housing Society's other schemes. These are:

- Killburns Mill Close
- Mary Court

The IHM services are provided by Sutton Housing Society staff. We also hold regular scheme meetings, scheme walkabouts and meetings with senior staff as well as offering many community engagement opportunities.



## ➤ How to access the service

As a new tenant moving in to a scheme where the IHM service is provided, you will receive a settling in visit from a member of the Sutton Housing Society Housing Service team.

Sutton Housing Society asks that you meet with your Community Housing Services Officer (CHSO) shortly after moving in to your home to complete a risk assessment to consider and agree what assistance you may need to sustain your tenancy.

Should you choose not to receive additional assistance or feel that its unnecessary at that particular time, Sutton Housing Society will require you to formally “opt out” of the service. (Please note that the weekly cost remains payable as part of your rent and service charge.)

Should your circumstances change and/or should you need feel that you would benefit from the IHM services at a later date, you simply need to contact your CHSO by telephoning 0208 642 1500 or via e-mail at [info@shsoc.org.uk](mailto:info@shsoc.org.uk) Your CHSO will arrange to visit you to discuss your circumstances and agree the assistance you need.

## ➤ The cost of the service

The IHM service is partially subsidised by Sutton Housing Society to ensure that it is an affordable service.

The current weekly charge at the vast majority of schemes is £6.17 and forms part of the service charge element in your gross weekly rent.

## ➤ Contacts

Should you have any queries about the IHM service, please contact your CHSO in the first instance. Alternately, the Community Housing Service Manager is Ray Alder. Ray can be contacted on 0208 642 1500 or by e-mailing [ray.alder@shsoc.org.uk](mailto:ray.alder@shsoc.org.uk)