

<b>Task Sheet:</b>	<b>Liaison with Tenants</b>
<b>Number</b>	<b>Task Sheet LA05</b>
<b>Timeline</b>	<b><i>Start January 08 – complete by March 08</i></b>
<b>Purpose:</b>	To ensure that tenants are fully aware of LHA, its rationale and objectives and the impact on their benefit claim.
<b>Composition:</b>	<ul style="list-style-type: none"> <li>▪ Current and prospective claimants: <ul style="list-style-type: none"> <li>5.1 Advise current claimants that there will be a change in the benefit rules but it will only affect them in certain circumstances – outline what those changes are and whom they will affect.</li> <li>5.2 Actively encourage payment by BACS supported by forms, information leaflets and ‘warm up’ letters. Consider conducting a BACS take-up drive for existing claimants in preparation for any CoA or break in claim (see Task Sheet LA12).</li> <li>5.3 Issue, or adapt to your own specification, the fact sheets/leaflets provided within the communications toolkit to enable tenants to understand if they will be affected by the changes &amp; how to work out their potential entitlement if they move onto LHA.</li> <li>5.4 Provide information about your authority’s safeguards policy and the evidence that claimants might provide to support an application for landlord payment (see Task Sheet LA09).</li> <li>5.5 Seek consent from the claimant before providing personal information to the landlord. Any consent form must be specific as to how much and what information the landlord may be provided (see Task Sheet LA04 and LA09).</li> <li>5.6 Ensure that customer service staff are aware of the consent procedures.</li> </ul> </li> </ul>

	<p>5.7 Display leaflets / posters advertising your money advise service. (The DWP LHA evaluation highlighted that posters were often the key means by which tenants learnt of the LHA so it may be worth considering paying particular attention to this means of information delivery and to develop a policy for keeping them up to date).</p> <p>5.8 Develop a policy on what money advice will be provided and consider using the product available within the communications toolkit, eg basic bank account leaflet (see Task Sheet LA08).</p> <p>5.9 Undertake teaser campaigns- flyers/posters – directed at potential new claimants (see contents of communications toolkit for example of how to carry out campaign).</p> <p>5.10 Issue follow up letters reminding tenants of the importance of paying their rent on time and that they should avoid getting into rent arrears and where to go for help and advice (eg CAB/Shelter).It is important that such letters are in plain English so that they fulfil a preventative role in supporting those who may be at risk of getting into rent arrears</p> <p>5.11 Ensure that there are adequate resources available to cover counter and phone enquiries following any large communication campaign / run.</p>
<b>Notes:</b>	•