

CASE STUDY:  
Supported shared  
accommodation

## We do things differently and better, making HMOs a viable part of your housing solution

The problems associated with shared accommodation stems from leaving people unattended together under one roof

### We offer more than a roof

- Our homes are fully licensed for the council's exclusive use
- Our homes are located within the borough, are good quality, safe and immediately available
- Our homes can be viewed and vetoed by councils in advance of being taken on
- Our support and monitoring ensure people are safer, that no unwanted problems get out of hand, and that the individuals have a better chance in life
- Our approach is cheaper than using hotel beds and will save you money by partnering with us for 12 months or longer

### Who we are

# The Housing Network

- A trusted provider of accommodation, managing over 1,200 self-contained properties and 350 shared accommodation rooms in more than 65 local authorities
- We work exclusively to provide self-contained temporary accommodation, supported shared properties, and other specialist accommodation
- Our team has over 40 years' experience supporting people in the housing market
- We have an extensive network for sourcing properties for social housing use, along with deep expertise in managing and maintaining properties and engaging with complex tenants
- Our head office is in Bedfordshire with a full time staff of almost 50 people along with multiple hubs across the UK

"We point people in the right direction. Everyone needs help and a push. It's not about doing it for them. It's about helping them to help themselves. It's that extra bit they need to get settled in one home until they are tenancy ready"

Jo, Property & Resident Support Manager, Coventry

Who we have partnered with:

## Coventry City Council

Coventry City Council wanted to consolidate their HMOs with a small number of providers, exit hotels, hostels and B&Bs, and improve the overall quality of the accommodation they provided. They asked The Housing Network to help.

They were accommodating residents in hostels and B&Bs but wanted to move them into better quality and lower cost accommodation. They also recognised the potential risks from bringing together people from different backgrounds and challenging situations, so wanted some support and supervision. This all took place alongside the arrival of the Covid-19 pandemic and desire by the government to get everyone off the streets.

As of 1 July 2020 we have provided 120 quality shared accommodation units within the Council's timeframe, with two highly experienced property managers checking our homes and residents daily throughout the Covid-19 crisis.



# 55%

Coventry City Council is now saving over 55% compared to previous accommodation

“The Housing Network seems to genuinely understand the cohort and has the ability to deal with issues”

“Your background and professionalism gave us confidence that The Housing Network could supply HMO properties alongside self-contained units”

“We were comfortable using you to supply HMOs due to your background and our trust and faith in The Housing Network as an organisation”

Housing Manager,  
Coventry City Council

## Our HMO commitment to you and our residents

- 1 We only use homes for up to seven people unless the configuration makes it safe to house more
- 2 We never house residents if there are more than four people to one bathroom
- 3 All properties that need to be licensed are licensed
- 4 We install and monitor CCTV in all common areas
- 5 We provide 24/7 maintenance to fix problems day or night
- 6 We provide each resident with the basic necessities when they move in (cutlery, crockery, linen, duvet, pillow, towels)
- 7 Each property is cleaned three times a week
- 8 We understand the challenges with shared accommodation and know how to support residents – our property and resident support managers are highly experienced
- 9 Our property and resident support managers will visit each property at least five times a week
- 10 Before anything, we listen to you and then provide homes based on your requirements

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