

Local Housing Allowance & Vulnerable Tenants

Local Housing Allowance is usually paid to the tenant. The tenant cannot decide to have their Local Housing allowance paid to their landlord. We can pay Local Housing Allowance to the landlord if we decide a tenant is vulnerable.

What do we mean by vulnerable?

By vulnerable we mean someone who may have difficulty managing their money. We do not mean someone who does not want to pay their rent.

Who decides who is vulnerable?

The Council decides if a tenant is vulnerable. We must have evidence that the tenant cannot manage their money. Evidence must usually be in writing. People who can give evidence include:

- The tenant
- Friends and family of the tenant
- The landlord
- Welfare Groups (including money advisers)
- Social Services
- GP
- Probation Officers
- Jobcentre Plus
- The Pension Service

We will work with the tenant in making our decision.

Who might be vulnerable?

There are many reasons why someone cannot manage their money. A vulnerable tenant may be someone who:

- Has severe debt problems
- Has a recent County Court judgement against them
- Is an un-discharged bankrupt
- Is unable to open a bank or building society account
- Has some of their Income Support or Jobseeker's Allowance paid direct to the gas, electricity or water company by DWP
- Is getting Supporting people help
- Is getting help from a homeless charity

We may look into whether a tenant is vulnerable or not if the tenant:

- Has learning difficulties
- Has an illness that stops them managing on a day-to-day basis
- Cannot read English

- Cannot speak English
- Is addicted to drugs, alcohol or gambling
- Is homeless.

There may be other reasons why someone may be vulnerable. Please ask us for more information. Details about how to get in touch with us are available below.

Making a decision

Once we have collected evidence we will decide as quickly as possible if a tenant is vulnerable. We will pay Local Housing allowance to the tenant while we are making our decision.

We will tell a tenant if they are vulnerable. We will write to the tenant and explain the decision.

Reviews and appeals

If the tenant or landlord disagrees with our decision they can appeal. The rules for this are the same as the rules for Housing Benefit. Ask for more information about this. Details about how to get in touch with us are available below.

We can look at the decision again. This is called a review. A review usually takes place after an agreed time.

Money Advice

Tenants can get help managing their money from banks, building societies or a welfare organisation such as the Citizens Advice Bureau.