

City West Homes
Response to disconnection of vulnerable customers

Hello

We have a new procedure that is triggered mainly by our rent arrears procedure. So when a tenant reaches a certain stage of debt and the tenant has not been seen, then there is set time for the team to investigate the whereabouts and well being before proceeding. If they are not located then it must be established that they are not in the property. This procedure could be triggered by a neighbour or other agency report. I would hope that with data protection in mind, if we received a call regarding a concern about a resident, this would trigger our procedures without the need to pass on any information to who has reported it.

Regarding the support agency - Westminster Council has a contract with Thamesreach as part of the Supporting People initiative. They would deal with a wide range of issues including debt, lifestyle issues, any area really where support is needed. As I said, we can refer people with support needs who wouldn't meet the criteria needed to qualify for a Care Manager.

We also have a contract with CHAS - the Catholic Housing Advisory Service, who provide debt and welfare benefit counselling for us. As you say, for referrals to both of these, we need permission.

Liz Waine

Service Development Group
CityWest Homes
21 Grosvenor Place
London
SW1X 7EA
Tel: 020 7245 2244
Fax: 020 7245 2338
Email: lwaine@cwh.org.uk