



Tenancy Training Information and Guidance

Chapter 1 has been delivering Tenancy Training to people aged 19+ in Manchester since 2012. The course is recognised by Manchester City Council as the Young Person's Qualification, and gives successful learners aged 16 to 25 extra priority on the Social Housing Register.

The programme allows learners to explore and understand what it means to live independently, with the aim of giving them the skills, knowledge and confidence to successfully manage and sustain their own tenancy.

There are six areas covered on the course:

- Managing Your Money
- Healthy Eating
- Cooking For Yourself
- Finding a Flat
- Settling In
- Being a Good Neighbour

Learners participate in group sessions as well as having a one-to-one support session with their tutor. Our experienced team are dedicated to delivering a quality service to all learners.

If you wish to send a completed referral, or have any queries, please contact:

Lara Datta
Hub Training and Development Manager
Chapter 1 – The Hub at The Limes
76 Daisy Bank Road
Victoria Park
Manchester M14 5LG

Tel: 0161-257-3274
Mob: 0772-074-0059
Email: larad@chapter1.org.uk



Tenancy Training Information and Guidance for Referring Agencies

- Tenancy Training is designed to equip clients who have been **assessed as ready to move on** from supported/temporary accommodation with the skills, knowledge and confidence to manage a tenancy.
- Please inform your client about the Tenancy Training programme and explain the reasons for the referral. Please also secure consent from your client at this stage.
- Please include **as much information as possible** on the referral form. Incomplete referrals will not be accepted and may delay clients from being accepted onto the programme.
- Completed learners are only eligible for extra rehousing priority if they are under 26 years old.
- Due to funding eligibility **we can only accept referrals for clients aged 19+** (must have turned or been 19 on 01/09/2016).
- We require learners to have at least **ESOL Entry 2** in order to complete the programme. A screening appointment will be arranged upon receipt of referral.
- Unfortunately we cannot currently offer childcare, and the nature of our facilities means that learners will not be able to bring children with them to the programme.
- We aim to keep the named contact from the referring agency informed at all stages of process.
- Additionally we expect the named contact or learner to inform us of any changes in circumstance – **someone on the waiting list could be offered a place**, so if a learner cannot attend please inform the Manager as soon as possible.
- If you are aware that your client may not be available at certain times, or if your client is on the waiting list for the House Trained course at YPSF, please include this on the 'Availability' section of the form.
- It is important that the client is willing to engage with us if they want to successfully complete the programme. **We have implemented a 'two strikes' rule** - if a client fails to attend a maximum of 2 courses, they will not be accepted in the future.
- Referring agencies need to be involved and able to support clients to successfully access our service and be involved in the completion of our Tenancy Training programme.
- The risk assessment must be completed by a **professional person**, who has known the client for a **minimum of 3 months**. This person must also provide their contact details.