**Appendix A**

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|  | **Reason for Supported Housing error and corrective action**  | **Number of cases**  |
| 1. | Due to a formula error in copying from the target rent model into another sheet used for the 2012 Supported Housing rent increase. Note that 4 of these units have now got a compliant rent as it has been corrected by our model but they were wrong at the time of the 2012 increase. **Corrective action:** all general updates of the model are now checked by a second member of staff  | 18 |
| 2. | Wrong bed-size for the address recorded on IT system in 2007 when a Supported Housing agency-managed scheme transferred into direct Hexagon management **Corrective action**: all units returned from agencies to be inspected on site as part of the managed transition  | 2 |
| 3. | Core rent adjusted when shared house reconfigured to give residents more private space. The intention is to regularise this by switching the charge for the extra space onto the service charge. **Corrective action:** no core rents to be adjusted on remodelling without a consideration of all the charges and where relevant a new valuation being obtained | 3 |
| 4.  | Units let at social rents wrongly classified on the IT system as a market related rent unit because Supported Housing Officer used the wrong tenancy change form with subsequent error in rent setting**Corrective action**: staff reminded about importance of using correct tenancy change forms  | 2 |
| 5. | Incorrect rent set on relet due to the supported housing officer copying rent from the same size unit in the same scheme but where the relet rent should have been different. **Corrective action:** staff to follow new relet written procedures with evidence on file | 7 |
| 6. | Agency rent – the previous agency had changed the net rent without asking Hexagon and the new agency appointed by Supporting People had continued to use the incorrect rents **Corrective action**: Hexagon checking rents agencies are charging before they are changed.  | 42 |
| 7. | Agency rent – women’s refuges . We understood from the start of rent restructuring that an exemption applied to these rents as the residents would have been statutorily homeless. However, our current legal advice is that the exemption would not have applied. **Corrective action** – This was a misunderstanding which does not apply to any other schemes.  | 9 |
|  | **Reason for General Needs error and corrective action**  | **Number of cases**  |
| 8. | Setting a rent on two new-build homes in 2011 which was not in compliance with the IMS rent **Corrective action:** procedures for checking IMS rents have been written since this error was made.  | 2 |
| 9. | Incorrect rent set on relet due to staff making a copying error from relet spreadsheet **Corrective action:** procedure for a second officer check of the relet spreadsheet is in place with evidence of check on file  | 8 |
| 10. | Net rent was adjusted for the service charge disallowed by Rent Officer in their fair rent determination  | 2 |
|  | **Total**  | **95** |