



Speaker – Molly Kay, YorHome Development Worker



YorHome overview

- Established in 2009. Registered with the Property Redress Scheme and Deposit Protection Scheme.
- An ethical letting agency which operates from within the City of York Council.
- Non-profit therefore we do not charge any upfront fees to Tenants or Landlords.
- Enabling people who have the means to pay rent, but can't afford expensive upfront costs, to access the private rented sector (still require first month's rent and bond)
- Staff are kept up to date with changes in legislation and we will ensure our landlords remain compliant.
Registered with Training for Professionals, which is the largest provider of lettings legislation training across England and Wales.

Our tenants

- Referred to us by the housing options team at City of York Council. Housing options team work with customers who are homeless or who are being faced with homelessness.
- Private rented sector database with waiting list of potential applicants.
- Tenants are vetted and assessed to ensure they are suitable for the private rented sector.
- Assisting tenants with Housing Benefit and Universal Credit claims. We maintain strong relationships with the DWP and benefits team at the council.

Management Package

- Charged at a rate of 9% plus VAT. Deducted from the monthly rent. Full management package includes:
 - Tenant find
 - Inventory with photographs
 - Tenancy agreement and issuing relevant paperwork at sign-up
 - Bond Guarantee Scheme
 - Rent collection
 - Property inspections
 - Liaise with utility companies
 - Organise maintenance and refurbishment works (no extra charge)
 - Check out and deal with any bond claims
- No hidden charges and no extra cost for any of the above.

Vulnerable Persons Resettlement Scheme

- Government programme – aim to resettle 20,000 Syrian refugees over the period September 2015 to May 2020.
- The UK sets the criteria and the United Nations High Commissioner for Refugees (UNHCR) identifies and submits potential cases for consideration. The UNHCR have developed rigorous criteria to identify those most in need of support.
- 17 families have been resettled in York thus far. 16 of these are in private rented properties managed by YorHome.
- Dedicated housing support worker has been employed to assist the families with all housing related queries.

Facts and figures

- Currently manage 79 properties – combination of housing option tenancies (25), Syrian refugees (16) and housing association (38)
- 50% of our tenants have been in their tenancy for 5 years or more. Work hard to maintain good relationship with tenant and landlord.
- We issue a 6 month Assured Shorthold Tenancy which will become periodic after the initial 6 months.
- Landlords able to offer a 12 month AST will receive a 'Golden Hello' payment of £500.

What does the future hold?

- The Tenant Fee Ban is predicted to be implemented in Spring 2019. This will most likely mean an increase to the charges made to landlords by letting agents.
- As YorHome does not charge any extra fees to tenants this will not impact the charge or service to any of our landlords. Our Full Management Package will remain at 9% plus VAT.

Questions and Answers

