



High Peak Borough Council

Carelink Charging Policy

Introduction

High Peak Borough Council has a number of dwellings – known as Cat 1 properties - that are designated as receiving the Carelink service to ensure that we are able to support residents to live independently for as long as possible.

This is clearly explained prior to the tenancy commencing and is an explicit responsibility under the terms of the tenancy agreement, extract below:

You must pay all of your rent and any other tenancy charge due from the date your tenancy started. If you live in a Carelink designated property then this charge is classed as rent. We usually charge rent to your account every Monday, unless it is a 'no-collection' week (when we do not charge rent). However, if you owe us rent, you must continue to pay us during these no-collection weeks. There are four no-collection weeks each financial year – usually two at Christmas and two at the end of the financial year. You must pay your rent every Monday unless you have made a separate agreement with us (for example to pay monthly).

Tenants who do not wish to use the service should not be allocated a designated property. Any tenant who accepts such a property will not be able to opt-out of the service at a future point and the charge will remain payable.

Aims and Objectives

- Protect the sustainability of the Carelink service for those who genuinely require it
- Ensure best use of the Council's limited housing stock
- Comply with all relevant current and future legal and statutory requirements
- The provision of clear and relevant information to customers regarding their rights and responsibilities and those of HPBC as landlord
- To ensure that the terms and conditions of tenancy agreements are complied with, for the benefit of HPBC, customers and the wider community
- Operate with a firm and consistent approach

Operational Principles

The Council will:

- provide applicants for Carelink properties with detailed and accurate information on the service prior to their tenancy commencing
- ensure that an appropriate unit is installed at the property prior to the tenancy commencing
- offer a "SIM" unit to tenants who chose not to have a traditional landline installed
- visit new tenants to gain an insight of their individual support needs

Responsible Person/s

The Head of Housing Services has overall responsibility for the implementation of this policy.

Review Date

- Every three years
- or on the introduction of new legislation/guidance
- or if required for operational reasons