NORTH LANARKSHIRE COUNCIL
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# NORTH LANARKSHIRE COUNCIL FLIPPING TENANCIES POLICY

MAY 2026

| Document control | | | |
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| **Title** | Flipping Tenancies Policy | | |
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## Document Approvals

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## Strategic Alignment

**The Plan for North Lanarkshire:** Improve the health and wellbeing of our communities

**Ambition Statement:** Review and design services around people, communities, and shared resources

## Next review date

| | |
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| **Review Date** | May 2027 |

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# 1. Introduction

This policy sets out North Lanarkshire Council's approach to the flipping of tenancies for homeless applicants who are currently residing in temporary accommodation. Flipping a tenancy refers to the process of converting a temporary accommodation let into a permanent tenancy at the same property, where it is appropriate to do so.

# 2. Related Documents

There are operational procedures to guide staff and housing managers on converting a temporary accommodation let into a permanent tenancy.

A proforma 'Flipping Temporary Accommodation Request to Transfer to Mainstream to Allocate to Current Occupant' **must** be completed (see Appendix 1) and approved by the Locality Housing Manager, providing the reason for flipping the tenancy as well as cost information.

Following approval to convert the temporary accommodation let to a permanent tenancy for the current occupant, a Property Transfer Form 2 (PTF2) should be completed and sent to Business Development & Support to amend the property type on HSMS from dispersed accommodation to mainstream housing. The completion of the PTF2 form allows the property to show on the Common Housing Register (CHR) to match to the applicant and go through the stages of the allocation process to create the tenancy.

All documentation and information on HSMS must ensure that the Monday date that the applicant is booked out of the temporary accommodation is the same as the Date of Entry (DOE) given there should be no break in benefit claims for the applicant. The Housing Officer for the letting area will be notified of the property to be matched to the applicant identified and of the correct date to be used.

# 3. Purpose of the Policy

This policy outlines North Lanarkshire Council (NLC) Housing's approach to flipping tenancies for homeless applicants residing in dispersed temporary accommodation properties. The intention of this policy is to set out the factors to be considered when flipping the temporary accommodation let into a permanent tenancy for a homeless applicant. The flipping tenancies policy is an internal document, which should provide a consistent approach as well as provide flexibility for operational housing staff and managers in North Lanarkshire Council.

The main aim and approach of North Lanarkshire Council's Flipping Tenancies Policy is to outline the factors to consider when flipping temporary accommodation into mainstream tenancies to meet the housing needs of homeless applicants providing a suitable settled housing option. The policy should provide a consistent approach and good outcomes for homeless applicants.

Our objectives are:

- To meet the **housing need** of homeless applicants and the council's statutory obligations to provide settled accommodation.
- To deliver our service through a **trauma informed lens** and take a **person-centred approach.**
- To provide **a reasonable housing offer** to homeless applicants, considering their needs and preferences (in relation to area, type and size that's suitable to meet housing need).

- To ensure **fairness and transparency in** the operation of the North Lanarkshire Council's **Allocation Policy**.
- To ensure **consistency in approach** across housing localities.
- To ensure there is **no disadvantage** to either those accepting a "flip", those who refuse such an offer and those not in a position to receive such an offer.
- To enable **swifter movement into permanent housing**.
- To **reduce time spent in temporary accommodation** and **reduce the number of transitions** across temporary accommodation provided.
- To **improve tenancy sustainment.**
- To provide **value for money** in relation to (1) any replacement of furniture and fittings that are included in the offer of a permanent let; and (2) NLC does not incur an overall rental loss.
- To ensure that the **transition from "temporary" to "settled" accommodation is actively managed** including any change to the availability of support services or eligibility for benefits.

### Strategic, Legislative and Policy Context

The key strategic, research and statistical reports, plans, legislation and good practice relating to the Flipping Tenancies Policy are as follows:

- Ending Homelessness Together Action Plan in 2018 Ending Homelessness Together: High Level Action Plan
- Code of Guidance on Homelessness: Guidance on legislation, policies and practices to prevent and resolve homelessness, November 2019
- Scottish Government, Temporary Accommodation Task and Finish Group, Final Report and Recommendations, March 2023 Temporary Accommodation Task and Finish Group: Final Report and Recommendations
- Scottish Government, Tackling Scotland's Housing Emergency - Housing Emergency Action Plan, September 2025 Tackling Scotland's Housing Emergency
- ALACHO, Practice Note: Converting homeless temporary accommodation into a permanent let, April 2025 Practice Note on Flipping Tenancies.pdf
- Scottish Government, Homelessness in Scotland: 2024-25, published September 2025. Main findings: 2024-25 - Homelessness in Scotland: 2024-25 - gov.scot
- Housing (Scotland) Act 2025
- Housing to 2040 - gov. scot
- The Housing Support Duty (2013)
- The Homelessness etc. (Scotland) Act 2003
- The Housing (Scotland) Act 1987
- North Lanarkshire Council's Homelessness Action Plan 2025-2028
- North Lanarkshire Council's Temporary Accommodation Strategy 2024-2029
- Shelter Scotland, De Montfort University & University College London, IN THEIR OWN WORDS: CHILDREN'S EXPERIENCES IN TEMPORARY ACCOMMODATION, 2025 Shelter Scotland – In Their Own Words, Children's Experiences in Temporary Accommodation
- Equality Act 2010

## 4. Scope of the Policy

This section defines the scope of the Council's Flipping Tenancies Policy as it applies to homeless applicants placed in dispersed temporary accommodation. The policy establishes the factors in

which a temporary accommodation tenancy may be converted into a permanent tenancy within the same property ensuring consistency in approach in making such decisions.

The policy covers situations where a homeless applicant has demonstrated the ability to sustain their temporary accommodation tenancy, the temporary accommodation meets the homeless applicant's needs and where the property itself is suitable and appropriate to be let on a permanent basis. The policy considers each case on an individual basis.

The scope of this policy also recognises the need to balance the housing outcomes of individual households with the effective management of temporary accommodation stock. Decisions to flip tenancies will take account of ongoing temporary accommodation pressures and the best use of available housing stock.

# 5. Policy Principles

The principles that underpin this policy are:

- Prevention of Homelessness
- Person-centred and Trauma-Informed Approach
- Meets housing need
- Provide long-term security and stability
- Fairness and Transparency
- Support-Led Tenancy Sustainment
- Efficient use of management of temporary accommodation stock

# 6. Roles and Responsibilities

This policy sets out the key roles and responsibilities involved in converting temporary accommodation into permanent tenancies for homeless households.

## North Lanarkshire Council

- Lead on the assessment of homeless applications and statutory duties.
- Make formal decisions on tenancy conversion in line with the Flipping Tenancies Policy.
- Confirm tenancy type, rent levels, and tenancy conditions.
- Ensure property standards, health and safety requirements, and repairs are met.
- Complete tenancy sign-up.
- Provide ongoing tenancy management and sustainment support where required.
- Monitor outcomes and ensure compliance with homelessness legislation.
- Assess and support household needs, including health, wellbeing, and life skills.
- Ensure consistency, fairness and transparency.
- Ensure review and monitoring of the policy

## The Household/Tenant

- Engage with assessments and decision-making processes.
- Understand and accept tenancy rights and responsibilities.
- Pay rent and service charges as agreed.
- Work with support services where required to help sustain the tenancy.
- Comply with tenancy conditions once the permanent tenancy is granted.

# 7. Policy Requirements

## Areas for Consideration

There are certain considerations that should be taken into account when deciding to flip a tenancy, which include but are not limited to:

- The reason must be stated in the proforma for flipping the tenancy.
- The accommodation must meet the needs of the household and be long term sustainable.
- All homeless applicants will be considered including families with children, single people or couples.
- The temporary accommodation placement has worked well and NLC considers it the most suitable option.
- Another temporary accommodation property **must** be identified in line with demand to ensure availability of temporary accommodation to meet the needs of homeless applicants.
- The applicant does not require to be residing in the temporary accommodation for a specified length of time.
- Multi Agency Public Protection Arrangements (MAPPA), MARAC and MATAC cases can be considered suitable for flipping based on Environmental scans.
- The initial costs in setting up a temporary accommodation property compared to the rent charged and recovered.
- Consideration should be given to how long NLC Housing has used the temporary accommodation.
- Given the limited supply of wheelchair-accessible properties, it is necessary to consider potential replacement within the temporary accommodation portfolio and the time required to secure it.

## Reasons for Flipping Tenancies

Some examples of the reasons why a temporary accommodation property may be flipped into a permanent tenancy for a homeless applicant. This is not an exhaustive list.

- The temporary accommodation property has been **specially adapted for the needs of the existing homeless household** that would not be available elsewhere without adaptations being made to another property.
- The **applicant's needs cannot be met due to limited stock or turnover within a letting area**.
- **Children having to move school** and the temporary accommodation property meets this need.
- **To prevent changes to family support networks** and the temporary accommodation property meets this need.
- **Homeless household has complex needs** and has settled well.
- **A move could result in trauma or increased risk of trauma for particular cases such as domestic abuse**.
- When a temporary accommodation property has passed the requirements of Environmental Scans by partner agencies for MAPPA and **it would be challenging to get another appropriate offer for the applicant which would pass the Environmental Scans.**

### Reasons for Refusing Flipping Tenancies

Some examples of the reasons why a temporary accommodation property **may be refused for** flipping into a permanent tenancy for a homeless applicant. This is not an exhaustive list.

- The property does not currently meet the needs of the household or is not sustainable and may result in a future transfer request or repeat homelessness.
- The property was recently added to the temporary accommodation portfolio (less than 12 months), and it would not be cost effective to return it to mainstream at this time.
- The temporary accommodation is needed because of its area, type or adaptations that will meet the needs of other homeless households who require temporary accommodation.

### Offer of Housing

If it is decided to flip the temporary accommodation and if the homeless applicant accepts the offer of their current accommodation on a permanent basis to a Scottish Secure Tenancy (SST), NLC Housing will permit the homeless applicant to keep all the furnishings, white goods etc. in the property, if they wish to do so. NLC Housing will arrange for any personal items belonging to the homeless applicant that is held in storage to be delivered to the new tenancy. Support will also be provided to the homeless applicant in making a community care grant application if deemed appropriate.

### Flipping Tenancy Requests – Timescales within 20 Working Days

All flipping tenancy requests must be approved and concluded within 20 working days to provide sufficient time for the Accommodation Officer, Homeless Team and Generic Housing Officer to fully investigate and complete the proforma as well as providing 10 days for the Locality Housing Manager to review and make an informed decision or request further information**.**

## 8. Monitoring and Review

This policy will be subject to regular review and monitoring, to ensure effective implementation and relevance as well as to support best practice. The policy will be reviewed annually.

## 9. Glossary of Definitions

### Allocation Policy

It is a statement of how the landlord will make its empty homes available to people who need them.

### Common Housing Register (CHR)

It is a single housing register through which people can apply for council and housing association homes that become available.

### Flipping Tenancies

Flipping tenancies refers to the process of converting a temporary accommodation let into a permanent tenancy for a homeless household.

### HSMS

North Lanarkshire Council's Housing Services Management System to streamline housing services operational processes.

## MAPPA
The Multi-Agency Public Protection Arrangements (MAPPA) are a set of statutory partnership working arrangements for assessing and managing the risk posed by certain categories of offenders.

## MATAC
MATAC (Multi Agency Tasking and Coordination) is the process of identifying and tackling the most harmful perpetrators of domestic abuse.

## Person-centred
Placing the individual at the heart of all decisions and care, respecting their unique needs, preferences, and circumstances.

## PTF2 Form
It is a Property Transfer Form which must be completed and sent to Business Development & Support to amend the property type on HSMS from dispersed accommodation to mainstream housing.

## Scottish Secure Tenancy (SST)
A Scottish secure tenancy is a legal tenancy agreement under the Housing (Scotland) Act 2001 that provides strong tenant protections, including security of tenure, rights to repairs, and succession rights, typically offered by councils and registered social landlords in Scotland.

## Tenancy Sustainment
Support provided to help a tenant maintain their tenancy successfully.

## Trauma-informed
Understanding the impact of traumatic experiences on an individual and how this is integrated into the provision of our services.

# Appendix 1

## PROFORMA: TEMPORARY ACCOMMODATION REQUEST TO TRANSFER TO MAINSTREAM TO ALLOCATE TO CURRENT OCCUPANT

| | |
|---|---|
| Address | |
| Size/Type | |
| Any adaptations | Ramp/Wet Floor Shower/Stairlift/Other<br>…… |
| Waiting list demand for property | |
| Date transferred to dispersed | |
| Total Repairs Costs since transferred | |
| Total Furnishing costs since transferred | |
| Total rent received since date transferred | |
| Rent Balance | |
| Applicants name/CHR number/position on Homeless waiting list | Name…… CHR No……<br><br>Waiting List Position No…… |
| Accommodation Officer comments including current demand for temporary accommodation | |
| Homeless/Support Housing Officer | House visit carried out on property condition Yes ☐ No ☐ |
| Generic Housing Co-Ordinator comments | |
| Other relevant information regarding applicant's circumstances | |
| If approved replacements required | Yes ☐ No ☐<br><br>If Yes, address identified…… |
| MAM Marker | Housing. PP have confirmed offer is suitable ☐ |
| Authorisation | Approved ☐ Refused ☐<br>If refused, please provide reason |
| LHM signature | …….. Date …… |

If approved **PTF2 form** to be completed, ensuring the Monday date that the applicant is booked out of the temporary accommodation is the same DOE given there should be no break in benefit claims. The Housing Officer for the letting area to be notified to ensure the property matched to the applicant is identified and the correct date to be used.