

Eviction (NTV) Standard Operating Procedure (SOP):

This standard operating procedure outlines the prescribed steps to be followed when handling Notices to Vacate (NTV) within our operational framework. The process varies depending on whether we receive the NTV directly or if the Service User (SU) presents an NTV they have received.

For All NTVs Received by Us Directly:

1. A tracker must be completed at the time of notification. This tracker is intended for Housing Officers (HOs) and Managers and should include the following details:
 - ☐ Date the letter is received by us.
 - ☐ Date of printing and delivery to the SU.
 - ☐ Eviction date as specified in the NTV.

This process applies to all NTVs received via email from standard senders such as Clear Spring Ready Homes, Barry House, Stonebridge, or the Home Office. It ensures confirmation that the eviction has occurred on the specified date.

For NTVs Received Directly by SUs:

1. If the SU receives the NTV either by post or on their personal email, the following steps should be taken:
 - ☐ Copy the eviction letter – if the SU is willing to share.

- ☐ Advise the SU that we have not had confirmation of the eviction, so the date of eviction is likely to change. They should prepare themselves for the eviction by contacting the local authorities for further advise and that as soon as we receive confirmation directly to the hotel, we will let them know.
- ☐ Complete an incident report and send it to the head office.
- ☐ Fill out the tracker, marking it as "Notified by SU," including the date of notification, the date the incident report is completed, and the proposed eviction date as per the NTV.

If SU Presents an Eviction Letter:

- ☐ If the SU shows you an eviction letter they received, an incident report must be completed following the same procedure outlined above.

Tracker Submission and Review:

- ☐ The tracker should be sent every Monday to Faiz (faiz@clal.co.uk), Bal (bal@clal.co.uk), and Sel (admin@clal.co.uk).
- ☐ Hotel managers are responsible for reviewing the trackers before submission.
- ☐ Hotel managers must ensure that all emails received by their hotels are thoroughly checked, particularly in the absence of HOs, to avoid missing any NTV notifications.



This SOP aims to streamline and enhance the process of handling NTVs, ensuring accuracy, compliance, and timely communication within our organization.