

Appendix H – Tenancy Services Intervention

Tenancy Services

In 2015, an intervention in Housing was completed covering Tenancy Services, which focused on the way in which we fill vacant properties. This was run in conjunction with an intervention in Housing Options and how we help people in housing need.

The old approach Purpose: To fill void properties as quickly as possible

The old approach saw the allocation of housing being dealt with by three separate services, with each one having their own priorities, targets and performance measures.

Empty properties were returned to 'standard' before a new tenant had been identified and often items or adaptations that could have been used were removed.

Available properties were advertised on our website and we received an average of 80 bids for every property. The whole process was time-consuming, confusing and disappointing for customers.

The new approach Purpose: Match people to the right property

Under the new approach, upon receipt of a notification of a property becoming void, we now match a suitable applicant from the Housing Waiting List.

When doing this, up to date and detailed information about the applicant's current circumstances, together with knowledge of the attributes of the property becoming vacant are used.

Examples of things we look at are: does it contain adaptations that could be made use of by an applicant; what are the sizes of the rooms; local knowledge of the neighbourhood from the Area Housing Officer. By amalgamating all of this knowledge, we can ensure that the most appropriate person in the highest need of re-housing is matched to the property.

"...pride in my flats condition & its daily upkeep is now the norm and all thanks to your help. I can at long last, after 6 or more dreadful and horrible years, start returning to being my true self again and rest easier now. Your job title should be changed to 'Dream Maker'"

Customer feedback

The work is now undertaken by one service with no hand-offs to other teams. This ensures that customers are supported, involved and fully aware of what is happening at every stage.

Feedback from customers has been excellent and officers are now experiencing far greater job satisfaction.

