

TENANCY SUSTAINMENT

The Tenancy Sustainment Service assists general needs Council tenants who are at risk of having tenancy enforcement action taken against them. This may be due to a vulnerability rather than a deliberate act. The Service also works with new tenants moving into their first home, where an additional support need has been identified.

The Tenancy Sustainment Officer makes contact with the tenant and arranges to meet them to assess their support needs. The types of interventions that the Officer could make or assist with include;

- Referrals to furniture schemes to assist in furnishing a new home
- Supporting tenants in accessing health or social care support
- Grants for equipment to assist them in education, training or employment
- Additional support with claiming benefits
- Moving to more suitable accommodation where necessary

Due to the rising workload and successes achieved the service is expanding and will be supported by a new Tenancy Sustainment Officer role to enhance work already being done.

During the pandemic, the Tenancy Sustainment Officer has continued to work with tenants, ensuring frequent contact, either over the telephone or a visit, if this is preferred. During this time, 48 new referrals were received, alongside an existing open case load of 17 tenants.

Case Study

Support was provided to an elderly tenant who was hoarding, living in a third floor property; struggling to get about due to their health and had not seen their GP for many years. The Tenancy Sustainment Officer booked and attended a GP appointment with them and the tenant is getting medication for various medical concerns that were previously undiagnosed. The tenant was supported while they cleared up their home and are now maintaining its condition. The tenant was referred to a substance addiction agency and the Officer attended their first appointments to support their first steps. Assistance was provided to find more appropriate accommodation and the tenant is now housed in a property which is more beneficial for their health and well-being.

Case Study

A tenant, who had not previously engaged with the Council, was referred to the Service as their home was in an unacceptable condition. A support agency worked with the tenant to clear up their home, they continued to support the tenant with their complex needs and ensure their home was maintained. The Tenancy Sustainment Officer sourced furniture from a charity and referrals were made to counselling services and medical services. The tenant then started to work voluntarily in their locality and engaging with people in their community, which is greatly helping their progress.