

## A Successful Tenancy is a Sustainable Tenancy



Tenancy Sustainment has been a policy concern of the Scottish social housing sector for almost two decades. And rightly so. Failed tenancies come at enormous cost to the individual, and also to our businesses. Initially tenancy sustainment initially addressed only the risks facing young tenants; soon it became the challenges of reducing repeat homelessness in the face of new homelessness obligations; and more recently has broadened to include new groups of tenants due to the unprecedented financial pressures on them and their landlords following welfare reform and the broader economic downturn.

Tenancy Sustainment is now measured by the Scottish Housing Regulator as a core statistic in the Annual Return on the Charter. We benchmark our results against each other and strive to keep as many new tenancies running for a year or more as we can.

But is that enough? Does staying in a tenancy make it a success for either your tenants or your organisation? Does it matter how well it works for the tenant, and how it eventually comes to an end? This course aims to provoke a degree of discussion and stretch traditional thinking; to look beyond the tenancy and towards the tenant.

In the first part of this course we will look beyond failure as tenancies coming to a premature end, to thinking more about what make success.

- What are the costs of tenancy failure?
- What does a successful tenancy look like?
- How do you measure it?
- Which of your tenants are most at risk?
- What happens beyond the first year?

We will then go on to look at practical steps you can take to make sure your tenants have the most successful tenancies possible; consider why an integrated approach and partnership working is so important, both within your organisation and with others.

- Pre tenancy advice and support
- Identifying risk factors
- Making successful allocations
- Early intervention
- Pro-active housing and estate management
- Links with other departments and teams
- How to link with other services

Finally, we will look at the next steps needed to develop a strategic approach and deliver a change of approach.

- What happens already
- What needs to change
- Who needs to buy in
- Partnership working
- Strategy and practice

### ***Learning Outcomes***

At the end of this course you will:

- Understand the national policies and outcomes that drive regulatory interests
- Understand the business and social costs of tenancies failing
- Define a successful tenancy and how to measure it
- Understand practical steps that can be built into mainstream practices to help all tenancies have the best chance of success; from pre-allocation, early tenancy management, arrears prevention and management, proactive estate management and nuisance behaviour management, repairs, adaptations and continuous contact with tenants
- Understand the importance of whole organisation culture and practice to support tenancy sustainment
- Identify partner agencies and additional services that can help to deliver additional advice and support
- Develop an action plan for implementing a strategy and practical steps for change

Full and half-day in-house training sessions are available for social landlords, advice and support partners.

Customised support is also available for your organisation to develop a strategies and action plans or to review operational practice.

