

You are the key to a better housing service

**Report of: The Residents' Improvement Taskforce**

<b>Meeting of</b>	<b>Date</b>	<b>Agenda Item</b>
Housing Executive	2 July 2014	

**SUBJECT: Residents' Taskforce Review - Support for New Tenants Service Review**

**1. Summary**

- 1.1 Support given to new tenants was identified by residents as an area for review at the Taskforce meeting on 2 October 2013. This report sets out the processes and recommendations of the third service review by the Residents' Improvement Taskforce.
- 1.2 This third review was undertaken by the Residents' Champion and Vice Champions supported by the Residents' Task Force Review Panel volunteers and facilitated by the Resident Engagement Team.

**2. Purpose of review**

- 2.1 All Taskforce service reviews aim to improve the service delivered to residents. All reviews aim to reflect the Islington Fairness Commission objectives to make Islington a fairer place to live and work by producing fair policies, fair practices and fair people.
- 2.2 This service review looked at the support the council gives to new tenants when they become an Islington Council tenant for the first time.
- 2.3 The review aims to improve the support new tenants receive and identify any areas of good practise.

**3. Terms of reference for the review**

- 3.1 This review looked at what practical support new tenants are offered in terms of the sign-up, welcome pack and subsequent home visits both before and after moving.
- 3.2 The review looked at what information was available and how new tenants could access it.

3.3 The review looked at whether procedures in place for supporting new tenants are consistently followed.

#### 4. Recommendations

##### 4.1 Improve the communication for the Resident Support Scheme (RSS).

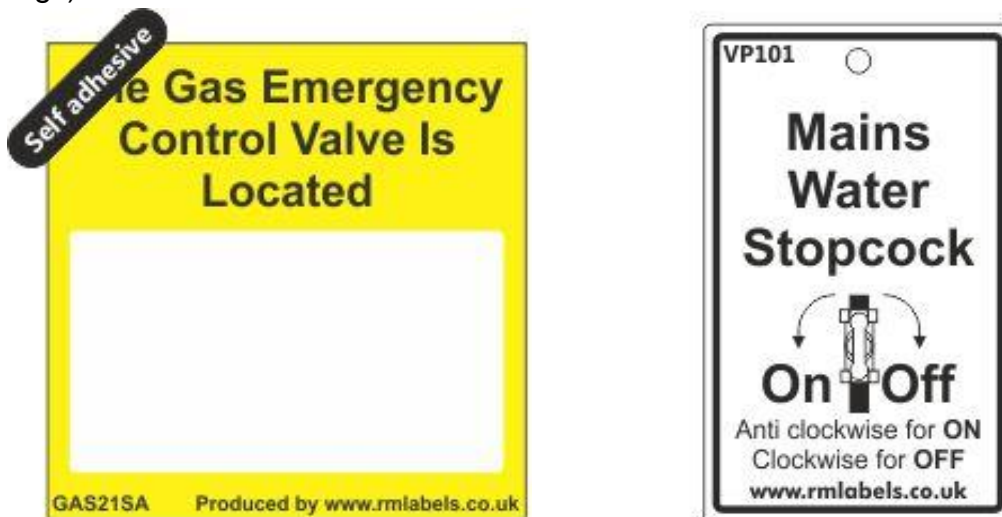
- a) Ensure staff are aware of the RSS criteria and that the process in assessment is the same across all offices. The process should be fully explained to new tenants.
- b) Investigate whether there could be more flexibility as to where the vouchers can be spent. As an alternative supplier to Argos, suggestions are Islington Bright Sparks, Curry's or PC World.
- c) Work with current partners to speed up verification process and delivery times.

##### 4.2 Make better use of the good practise being delivered by staff

- a) Staff from all the housing offices should meet regularly to share good practise on viewings, sign ups, the four week visits, learn from complaints, and review the new tenant's satisfaction survey. This should ensure the same quality standard is consistently applied across all offices.

##### 4.3 Improve the information about important services for new tenants.

- a) Include a diagram in the welcome pack indicating the location of the mains water tap (stopcock), other main utilities and meters.
- b) Ensure there are labels on the mains water tap and essential utilities (i.e plastic tags).



*Example of a plastic stopcock tag and a self adhesive gas location label*

- c) Pre-payment meters should be checked to ensure they are not in arrears before the new tenant moves in and that the key and/or card are the correct one.
- d) Ensure that utilities and heating systems are working when the tenant moves in.
- e) Ensure that new tenants are shown how to control the boiler (hot water) and central heating (and include in checklist).

- f) Investigate the possibility of carrying out the sign-up at the property so that the tenant can be shown the water stopcock and where the gas and electric meters are located (and include in checklist).
- g) Review how the council publicise the defects period.
- h) The annual gas safety check process should be explained in the sign up pack so new tenants are clear when the check is due and are aware of the legal implications. The Gas safety check needs to be clearly differentiated from gas meter check.
- i) Consider giving new tenants information about how to find local electricians and plumbers who can install ovens and washing machines.
- j) Introduce a check lists for the officer and new tenants to use at the sign-up and the 4 week home visit, for both parties to sign. This check list should cover the contents of the welcome pack, the utilities checks (gas safety differentiated and gas meter check) and 8 weeks void defects period.

#### **4.4 Improve the presentation of the information in the Tenants Welcome Pack.**

- a) Investigate putting the pack in an A4 or A5 ringed binder with an index page and laminated coloured section tabs for ease of reference similar to Partner's Tenants Handbook.
- b) Improve the front page of the pack to make it easier to understand and more appealing.
- c) Ensure the information in the pack is regularly updated and new sheets are sent to tenants.
- d) Include a summary, in plain about Islington's ASB and Harassment policy.
- e) The font size of all leaflets and documents should be a minimum of 12 point.
- f) Tenants Welcome Pack, and related information and updates, should be made available online.

#### **4.5 Improve the communication about key staff**

- a) A list of key roles (e.g. Income Recovery Officer/New Tenant Liaison Officer/Tenancy Management Advisor etc.) and their contact details should be put in the Welcome Pack
- b) Details of how to contact the caretaker and information about their duties should be in the welcome pack; and the choice given as to whether the caretaker visits them at home or not.
- c) Review the wording of the 4 week visit letter (i.e. assumption of benefits when some tenants work; make caretaker visit optional; friendly and plain English).

#### **4.6 Improve the experience for new tenants who are disabled or vulnerable.**

- a) Training on dealing with disabled, vulnerable and tenants with specific needs should be mandatory for all staff and should be updated regularly. The council should check that contractors and sub-contractors carry out this training too.
- b) If adaptations are required, consider the possibility of them being carried out before the tenant moves in.
- c) The council should be proactive in contacting Occupation Health when adaptations are required for a new tenant.

- d) The two Council databases should be consolidated so that both systems contain relevant information about access needs.

## **5 Service review methodology**

5.1 Working with the Resident Engagement Team, the Residents' Champions have established a methodology for carrying out service reviews. Whilst each Taskforce service review might be a little different, in general, they will follow the same basic steps which include the following:

- Identify and agree the scope of the review
- Identify and agree specific objectives for the review
- Identify the information and evidence that will be required
- Identify who will need to be involved, how and when
- Gather the evidence
- Evaluate the evidence
- Reality checking: speak with staff, residents and other relevant stakeholders
- Agree recommendations and draft the report

A summary of the approach taken for the review of support for new tenants is set out below:

### **5.2 Scoping the review**

5.2.1 The Taskforce presented their plans for the scope of the review to the Voids Quality Manager and a Tenancy Management Team Leader on 22 January 2014. This set out the areas of the new tenant support process that would be included in the review as well as the areas that would not be considered.

5.2.2 The scoping document sets out the terms of reference for the review as well as the timescales and methodology. The full scoping document was published on the website and is attached as Appendix 1 (page 10).

### **5.3 Developing the review timetable**

5.3.1 A timetable for the review was agreed with the Taskforce and is attached as Appendix 2 (page 14).

### **5.4 Identifying and gathering evidence**

5.4.1 The Taskforce identified the documents required for the desktop review which was to better understand the voids works communication process. Below are some examples of the documents requested and reviewed:

- Relevant policies and procedures
- Samples of letters and communication
- The New Tenants Welcome Pack

### **5.5 Reality checking**

5.5.1 To test the desktop research, the Taskforce met with residents and staff. In each case some initial questions were scripted to find out how the service was working

on the ground. The scripted questions served to provide a starting point for these meetings and are attached as Appendix 3.

5.5.2 Residents were involved in the review process and shared their experiences of the process for new tenants during two focus groups with new council tenants.

5.5.4 A series of meetings were held with council staff involved in supporting new tenants, to better understand the process, the challenges and ideas for service improvements. The meetings included both managers and staff. Full details of the meetings and who was involved can be seen in Appendix 3 (page 16).

## **6 Equality & diversity**

6.1 As part of the review, the Taskforce engaged with a range of residents who became new tenants in the last six months. The Taskforce also attended a meeting with members of the Housing Disability Panel to gather views and issues from residents.

6.2 As part of the staff interviews the Taskforce asked questions about how staff deal with issues of equalities and diversity for new tenants.

## **7 Findings**

7.1 On examining the evidence and conducting interviews the Taskforce members carrying out the review, found a number of examples where the service provided for tenants worked really well. The Taskforce feel it is important to highlight this good practise alongside suggested areas for improvement

One resident said they had contacted the repairs team three times and they had been 'very helpful' and the New Tenant Liaison Officer was 'very positive and quick'. Another resident said the process was 'all very smooth' and in 'accordance with the process' she was shown at the focus group.

Some staff reported putting people in touch with local community groups such as groups for people where English isn't their first language. Staff pointed out they often spend more time with the contractors than the tenants which they felt was the wrong balance and would like to spend more time with tenants. One area office had introduced some letters into the welcome pack to help new tenants with the defects process and getting their hot water and heating working.

Staff had a sense that new tenants might not take everything in at the viewing so some things, like the lettable voids standard, would be explained again at the sign up. They had an understanding of trying to get the balance right with giving enough information and not overwhelming the new tenant.

Some residents reported that the Welcome Pack was 'very good and helpful' and 'welcoming'. In addition the plastic container they found in their flat, containing useful emergency household items, was appreciated as a thoughtful gesture.



*Example of the household items packed in a white plastic storage container*

7.2 There was evidence from both staff and new tenants that a better understanding of the Resident Support Scheme (RSS) would be beneficial. There was evidence to suggest the scheme should be more consistently applied across all offices. During focus groups some new tenants had not heard of the scheme and thought they may have been eligible and would have found the grant very helpful. On the other hand staff reported that some new tenants thought they should be eligible when they actually weren't. If staff have a clearer understanding and the assessment is applied consistently it will make things clearer and more straight forward for staff and new tenants.

Some new tenants reported that the delivery of white goods from Argos was 'quite slow' and they 'wish the money had stretched further'. One tenant felt the whole process for a new tenant was very challenging and would like staff to 'have a little more understanding of what new tenants have to go through'. The Taskforce felt that if there was more flexibility about where the vouchers could be spent, for example buying good quality second hand goods from Bright Sparks, the value of the vouchers could go further.

7.3 Through staff interviews the Taskforce learnt that different practises were carried out in different area offices. One area office had introduced two new letters in their welcome pack. The first letter explained the defects period process, beneficial to new tenants who didn't understand it. The second letter explained what the tenant should ask the operative to do when they re-commission the gas to ensure the boiler and heating system work. This would have been beneficial to those new tenants who reported that their boiler didn't work when they first moved in. Some offices have a checklist at the viewing to explain if the property is managed by a TMO and to give details of the nearest GP etc. Whilst the Taskforce appreciate that different practices do develop in different area offices, they feel this good practise could be shared by way of regular meetings between offices.

7.4 There is a discrepancy between theory and practise when it comes to showing new tenants where gas and electricity meters and the mains water supply are. Team leaders were sure all staff do this. However staff carrying out viewings and

sign ups reported they didn't all do it. It was explained that some offices carry out group viewings which make it difficult to show the meters. Two tenants reported the escorted viewing staff to be unhelpful and unable to answer questions about the property. The Taskforce are aware there is an 'Accompanied Viewing Observation Checklist' but evidence suggested this was not used consistently.

One tenant found the pre-payment gas meter to be in debt when she moved. It swallowed all her money up before she was in credit and reported 'it was a nightmare to sort out'. One tenant was 'very confused about the threatening letter about the gas check when someone had been round already to read the meter'. One resident didn't understand about getting his gas oven connected so it has sat unused in his kitchen. Other residents reported that their boiler was not working when they moved in. The Taskforce felt more support could be given to help these tenants.

Staff explained that not all residents read the report that explains the voids defects period so they don't necessarily understand the process. Tenants backed this up at focus groups reporting they didn't understand what a repair was and what a voids defect period was. This can be a problem as they are reported differently.

7.5 The Taskforce reviewed the look and content of the new tenants 'Welcome Pack'. They felt the current pack was not user friendly. It is made up of an A4 plastic wallet with loose sheets that are not numbered or in clear sequential order. Some of the leaflets are printed in 10 point font which would be hard for some residents to read.

7.6 Team leaders reported that new tenants always meet the Income Recovery Officer (IRO) but some tenants reported they had not met one or and didn't know who they were. 'I had to ask about housing benefit' reported one new tenant. Another wished the officer has been clearer about how the direct debit worked. One resident felt the sign up staff did not listen to her and gave her the wrong information about getting help for a buying a bed and sofa. Several new tenants reported they had not met their New Tenant Liaison Officers. Not all new tenants had met their caretaker and one tenant felt under pressure to let the caretaker into her home when she was not comfortable with this. Therefore some more work needs to be done in identifying key staff for new tenants.

Residents felt the 4 week visit letter implied all tenants were in receipt of benefits; this was not always the case so they felt the letter could be reworded.

7.7 Discussion with representatives from the Housing Disability Panel revealed a feeling that some staff were not aware or understanding enough about disability. This was a particular issue where there was a 'hidden' disability and where contractors or sub-contractors were involved. There was a question as to whether the council checked if equalities training was carried out by contractors and sub-contractors.

There were issues about getting adaptations carried out when one tenant first moved in, resulting in her living in a property unfit for her needs for some time. The tenant felt it would be beneficial to disabled tenants if adaptations could be carried out prior to tenants moving in.

Another resident spent an unnecessarily long time in hospital while adaptations were being carried out in her home and got into rent arrears.

The Taskforce are now aware that the way adapted properties are allocated has changed since these tenants moved into their new home.

## **8 Conclusions**

- 8.1 The Taskforce recommendations are based on the evidence and feedback provided by residents and staff during the review. Set out below are some of the suggestions for improvements which the Housing Executive should consider when reviewing the action plan staff have developed.

The primary aim of the action plan is to find solutions to the areas highlighted for improvement by the Taskforce. Where suggestions for improvements are difficult, not practical to implement, or would not provide value for money officers will look at alternatives they can implement in order to achieve the aim that has been highlighted by the Taskforce.

### **8.1.1 Improve the communication for the Resident Support Scheme (RSS).**

Ensure staff are aware of the criteria for the RSS. Consider alternative ways to spend the RSS so that the money can stretch further for new tenants.

### **8.1.2 Make better use of the good practise being delivered by staff.**

The good practise being carried out should be shared regularly across all area offices creating a fair and equitable service for all tenants.

### **8.1.3 Improve the information about important services for new tenants.**

Knowing where the mains water tap and gas and electric meters are can make a big difference to new tenants. It's also important that the council ensure all these services work for when a tenant moves in.

### **8.1.4 Improve the presentation of the information in the Tenants Welcome Pack.**

To have a ringed binder with clear indexed documents instead of loose sheets of information in a folder.

### **8.1.5 Improve the communication about key staff**

All new tenants should know who key staff are, how to contact them and be given an opportunity to meet them.

### **8.1.6 Improve the experience for new tenants who are disabled or vulnerable.**

Despite being highlighted in previous reviews and through other avenues, disabled residents still feel there could be improvements in the way they are dealt with by council staff and their contractors.

## **9. Next steps**

- 9.1 The Taskforce recommendations will be built into an action plan which will be drafted by council officers for consideration of the Housing Executive at their meeting in July 2014.



## **10 Acknowledgments**

- 10.1 The Taskforce would like to thank the residents that took the time to share their views and experiences, providing positive input and ideas for improving the communal repairs service.
- 10.2 The Resident's Champions would like to thank the Taskforce Review Panel for their time, commitment, ideas and support during this review.
- 10.3 The Taskforce would also like to thank all of the staff that participated in the review for their cooperation and positive input.

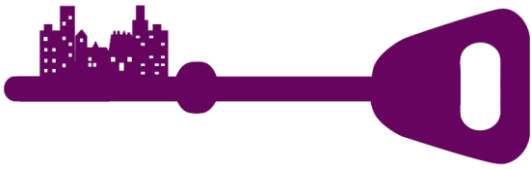
### **Appendices:**

- Appendix 1 – New Tenant Support Scoping Document
- Appendix 2 – New tenant Support Service Review Timetable
- Appendix 3 – Scripted questions for reality checking meetings
- Appendix 4 – New Tenant Support Recommendations

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## Appendix 1

### Resident Improvement Taskforce

#### Service Review Scoping Document

This document is completed at the beginning of every Resident Improvement Taskforce (Taskforce) service review and is referred to throughout the review process. The completed scoping document informs the Service Review Timetable.

1. Title of Service Review	Support for New Tenants and Tenants that are Downsizing
2. Purpose of the review	<p>All of the Taskforce service reviews set out to improve the service delivered to tenants and residents.</p> <p>All reviews shall reflect the Islington Fairness Commission objectives to make Islington a fairer place to live and work by producing fair policies and fair practices.</p> <p>This service review will look at the support the council provides to tenants once they have decided or agreed to downsize to a smaller home until six months after they have moved. It will also look at the support the council provides to new tenants from the time they choose their new home until six months after they move in.</p>
3. Taskforce Review Group members	<p>Theresa Coyle MBE (Residents' Champion)          Peter Owen (Residents' Vice-Champion)          Violet Oruwari-Mccabe (Residents' Vice-Champion)</p> <p>Review Panel Members:          Tracey Willoughby, Susanne Lamido, Georgia Constantinou, Luigi Indri, Yvonne Quinn and Sam Reddie.</p>
4. Expected timescale for the review	From 30 January 2014 – April 2014 Housing Executive
5. Terms of reference for review	<p>This review will look at:</p> <ul style="list-style-type: none"> <li>• What options and incentives are available for tenants who are downsizing and what the criteria are.</li> <li>• What incentives and practical support are offered prior to moving, during the moving process and after the tenant has moved.</li> <li>• What practical support new tenants are offered in terms of the sign-up, welcome pack and subsequent home visits both before and after moving.</li> <li>• What information is available and how to access it.</li> <li>• The review will look at new tenant's satisfaction surveys</li> </ul>

	<p>and what the council have done in response to these surveys.</p> <ul style="list-style-type: none"> <li>• Procedures that are in place for supporting new tenants and tenants that are downsizing and whether these procedures are consistently followed.</li> <li>• How the council deal with families with children of opposite sex close to ten years of age who need to downsize.</li> <li>• How other support services are considered (i.e. schools, health services etc).</li> </ul>
<p>6. Key areas of enquiry – desktop research required</p>	<p>Listed below are documents and evidence requested by the Taskforce. Additional evidence may be requested during the review, following the initial desktop review and feedback from staff or residents.</p> <p>Where performance data or sample complaints are requested they should cover the period from April 2013 to the present date.</p> <ul style="list-style-type: none"> <li>• Relevant staffing structures, who is responsible for the different stages and what their job role is and how different teams liaise.</li> <li>• Relevant policies and procedures.</li> <li>• Incentives offered to tenants who are downsizing including financial and practical help and priority on the council’s waiting list.</li> <li>• What incentives are offered if a tenant mutually exchanges into a smaller property.</li> <li>• When the support for downsizing tenants ends and what long term support is offered to vulnerable tenants.</li> <li>• What information is provided on the council’s website.</li> <li>• Statistics about the type of tenants who are downsizing.</li> <li>• Sample complaints from tenants who have been unhappy with their experience and what the outcomes have been.</li> <li>• Samples of letters and other communication including the new tenants welcome pack.</li> <li>• What specific support is given to vulnerable tenants, older or disabled tenants or those where English is not their first language.</li> <li>• How long new tenants have to move in and decorate before they start paying rent.</li> <li>• What help are new tenants and downsizing tenants (particularly those who are vulnerable) given in terms of practical move in help (decorating, connecting to services, locating local service, snagging etc).</li> <li>• If there are any differences for new tenants who move into a new build property.</li> <li>• Policies and procedures on verifying new tenants.</li> </ul>

7. Key areas of enquiry – reality checking	<ul style="list-style-type: none"> <li>• Staff interviews</li> <li>• Resident focus groups</li> <li>• Benchmarking with other housing providers</li> <li>• Satisfaction survey data</li> <li>• Visit to property ready to let</li> <li>• New tenant sign up</li> <li>• A New Tenant Customer Journey</li> </ul>
8. Who will we speak to?	<ul style="list-style-type: none"> <li>• Directors of Operations</li> <li>• Director of Housing Needs and Strategy</li> <li>• Head of Housing Needs</li> <li>• Housing Services manager</li> <li>• Voids quality manager</li> <li>• Housing mobility manager</li> <li>• Under occupation officers</li> <li>• Housing officers involved in sign ups and new tenant visits</li> </ul>
9. Potential visits	<ul style="list-style-type: none"> <li>• None required for this review</li> </ul>
10. Possible co-optees	None required for this review
11. Equality & Diversity	<p>The Taskforce will ensure that a representative sample of residents is consulted during the review and will liaise with a range of community groups.</p> <p>The Taskforce members are a diverse group and bring their own unique experiences to the review.</p> <p>The review will specifically look at:</p> <ul style="list-style-type: none"> <li>• Data protection issues</li> <li>• What information is translated and how effective it is.</li> <li>• How the council monitors any equalities issues for residents.</li> </ul>
12. Risks	Any recommendations should not be financial prohibitive for the council.
13. Expected outcomes of the review	<p>The review will aim to:</p> <ul style="list-style-type: none"> <li>• Ensure the council are following best practise in terms of support for new tenants and tenants that are downsizing.</li> <li>• Improve the support offered to new tenants and tenants that are downsizing</li> <li>• Improve satisfaction.</li> </ul>
14. Communications – how the review will be publicised?	<ul style="list-style-type: none"> <li>• Scoping document published on the website</li> <li>• Final report published on the website</li> <li>• Article summarising report, recommendations and outcomes in Summer edition of Your Home</li> <li>• Action plan (agreed by Housing Executive) published</li> </ul>

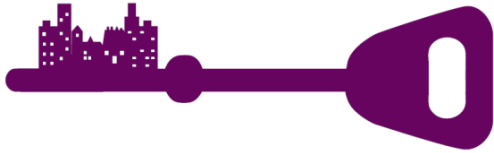
	<p>on the website</p> <ul style="list-style-type: none"> <li>• Press release</li> </ul>
15. Council Officers involved in the review	<p>Helen Taplin – Resident Improvement Taskforce Coordinator  Wendy Gajadhar – Resident Engagement Officer  Jacqueline Robinson – Resident Engagement Manager</p>
16. Reporting arrangements to Residents Improvement Taskforce	<p>A full report will be presented at the Taskforce meeting on 30 April 2014.</p>
17. Reporting arrangements to Housing Executive	<p>An update will be given at the Housing Executive meeting on 13 March 2014 and the final report and recommendations will be presented at the Housing Executive meeting on 19 April 2014.</p>
18. Ongoing reporting arrangements	<p>Any extraordinary meetings will be timetabled during the course of the review.</p>

## Appendix 2

### Service Review Timetable: Support for New Tenants

Week	Date	Action	Who
1 w/c 27/01	30 <sup>th</sup> January 4pm – 6pm Highbury House	Scoping meeting with Taskforce Panel	Champions and Taskforce Panel
2 w/c 3/02			
3 w/c 10/02	10 <sup>th</sup> February 5pm - 6pm Newington Barrow Way	Scoping meeting with HASS Directors	Champions
4 w/c 17/2	19 <sup>th</sup> February 12- pm Highbury House	Writing focus group questions	Champions and Taskforce Panel
5 w/c 24/2		New Tenant focus groups x 2	Volunteer Champions and Panel member
6 w/c 3/3	6 March 2 – 3.30pm HH	Write staff interview questions	Champions and Taskforce Panel
7 w/c 10/3	Various times	Staff interviews	Volunteer Champions and Panel Member
8 w/c 17/3	19 <sup>th</sup> March 10- 12pm	Meeting to review findings and agree recommendations with Taskforce Panel	Champions and Taskforce Panel

<b>Week</b>	<b>Date</b>	<b>Action</b>	<b>Who</b>
<b>9</b> w/c 24/3	28 March 9am - 12pm	Second meeting to finalise recommendations	Champions and Taskforce Panel
<b>10</b> w/c 31/3	3 April 11am – 1pm	Focus group with Housing Disability Panel	Champion and volunteer Panel member
<b>11</b> w/c 7/4 HT			
<b>12</b> w/c 14/4 HT			
<b>13</b> w/c 21/4			
<b>14</b> w/c 28/4	30 April 3-5pm	Agree additional recommendations	Champions and Taskforce Panel
<b>18</b> w/c 26/05	28 May 11.30am -12.30pm	Meeting with Director to discuss findings	Champions
		Report to Housing Executive on 3 July 2014	



## Appendix 3

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### Staff Interview Questions – Support for New Tenants

#### Background

The Residents' Improvement Taskforce was set up to improve housing services by involving residents directly in reviewing services. Support for New Tenants and Tenants who are Downsizing has been identified by residents as the Third service area for review.

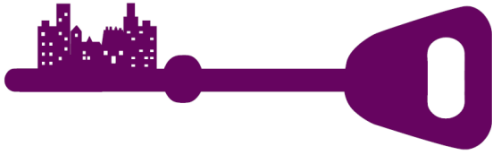
This session is looking at support for new tenants.

As part of the review the Taskforce have reviewed a number of documents to better understand process for new tenants.

We would like to find out more about your involvement in the support given to new tenants and your ideas for improving the service.

<b>1.0</b>	<b>New Tenant Liaison Officers and Tenancy Management Assistants</b>
<b>1.1</b>	Do you give new tenants a copy of the lettable voids standard? Is the standard explained to them?
<b>1.2</b>	Do you show potential tenants where the meters are?
<b>1.3</b>	What information about local groups do you give to new tenants at the viewing? (TRAs etc)
<b>1.4</b>	What do new tenants do if the property is below standard once they have moved in?
<b>1.5</b>	What improvements do you think could be made to help new tenants?





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<b>2.0</b>	<b>Team Leaders (NTLOs, Income Recovery and Voids)</b>
<b>2.1</b>	Do staff fully explain the gas safety check process to new tenants?
<b>2.2</b>	Is there a process for checking meter readings for new tenants and how is this explained?
<b>2.3</b>	When did you last review the standard letters and have residents reviewed them?
<b>2.4</b>	How do you ensure all new tenants get to meet IRO and other relevant staff? And do you check if someone actually needs income advice?
<b>2.5</b>	Do staff physically go through the tenants pack with each tenant?
<b>2.6</b>	What do staff do to encourage new tenants to get involved in local tenants groups?
<b>2.7</b>	How do staff identify new tenants who have particular needs or are vulnerable and what do they do about it?
<b>2.8</b>	Do you have any suggestions to help improve the support given to new tenants?



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<b>3.0 Tenancy Advisors and Income Recovery Officers</b>	
<b>3.1</b>	Do you explain the gas safety check process to new tenants? And are the metering readings explained and put in the welcome pack?
<b>3.2</b>	Do you physically go through the welcome pack with all new tenants?
<b>3.3</b>	What is your criteria for telling new tenants about the Resident Support Scheme? Could this information go in the welcome pack?
<b>3.4</b>	How do you think the welcome pack could be improved?
<b>3.5</b>	How do you identify people who are vulnerable or need extra support and what do you do to support them?
<b>3.6</b>	Do you have any suggestions that could improve support for new tenants?