

Tenancy

At a glance

We have **developed a hoarding toolkit** for staff to help them support tenants who hoard.

A number of our **staff have taken part in the Dementia Friends training** through our Respect for People Group.

We have held a series of events to help **increase our presence in our neighbourhoods.**

Renting our properties in a fair, transparent and efficient way and develop homes that meet local need. Provide you with the most secure type of tenancy that we can and making sure you can maintain your tenancy with us

Hoarding

Hoarding is a problem we are trying to tackle in order to help people maintain their tenancies. We have developed a hoarding toolkit for our staff to create awareness and help them support tenants who hoard.

Dementia awareness

A number of staff have taken part in the Dementia Friends training through our Respect for People Group to improve staff awareness of dementia and the impacts it has on tenancy sustainment and resident wellbeing.

Increasing our profile

To help increase our presence in our neighbourhoods so that customers gain more awareness of who their Neighbourhood Service Advisor is, their role and the services we provide.

We held a series of events including:

- Estate based surgeries
- Estate walkabouts
- Community clean up days
- All Under One Roof events
- School fetes and fairs

We have also continued to engage with Early Help Practitioner Forums to ensure other organisations working with families are aware of our role, the services we provide and therefore, assist in sharing this with residents they are already engaged with.

In 2016/17 we will:

- Identify a priority area where needs are greatest and support projects/initiatives that would benefit from our input in the interests of our customers
- Continue to assist customers who need help to downsize
- Provide financial advice to tenants throughout their tenancy