

## Tenancy Sustainment Review

This report provides a summary of key performance information relating to tenancy sustainment and also summarises how Kettering Borough Council are working to improve tenancy sustainability in the Borough.

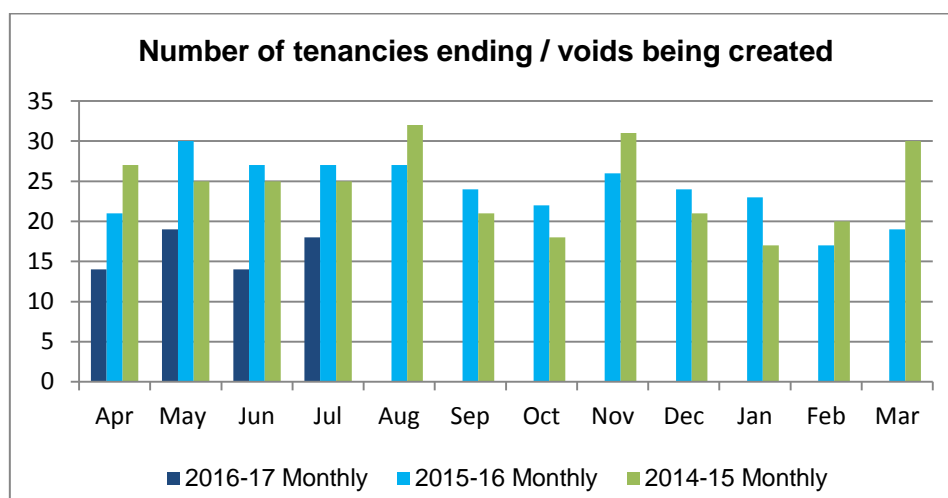
The agenda item is for information and there will be opportunity for discussion.

### INTRODUCTION

We acknowledge that there are significant social and financial costs relating to high levels of both voids and tenancy failure, so tenancy sustainment is a high priority for Tenancy Services. This report introduces analysis of current tenancy terminations and the intensive tenancy support work we are currently offering.

### REPORT

As a key indicator of tenancy sustainment, it is noted that numbers of tenancies ending (where a re-let is required) has reduced. In the first 4 months of this financial year, 65 properties were void (empty pending re-letting) compared to 105 in the same period the year before.



In addition, the number of Introductory Tenancies failing within the first 12 months is closely monitored by the Tenants Overview and Scrutiny Panel. This follows an action plan arising from a scrutiny review 2 years ago. The purpose of the review being that there had been a high level of introductory tenancy failure (28) in the preceding year. In the first 4 months of this financial year, only 2 introductory tenancies have failed within their 12 month period.

## **Summary of Work to improve Tenancy Sustainment**

**Here are some examples of how we are working to improve tenancy sustainment and decrease levels of voids. A more detailed analysis of each of these will be provided at the Forum.**

- Welcome meetings for all new tenants
- New beginnings booklet
- More private sign-up process
- More intensive Introductory Tenancy management and support
- Increase in number of Mutual Exchanges
- Intensive Keyways verification processes by Housing Options and Neighbourhood Management Teams
- Financial affordability assessments before a tenancy offer is made and during the tenancy
- Only households with a housing need can access Keyways

**In addition, changes to welfare benefits have seen challenges which we have responded to positively. Examples include:**

- Additional Tenancy Support Worker
- 2 x additional income officers to target Intro tenants and improve tenancy sustainment
- Closer working with the Department of Work and Pensions
- Lifeplan

## **NEXT STEPS**

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The TOSP will continue to monitor both tenancy sustainment and void levels and will report back to the Forum on a periodic basis.

Leona Mantle  
**Tenancy Services Manager**  
16<sup>th</sup> August 2016