

Topic 10 - Review Vulnerable Tenants Policy - Additional Information

To identify vulnerable tenants Tenancy Services have a Needs Risk Assessment Procedure in place, applicants for housing will be assessed at the pre-tenancy stage to determine what level of support if any is required for them, this approach will help vulnerable tenants sustain their tenancies by providing support or signposting them to partner agencies such as mental health services, drug and alcohol services etc. Our aim is to support tenants in sustaining their tenancies, especially within the first 12 months.

Once the applicant has signed for the tenancy they will be contacted by their Housing Officer who will make a decision on the level and frequency of support needed.

The Councils Financial Inclusion Team will also attend any new tenancy sign up if needed, this is to ensure tenants who are not working will receive the necessary support in claiming benefits such as Universal Credit.

We also attend multi-agency meetings with our partners on a regular basis to discuss vulnerable/at risk tenants and what safeguards need to be put in place in situations such as anti-social behavior cases, domestic violence cases etc.