

Engaging Young Tenants

The Scrutiny Panel said



Help to start a forum for younger tenants



The Council did



The group was set up within a few months and is asked for comments on lots of housing plans and ideas



Train staff in how to speak to younger people and support them



By February 2019, 140 Council staff had been trained. Young tenants helped to design the course



Look at how there can be more options for younger tenants to get involved in Council decisions



There is a new 'tenant engagement framework' that will help all tenants to get more involved



Make Council documents easier to understand for younger tenants



The Younger Tenants Forum checks all Council housing documents



Let people know about the Council's 'Tenancy Support Team' and check that it is working well for younger tenants



The team is working well to help people with applying for a home, money advice and looking for jobs

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Ask younger tenants how to make improvements to the 'new tenant' workshops



The Council did



Younger tenants helped to improve the course working with the Council. An online workshop has also gone live. The course supports people to complete Universal Credit claims to help them to afford their new homes



Look at the social media used for talking to tenants



A new app is coming soon and the Younger Tenants Forum has a Facebook page



Make the Council website better for young people



The Younger Tenants Forum has helped to make the website better



Make the 'Home Matters' magazine better for younger tenants



Younger tenants often write items for the magazine



Run training in high schools for young adults to help them to think about renting a home in the future



Training for high schools is being arranged

We would like to thank everyone who was involved in this piece of work; including the young people who shared their views, Council officers and the panel volunteers

Other progress

The tenant scrutiny panel has also carried out two more investigations:



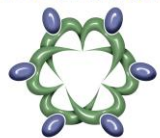
Repairs – Appointments, Communication and the Customer Journey

Anti- Social Behaviour Complaints process



Reports have been presented to the Council and action plans are being worked on. We will report back to you on these in a few months.

Rotherham Federation



Strengthening Communities



Rotherham Metropolitan Borough Council

If you would like to join the Tenant Scrutiny panel, or would like more information about its work, please contact Rotherham Federation on 01709 368515

Success stories from Rotherham Federation Tenant Scrutiny

Rotherham Tenant Scrutiny



Engaging Younger Tenants



Rotherham Federation Tenant Scrutiny was formed in April 2016. A group of volunteers meet every month, they work together with Council officers to look at ways to make things better for tenants and the Council alike.

Between 2016 and 2017 we completed our first task and looked into the way in which the Council engages with younger tenants. We suggested that the Council make changes in thirteen areas and we are pleased to report that ten of these are now in place.

'The Tenancy Support officers have been great'

'It's as if we're inferior, like we should know things without being told.'