

## 'Tenancy Health Check' visits

### The Scrutiny Panel said:

### What the Council did:



Change the name of the visits to make it clearer what they are for.



The visits are now called 'Tenancy Reviews'



Make sure that people can have support from someone who can help them to explain their views during visits.



The letters sent about the visits now give details of how to get someone to support people during the tenancy review if they want this.



Give plenty of notice about the visit and send reminders.



Tenants get a letter 2-4 weeks before the visit. The Council are looking at how reminders could be sent by text or email.



Be clearer about the visits being about supporting and helping tenants as well as looking at their home and garden.



The 'Guide to your Home' leaflet and the website have been updated to make this clearer.

## 'Tenancy Health Check' visits

### The Scrutiny Panel said:

### What the Council did:



Make it clear how people can change the date of their visit, and which officers are visiting.



The letters have been changed to add the contact details and name the officers if possible.



Make sure that different officers do the same things during the visits, have the same training, and that the visits are checked by their managers.



All officers have been trained, and checks are in place to make sure that visits are carried out as they should be.



Carry out more tenancy review visits to people if they need more support or help (not just every 4 years).



Officers will look at how often they should visit to suit each tenant.



Make sure that visits also look at if there are too many people living in the home, advice on mobility scooter storage, and the future needs of the tenant.



The tenancy review will include talking about all these points if needed.

We would like to thank everyone who was involved in this work; including the panel volunteers, the tenants who answered the survey and Rotherham Council officers.

## Other progress

The tenant scrutiny panel has also completed these topics:

Tenant Scrutiny being the best it can be



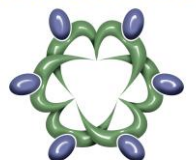
Reporting repairs online

And we are just working on:

Grounds Maintenance



**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



### 'Tenancy Health Check' visits



Rotherham Federation Tenant Scrutiny panel 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.

Our ninth task was completed in September 2024. Panel members looked how 'Tenancy Health Check' visits work. These are visits where the officer looks at your home and garden and talks to you about how things are going with your tenancy.

This leaflet shows what has happened with the panel's ideas over the past year.

**75%**  
of people gave their visit top marks.

*I did not understand the letter nor know what the visit was about.*

*The officer was friendly and helpful*

