

Supporting new tenants

The Scrutiny Panel said:

What the Council did:



Make sure that new tenants get a summary of the meeting that they have had to discuss if they can afford their new home.

✓ Now offers to email or post a copy of the summary to the new tenant at their meeting.



Make it clear that new homes do not have furniture in them and are likely to need decorating.

✓ Make sure that a checklist is used with people looking at council homes to make it clear about the need to decorate and also about how they can get some furniture to rent.



Look at offering for more people to be able to see homes in real-life rather than looking at videos online.

✓ Ran a trial to test out if people liked to be able to choose whether to view new homes in person as well as in videos and found that they did.



Make changes to the forms and viewings to help people who are disabled or have health conditions.

✓ Change the forms and made sure that there is the offer of support from people who work at the council if people would like this.

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What the Council did:



Give a welcome pack to all new tenants that contains more advice on their new home and the local neighbourhood.

✓ Improved the welcome pack which will be sent to new tenants by email or in a paper copy.



Find a way to hear back from new tenants about any issues with their new home.

✓ Started a new survey online to let people report how they feel about their new home.



Make things clearer about the 'furniture scheme' where people can rent their furniture instead of buying it. Make this easier for people with learning disabilities.

✓ Pulled together new leaflets and updated the information on the website with a video to explain the scheme. Work has also been done to help people with learning disabilities to get better access to the furniture scheme.



Keep a check on whether the help for new tenants is making a difference.

✓ Made sure that checks are in place to find out how long people stay in their new homes to see if all the new support work is helping people to stay for longer.

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:

Tenancy Health Checks



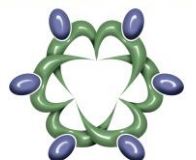
Tenant Scrutiny being the best it can be

And we are just starting a new topic:

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



Supporting new tenants



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 eighth task was completed in March 2024. The panel looked at how Rotherham Council supports new tenants and if this is helping to keep people in their homes for longer. This leaflet shows what has happened with the panel's ideas over the past year.

New tenant survey comments

Very quick and efficient.

It was quicker than expected.

Only took two weeks.



It would have been better if I had more time before I moved in.

I did feel a bit rushed but didn't want to take my time and then lose the house.