



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Developing Sustainable Tenancies *Day 1*

Trawsnewid Addysg; Trawsnewid Bywydau
Transforming Education; Transforming Lives



www.uwtsd.ac.uk

Croeso / Welcome

Day 1 theme

The key issues facing tenants and the main considerations for housing associations when letting properties

What is a sustainable tenancy?

What is a sustainable tenancy?

- ‘Working together to create sustainable tenancies’ was developed by CIH consultancy as a response to tenants becoming unable to sustain their tenancies due to the implications of welfare reform.
- ‘project took participating organisations through an interactive, shared process of targeted interventions and effective partnership working to develop a new operating model that will bring a coherent approach to creating sustainable tenancies’.
- <http://www.cih.org/sustainabletenancies>

What is a sustainable tenancy?

- Are we looking for a sustainable tenancy or a sustainable tenant?
- Is a sustainable tenancy one that lasts forever and where the rent is paid?
- A tenancy that is ended in a managed way and as part of a tenant's plan is not a failed tenancy
- Is “sustaining” too grudging a word – don’t we want “thriving” tenancies?
- A sustainable tenancy is one that doesn't cost the landlord more to manage than they get in rental income

What is a sustainable tenancy?

- Each landlord needs to have its own debate and decide on its own definition so that it can create a clear strategic direction

Pre-tenancy

- More than simply a time to assess housing need and verify applications
- Pre-tenancy stage is an opportunity for a landlord to find out what barriers a potential tenant may find in sustaining a tenancy.
 - Understanding needs around money management
 - ability to find or sustain employment and social or health vulnerabilities, effectively forms the basis of a risk assessment of incoming tenants.

Exercise – Assessing your assessments

- What is good/bad about your current pre-tenancy work?
- How could it be improved?

Sustainable tenancies - Key themes

Pre-tenancy activities

- area of work that requires significant focus as it lies at the heart of getting a tenancy off on the right foot.
- Local Authority partners with responsibility for managing waiting lists will need to be convinced of the value to them as well as the applicant and landlord in making pre-tenancy processes more robust.
- Boards of Management and Cabinets may have some catching up to do so that their thinking around what makes good business sense and what constitutes an effective and comprehensive pretenancy service starts to converge.

Sustainable tenancies - Key themes

Using customer insight

- There is a lot that can be learnt from commercial businesses.
- The sector has not been quick to maximise the information it holds on its customers, in the way that private industry has.
- Using insight more effectively undoubtedly assists organisations in understanding where to target scarce resources for maximum impact, how to track outcomes across different customer segments and when to be sure that initiatives are, or are not, working.

Sustainable tenancies - Key themes

Measuring and monitoring sustainable tenancies

- There is a difference between reporting on sustainable tenancies per se and reporting on the numbers of voids, void loss and void turnaround times etc.
- Deciding on an organisational definition of “sustainable tenancy” leads to the development and measurement of sustainability indicators.

Sustainable tenancies - Key themes

Tenancy sustainment is not just about new tenancies

- Having a service that is capable of identifying need, or risk of tenancy failure, and providing sustainment interventions is applicable equally to existing tenancies.
- It is hard to escape the conclusion that, with or without welfare reforms, having a clear strategy to create sustainable tenancies and to develop services that facilitate this is a win-win situation:
 - better for tenants;
 - better for landlords;
 - better for communities
 - better for all parties involved in managing allocations and lettings.

Our communities

Some groups of people are vulnerable and can find access to services difficult for a variety of reasons. Examples include:

- Asylum seekers
- Black and Ethnic Minorities
- Carers
- Children and Young People
- Health and Work
- Older People
- People with mental health problems
- People with Disabilities
- Rural Health
- Women

What is your community?

- Pick an area
- What are the main issues?

What affects people?

Personal issues – Risk Factors

- Health and Wellbeing
 - Domestic abuse
 - Substance misuse
 - Mental health
 - Loneliness and isolation
 - **Others...?**
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- How can housing associations mitigate these? (protective factors)
 - Projects? Lobbying? Direct actions?

What is Wales doing?

- ‘The Well-being of Future Generations Act requires public bodies in Wales to think about the long-term impact of their decisions, to work better with people, communities and each other, and to prevent persistent problems such as poverty, health inequalities and climate change.’

Seven Well-being Goals

- [A prosperous Wales](#)
- An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change), and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work
- [A resilient Wales](#)
- A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change)
- [A healthier Wales](#)
- A society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood
- [A more equal Wales](#)
- A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic circumstances)
- [A Wales of cohesive communities](#)
- Attractive, viable, safe and well-connected communities
- [A Wales of vibrant culture and Welsh language](#)
- A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, sports and recreation
- [A globally responsible Wales](#)
- A nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global well-being

Why are these goals important?

- They will be the framework for Welsh Government policy, delivery and funding.

What affects people?

External Issues

- Exercise
 - Each group to work on one topic
 - ACEs (Adverse Childhood Experiences)
 - Antisocial behaviour
 - Fuel poverty

What are the main issues?

How could your organisation stop these issues from affecting the sustainability of tenancies?

Homework

- What factors could affect the sustainability of tenancies?
- How can housing associations help improve the sustainability of tenancies?