

Appendix B

Case Studies – Positive interventions.

Case Study 1

Cradley.

The Housing Manager visited a tenant of whom neighbours had made several complaints about the behaviour of her children and the condition of the property and garden.

A home check was undertaken with the tenant where the tenant was advised of improvement needed to the condition of the property and garden. It was identified that Social Services were already engaged with the family in relation to the children and the Housing Manager was able to work in partnership with the Social Worker to help address the problems that were the source of complaints from neighbours. The family have also been referred to the Tenancy Sustainment Team for additional support.

The outcome of this multi-agency work has seen complaints about the family stop and the tenant undertake improvements to the condition of the property and garden, which have been monitored at monthly progress visits.

Case Study 2

Pensnett

During a routine home check the Housing Manager identified that the tenants was struggling due to their age and disability to undertake decoration work to the kitchen. The Housing Manager also identified that the tenants felt worried about their security at their property at night and had identified that the previous tenant had refused improvement works to install a security light.

As an outcome from the home check visit the Housing Manager was able to arrange for decoration works to be completed for the tenants under the Social Decorations Scheme and arrange for a security light to be installed under the home security initiative. The tenants as a result are more comfortable and secure in their home.

Case Study 3

Coseley

During a routine home check the Housing Manager visited a tenant who had just returned home after a stay in hospital and who had previously received support from the Mental Health Team.

The tenant explained to the Housing Manager during the visit that she felt isolated and unsure of her ability to cope on her own. The Housing Manager recommended a referral to our Tenancy Sustainment Team for support to which the tenant consented.

The outcome of this referral has resulted in visits from the Tenancy Sustainment Team who are assisting the tenant with some practical support e.g. helping her to obtain a cooker, as well as providing some emotional support.

Case Study 4

Lye

The Housing Manager visited a tenant in late July to undertake a home check following complaints of noise nuisance and anti-social behaviour and to investigate a claim for succession of the tenancy by the occupants of the property following the death of the tenant.

The Housing Manager approved the succession claim and offered advice and assistance at the visit to the occupants to help address the anti-social behaviour caused by visitors to the address. However as complaints continued to be received in connection with the address attention was turned to enforcement action.

Working in partnership with the Police, Community Safety Team, Environmental Health Officers and neighbours of the tenant a noise abatement notice was served early in September and sufficient evidence has now been collected to start possession proceedings through service of a notice seeking possession.

Case Study 5

Income Management Team

An introductory tenant was issued with possession proceedings for failure to pay his rent. The tenant had not advised us and it had not been identified until attendance at court for possession of his property that he was alcohol dependant and suffering from depression.

An adjournment was requested at court and the Income Management Team helped the tenant claim for backdated housing benefit which was paid and cleared his account. A subsequent referral was made to our Tenancy Sustainment team for additional support.

The outcome was all legal action was withdrawn and the tenancy was able to be converted to a secure tenancy.

Case Study 6

Income Management Team

An introductory tenant had a baby resulting in a significant change to her income during her maternity leave. Although in regular contact with the Income Management Team she regularly failed to honour promises on repayment of arrears.

Her case was eventually entered for court where a 28 day possession order was granted. Prior to her eviction date the tenant was referred to Castle & Crystal Credit Union but failed to meet their criteria to be granted a loan. The Income Management Officer worked in partnership with Housing Benefits to correct Housing Benefit from the period where the tenant returned to work on reduced hours.

On the proposed day of the eviction, the tenant's father paid in full. The tenant has since maintained regular payment and has been converted to a secure tenant.