

Appendix 1

Examples of outcomes following the audit processes:

1. Our Housing Neighbourhood Officer, Sophie, has been calling our vulnerable tenants to check they do not require additional support during the current pandemic. She was unable to reach a particular tenant and flagged this with the Tenancy Management Officer, Sharon, who became concerned as she has a good rapport with this resident and knows she does not leave home very often. Worried about the tenants' well-being, Sharon contacted her daughter, she had their details following an audit carried out the year before. It came to light that the tenant was staying with her daughter who could support her through these difficult times. Sharon spoke with the tenant who verified this information and was very appreciative of the call. Local intelligence is key to ensuring our residents safety.
2. Tenancy Management Officer, Julie, was worried about one of her tenants who is deaf and living on his own. Julie was concerned about him getting the right level of support during the pandemic, as he is currently unable to meet with his usual support network, therefore she has been texting him daily. This communication has been key in providing support and reassurance as the tenant has been worried when watching the news, the text conversations have been greatly appreciated.
3. Following a concern that was raised to the attention of the Tenancy Management Service, the Tenancy Management Officer completed a property audit. The purpose of these visits is to ensure that residents are being well supported in their homes to maintain their tenancies effectively. Whilst the main focus is on the residents, their well-being and possible support needs, we also look at pets being kept.

It was noted the resident had a very small, baby marmoset monkey in a cage. Seeing how distressed the baby monkey appeared and worried for its welfare, the Tenancy Management Officer raised her concerns with the RSPCA. They attended and agreed that it was in the best interest of the animal for it to be moved due to its essential needs.

He was removed the same day and taken to Monkey World where he was introduced to adoptive parents. In an emotional scene, the baby marmoset (now named Tik Tok) cried out to the adult female 'Clydie' and jumped onto her back. Clydie instantly adopted him as her own carrying, grooming and protecting him. He is now being doted on by both adopted parents, showing the innate need for parental care by both of his adoptive parents.

Tik Tok's case perfectly highlights why primates should not be available to the public and why they do not belong in people's homes. Residents who would like to keep a pet in a council property, need to seek permission to ensure the property is assessed for suitability.

4. Tenancy Management Officer, Nikki, was made aware of an issue with a resident living in unsanitary conditions following an emergency at his council property. The resident is 54 years old, and suffered many issues including anxiety and depression. When speaking with the resident it was clear he was struggling with his day to day living, he had lost his way and needed some extra support. The case was presented to Housing Manage Move Panel where it was agreed the resident would benefit from being offered Sheltered Accommodation to enable him link in with the services they provide and have the onsite support which he requires.

The resident has been supported by TMO & Local Area Co-ordinator, Helen, who kindly helped him get furniture, bedding and kitchen utensils. They also supported with changing energy providers and benefit support. He is now living happily in his new Sheltered Housing Accommodation, enjoying the peace and quiet and settled in with to his new home, with the support of his Sheltered Housing Officer, Tracey

5. Tenancy Management Officer, Eamond, and Financial Inclusion Officer, Tracy, have received a fantastic compliment from a very grateful resident following the intervention and support which was offered following a Tenancy Audit:

"I received a letter about the tenancy audit and whilst talking to Eamond, he asked me about my health & how it makes things difficult because of my disabilities he said that I could be helped with to maintain the garden & put on a list for decorating. We also spoke about my tenancy, it was a joint tenancy but my husband left in 2008"

The lady went on to explain that she was facing substantial financial difficulty and found attending the foodbank degrading. Eamond went on to pass the tenants details onto Tracy who listened to the tenant and helped her to ensure she was supported in the best way possible. The tenant was extremely grateful that Tracy took the time to speak with her and felt that she really understood her problems;

"I would like to say thank you to both of them, it has helped my family so much and it's so important to give children quality of life and not just existing. There has been a lot pressure taken off my family, it's not just adults that worry about money children worry, which is completely unfair as the children and myself were still being punished 12 years later for someone they don't even know due to him leaving in 2008. Myself and my children would like to say thank you for the help you gave my family"