

## Quarterly Tenancy Review Results and Feedback

### October till December 2009-Reviewed by Ali Kenney, Paul Spriggs, Laura Hall, Rebecca Armitage and Anita Holden.

From reviewing the outcomes from the tenancy reviews the following issues above were raised by the clients at the YPS projects.

We have answered the queries as follows-

Foyer-RH-Had brand new carpet installed but was not happy about the smell of carpet glue

**Response-We felt this comment was difficult to address as RH had requested the new carpet and as such there was going to be little inconvenience. Staff advised RH at the time to air the property as much as possible in order for the glue smell to disappear. RH was informed of the fact we would not be able to offer alternative accommodation at the time of her request for a new carpet.**

Foyer-RH-Feels her support worker is focused on budgeting and money and she wants to change this

**Response-Due to continuing issues around RH signing on and the suspension of claims there has had to be a considerable amount of work focused on this area. It has been discussed and decided that every other support session will focus on money giving the opportunity for other areas to be focused on as well. RH to be contacted by Rebecca Armitage to offer this as a solution, feedback to be given at next senior meeting.**

Drinkwater Court-JR-Raised the issue of guests on the premises at Drinkwater in large amounts and also noise levels from the other tenant was unacceptable

**Response-This has now been addressed and the YP evicted from the property after prolific breaches of tenancy. All local agencies involved in the decision for eviction after all other options considered and all avenues explored in line with the pre-eviction protocol.**

Bleys House-JA-Raised concerns over a male tenant at the project and his behaviour and threats to other tenants.

**Comment-The tenant is no longer housed at Bleys House and is currently staying at a high support project in Trowbridge after a referral was made by the staff team at Bleys. The clients will now receive the appropriate levels of support he needs.**

Foyer-JI-Is worried about his tenancy and the arrears he has accrued.

**Comment-JI has now attended BADAS due to his increase in drug use which has in turn affected his ability to manage his accommodation. SHO working closely with Probation and BADAS so that JI receives the necessary support. Eviction put on hold for another month and will be reviewed again at this date.**

Pathways-AS, MW,TN, VS-all would like English speaking guards at the project and they would also like the guards to be more proactive in turning down music and controlling the project.

**Comment-Security is due to go out for tender in February 2010. Clients will be involved in tender process and will be able to question interested parties in how they will provide the service. This request has been passed to the procurement manager so it is included in the tender specification.**

Sidmouth Street-LP-Client complained about noise levels in the property above her.

**Comment-This has been raised through support sessions with the client concerned but we have also spoken again to the client who has complained and asked her to be a little more understanding over living in a communal space and that certain levels of noise are just part of sharing accommodation.**

Foyer-GH-wants to hold more team building activities in the project.

**Comment-Training Officer will now approach GH and explore this further and feedback at the next senior meeting. Rebecca Armitage will ask the SHO's at the Foyer to expand on the statements made by clients and ask further questions when clients raise issues so that more information is available. Paul Spriggs to relay the same message to the Pathways Team.**

Pathways-HD, CY,VS- All commented that repairs could be done quicker and gave examples.

**Comment-We checked the log for repairs and all of the jobs requested by the before mentioned clients were not classed as priority repairs and were done within the non-priority time. SHO's to again explain the format for repairs and that they need to be realistic in their expectations.**

**Positives Comments from the reviews were as follows-**

- Support sessions are like attending confession
- Staff are flexible
- I am getting a lot of help from staff
- Its great!
- Service is good
- I love my support sessions, staff friendly and easy to talk too
- I do feel involved
- I have developed in my individuality and I have grown as a person and I am learning to stand on my own two feet.

- I travelled to Scotland , it's the furthest I have ever been
- My support worker nagging me is better than not being nagged at all
- The staff are amazing, thanks guys
- My relationship with my mother has improved
- Bob the maintenance man is lovely
- I would change nothing, because Cleveland House is most of the time a nice place to be, you can get the odd plank though.
- My advice to a new resident would be: Keep your head down, engage with staff and you'll be fine.
- I feel I have grown up a lot since moving to Pathways.
- Is the project what you thought it would be? No, I heard bad things about it but it wasn't true