

Example Case Studies dealt with by the Area Housing Team

December 2021 update

- Tenancy Sustainment Officer (TSO) picked up a recent case of a single working age male who was recently released after a short spell in HMP Hull. the officer got involved as part of a multi-agency response to make sure his return to property was as smooth as possible. This individual leads a complex lifestyle and has a history of substance abuse. Unfortunately this has attracted some other users into taking advantage of him. Despite his choices and chaotic lifestyle our tenant is vulnerable and open to abuse by others. Upon his release the officer very quickly obtained some vital household goods from a local foodbank as well as food. In addition to this the case the TSO also liaised with Britannia House Jobcentre+ colleagues and ensured that tenant's Universal Credit claim was corrected to include the Housing element. Upon returning home tenant had no gas nor electric so TSO helped get some funding for this also to ensure the smooth transition back into the tenancy. The officer has done lots of extra work with this complex individual to ensure that tenant settles and stays off the streets such as obtaining an old TV for him to watch. Numerous property repairs also reported by the TSO. At the time of writing this tenancy is running successfully because of the officer's intervention. Rent account is clear, no ASB occurring and any disrepair is now being addressed.
- A TSO has recently worked on a case that was picked up in the landlord portal. After the Officer had done background checks she discovered that the tenant's housing benefit claim had been suspended in June due to the daughter's status as a dep/non dep. Using her skills and knowledge the Officer got a HB backdate to cover the period from June 2021, initially up to August 2021 because the daughter was still dependant in the household. Further investigation from the Officer meant that she discovered that the tenant was living on purely child tax credits and CB after income support had ended. The Officer then got the HB paid until November when the new UC claim kicked in. This positive input meant that a large and unnecessary debt was avoided by the tenant, arrears were minimised from our perspective and the tenancy sustained. Further work was then done by the Officer to ease the transition onto universal credit.
- An Officer identified another case in which a tenant was not getting a disabled child element at the highest rate in her UC claim. This is worth £402.00 per month. In addition to the maximised monthly income for the tenant the TSO through persistence also secured a backdate for several months. This advocacy maximised this family's income and made life that little bit easier for them.

- An Officer recently worked on some case work in which we had come across a single parent of three young children who had, had her gas meter capped off. It transpired that this particular tenant had fallen into debt and was unable to credit the meter. The TSO in question managed to speak to the supplier and initially organised an arrangement meaning that the meter could be topped up, the annual safety service done and then the tenant had central heating moving into the colder months. The TSO arranged all of this and then obtained a grant to clear the debt meaning that any money put on the meter from that point would be all used for heating as opposed to repaying debt. In addition to this and as a result of this initial work, the officer supported in a child benefit issue, that saw tenants' income increase weekly by getting child benefit correctly back in payment, identified a potential child DLA claim for a member of the household which remains ongoing and made a referral for help with long term debts. TSO involvement has significantly improved this families living conditions and income leading into the winter months.

The above cases are a small example of the sort of cases the area housing team deal with on a regular basis. Through our work, we support some very vulnerable residents in order to improve their quality of life and help sustain their tenancies either through our generic teams approach or referrals to our Tenancy Sustainment Officers to offer more intense support for complex cases.