



Tenancy Reviews

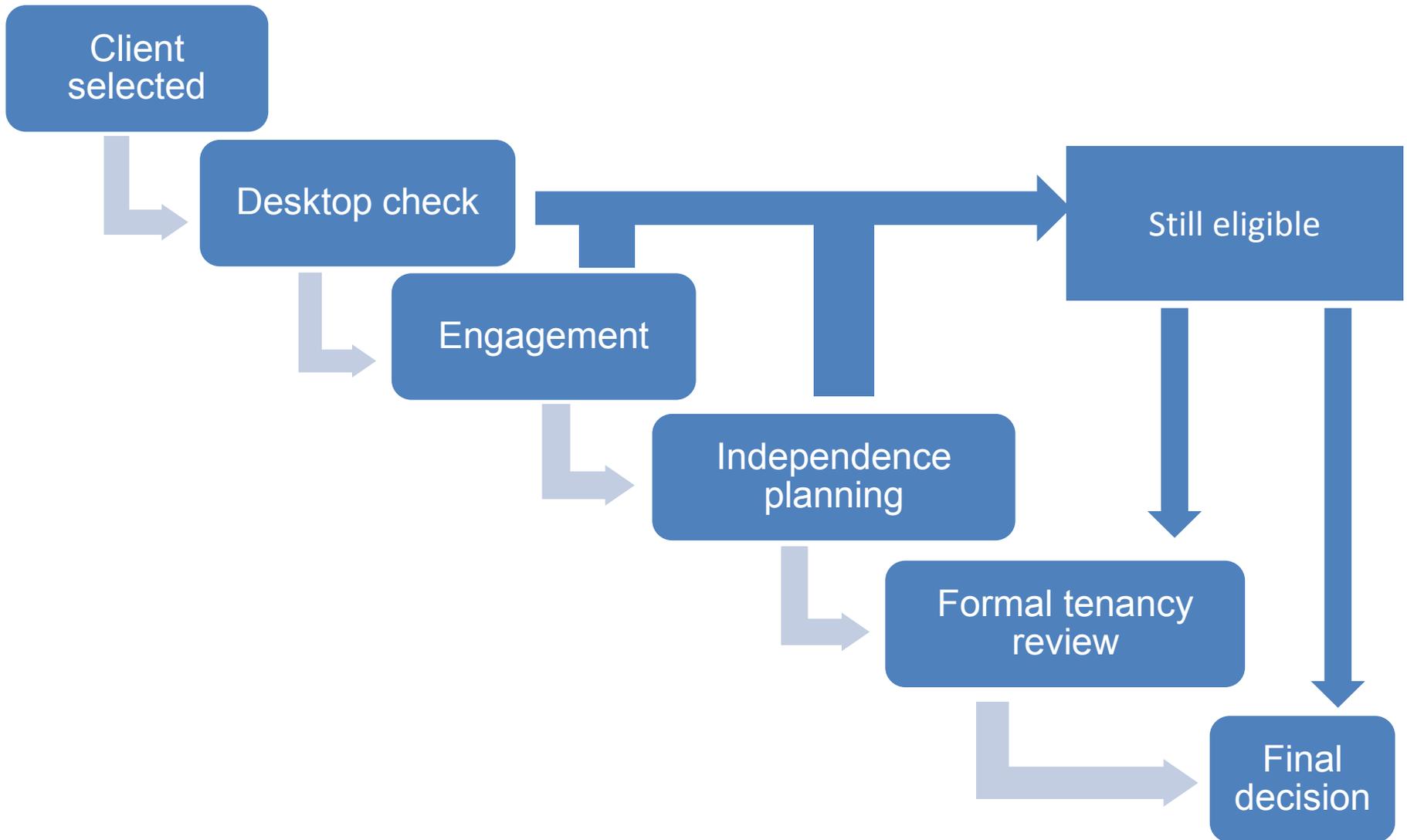
Introduction

- Tenancy reviews ensure that the right people are in the right house for the right duration.
- Tenancy reviews assess eligibility for social housing and the housing needs of the household.
- Every review will take into account people's individual circumstances on top of the eligibility criteria (eg health, support services, involvement with other agencies), and the availability of alternative accommodation.
- The timeframes for the reviews can be flexible according to what the client needs.
- 3,000 additional reviews will have been started from July 2016 to June 2017.

Introduction

- Tenancy review clients have a dedicated case manager to support them through the process.
- Any client can be selected for tenancy review, but we start with clients who are paying market rent or close to it, and clients with 4 or more bedrooms before other groups.
- There are 4 potential outcomes for tenancy reviews:
 - the household voluntarily exits social housing
 - the household has continued eligibility and their current house is appropriate for their housing needs
 - the household has continued eligibility but their housing needs have changed
 - the household does not have continued eligibility

How a tenancy review works



Housing Support Products

- There is a range of housing support products which address barriers accessing alternative housing.
- These provide additional financial assistance and support to help with securing and moving into alternative accommodation.
- They are discretionary and based on the client's situation.
- Housing support products are for those who can **afford and sustain** alternative housing, and need help to **access** it.

We have seven products to offer

- Rent in advance
- Bond Grant
- Moving Assistance
- Letting Fees Assistance
- Tenancy Costs Cover
- Statement of Satisfactory Tenancy
- Transition to Alternative Housing Grant

Tenancy reviews

- 5,222 clients have been engaged in the tenancy review process as at 30 September 2016:
 - 3,062 clients have outcomes:
 - 1,920 remain eligible
 - 671 clients have moved to private rental
 - 120 have moved to home ownership
 - 96 other (eg moved overseas)
 - 199 are in transition
 - 56 have vacated

Summary

- Tenancy reviews ensure that clients are appropriately housed according to their needs.
- When clients are able to access alternative accommodation that is affordable and sustainable, they will be given appropriate support and time to make the transition.
- Clients who are selected for tenancy reviews should be encouraged to participate in the process in order to ensure the best outcomes.
- There are products available to assist clients transition to alternative housing.