



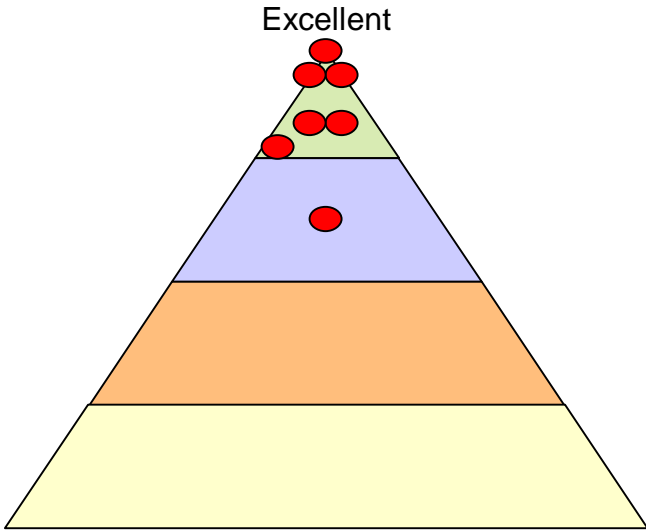
Introductory Tenancies Focus Group

Held on Thursday 14th October 2010 at 2.00pm

In the Residents' Lounge, Clapham Court

Present: Mr A Pervez (AP) Tenant
 Ms S Norris (SN) White City Residents Association
 Ms S Scarratt (SS) White City Residents Association
 Ms M Day (MD) Westgate Tenants Consultative Committee
 Ms J Mortimer (JM) Clapham, Court Residents Association
 Mrs D Smith (DS) GCH Tenant Board member
 Mr L Tamo (LT) Tenant
 Philip Thomas (PT) Head of Tenancy Services, GCH
 Sharon Goode (SG) Resident Involvement Officer, GCH
 Lorna Salvona (LS) GCH Trainee – minute taker

Item	Action
1 Apologies	
1.1 David Porter (tenant), Becky Haward (Neighbourhood Services Manager)	
2 Introduction and health/safety issues	
2.1 SG welcomed everyone and went through housekeeping & Emergency instructions. 2.2 PT gave outline on introductory tenancies. In first 12 month period, out of 296 Introductory Tenancies only 7 had formal action taken. Of these, one considered great success as process identified tenant had support needs and GCH found suitable housing with option for the tenant to return to GCH housing at later stage. 2.3 In first 12 months, 2.3 % of all tenancies were Introductory with only 15 of these being extended to 18 months, mostly due to rent arrears (which included Housing Benefit arrears). 2.4 PT outlined benefits of Introductory Tenancies to existing tenants –: 2.4.1 on average, an eviction costs £3,000 2.4.2 Introductory Tenancies allow us to educate new	

<p style="text-align: center;">tenants to care for their properties</p> <p style="text-align: center;">2.4.3 additional work has been absorbed with existing resources.</p>	
<p>3 Identifying cost of service</p>	
<p>3.1 SG explained the handout showing cost of Introductory Tenancies (see attached appendix). 12 month visit carried out by housing officer and if all ok, tenancy becomes secure. Any decisions regarding Introductory Tenancy actions made by Neighbourhood Services after feedback from all visits.</p> <p>3.2 PT then explained that first 3 activities carried out for all tenancies, so exclusive additional cost on £2.91/week for Introductory Tenancies, which has been absorbed within existing resources</p> <p>3.3 DD asked if additional costs are added to the hours – this was confirmed.</p> <p>3.4 LT asked how could so much information be obtained in short time – PT explained lots of preset information to give out quickly, Housing benefit in the first week, budgeting advice, 3rd most stressful event- moving.</p> <p>Comments : JM commented that she had to give 3months notice</p> <p>MD said she is glad that the younger tenants are have their rent explained to them.</p> <p>SS advised she had arrears on moving in even though she didn't know where from.</p>	
<p>4 Rating the service</p>	
<div style="text-align: center;"> <p>Excellent</p>  <p>Very poor</p> </div>	

5 Service Improvement/Decline	
6 Reviewing Service Standards 	
<p>SG explained no Service Standard for Introductory Tenancies however can discuss operational standards.</p> <p>Each visit Appointment has 3 attempts: Group Response - fair practice.</p> <p>Phil explained checks made for tenancy fraud carried out during visits. Group agreed this should not be changed.</p> <p>LT wants to know if tenants have to contact GCH for a change for visit and this was confirmed.</p> <p>DS suggested we collect the numbers for landline or mobile to contact tenants - SG confirmed this is already done. MD commented that some people lie about where they are.</p> <p>Number of Visits – PLV (4 wks), 4 months, 8 months & 12 months: Group agreed this is fair practice and should remain same.</p> <p>PT advised 3 months is a good time for GCH to visit and also for the tenants. Additional visits are made if there needs to be. LT expressed concern about amount of feedback available in short period and that housing benefit will be sorted by then.</p> <p>Do you think this service is Value for Money? - Group Response – unanimous yes.</p> <p>There followed a discussion on past experiences with anti-social behaviour and PT advised tenants have to control everyone in the household and if other members living there mess up, then an injunction may be taken out on the main tenant. Introductory Tenancies help GCH manage these issues.</p> <p>PT then gave overview on Demoted Tenancies and advised GCH have not yet used this.</p>	
7 Any other business	
<p>There was no other business.</p> <p>SG & PT thanked everyone for attending and the meeting was closed.</p>	



Average cost of service for Introductory Tenancies

Each Introductory Tenancy requires:

Activity	preparation	Activity (inc travel)	Post visit admin	Total minutes
Pre tenancy interview	N/a	40	N/a	40
Sign Up	30	90	90	210
Post Let Visit	10	60	30	100
4 month visit	10	45	30	85
8 month visit	10	60	30	100
12 month visit	10	45	30	85
TOTAL	70 (1 hr 10)	340 (5 hrs 40)	210 (3 hrs 30)	620 (10 hrs 20)

Gloucester City Homes Limited

Registered Address: Atlantic Suite, Southgate House, Southgate Street, Gloucester GL1 1UW

Place of Registration: Companies House, Cardiff

Working on an average hourly rate of £12.93 (visits are carried out by NST, IMT, ASB & RIT officers), each Introductory Tenancy takes, on average:

Preparation Time (Total time 1 hour 10 minutes) = £ 15.13

Visits (Total time including travel 5 hours 40 mins) = £ 73.31

Post visit admin (total time 3 hours 30 mins) = £ 45.26

TOTAL STAFFING HOURS - 10 hrs 20 mins = £ 134

This does not include overheads nor any cases where Introductory tenancies are extended (additional 2 visits required) plus additional administration including any legal actions required.

For the 30-week period 01 Feb 2009 to 31 August 2009, there were 258 Introductory Tenancies (not including those tenancies that ended before 12 months)

This equates to 2,665 hours 10 minutes = £ 34,572

Add onto this figure 50% for NI/Tax and overheads (office/stationery)

giving a **total cost of £51,858** for 30 weeks (258 tenancies)

$£51,858 / 30 \text{ wks} = £1,729$ per week

$£1,729$ per week / 258(no of Intro tenancies in period) = £6.70 per week

Average weekly rent is £66.00 for 48 week year = £60.92 per week for 52 weeks.