



Supporting our tenants

To provide great quality homes, services and sustainable neighbourhoods



Background

The Tenant Sustainability Team works tirelessly to ensure that local tenants avoid losing their tenancy. Team work is vital to their ongoing success and another customer has come forward to let customers know how he has benefitted from their commitment.

A tenant was recently referred to the Tenant Sustainability Team when it was discovered he had nothing in his home except a TV and couch which he slept on. A Tenancy Sustainability looked into the case discovering another tenant in the building had recently passed away, leaving behind a furniture pack and white goods. The furniture was found to be in perfect condition and could hugely benefit the tenant who had nothing.

Investing in our tenants

Further support included Wellbeing Enterprises assisting the tenant with accessing mental health provision to help build his confidence and hopefully get back into work. The tenant had previously always worked but had been struggling to keep jobs as he lives with depression. He had also come into further difficulties as has accumulated a debt to a loan shark.

Wellbeing Enterprises can help link our customers to non-medical sources of support in their communities. This can include social courses, hobby and interest groups ranging from life skills training, relaxation courses and managing stress to music, dance and creative arts provision.

Outcomes

The tenant described how he is moving on: *“I was stuck in one room, I ate out of tins but I’m eating a lot better now. I’ve just had a paint package delivered and had measurements taken for carpets.”*

“We strive to ensure the safety and wellbeing of all the tenants we work with. This is a great example of how our team’s intervention and holistic approach can enable customers to keep their home.”

Team Leader for Tenancy Sustainability,
Stephen French

The facts

- Since March last year the Tenant Sustainability Team have supported 250 new customers coming into the business
- Currently the team has 85 live cases with a further 10 due for sign up
- From January-March this year, KHT have provided over 1,500 furniture packages

“The Wellbeing team have really helped. I’ve been provided with new connections and possible training. I’m also paying off my rent arrears so the debt is coming down. I really want to thank all the team members who have helped me.”

Tenant



KHT is part of the First Ark Group of Companies

Knowsley Housing Trust (KHT)
Lakeview
Kings Business Park
Prescot
L34 1PJ

Tel: 0151 290 7000
enquiries@k-h-t.org
www.k-h-t.org

