

Feedback from Consultation

Assured Shorthold Tenancy Survey

Purpose of consultation:	<p>The Rent Deposit Scheme (RDS) and Accredited Lettings Scheme (ALS) are programmes that enable those in need of housing to live in private rented accommodation by providing support to the tenant. This support may comprise providing the deposit, references and guaranteed rents to the landlord.</p> <p>Strategic and Community Housing Services (SCHS) would like to increase the numbers of tenants placed on these schemes. This survey aims to find out from tenants currently on the scheme:</p> <ul style="list-style-type: none"> ▪ how they found out about the scheme; ▪ how easy it was to find a home; and ▪ how satisfied they are with their home.
Methodology:	<p>49 telephone interviews with AST tenants were achieved from telephone numbers provided by SCHS; 9 interviews with RDS tenants (from 21 contacts provided) and 40 interviews with ALS tenants (from 80 contacts provided).</p> <p>As the number of interviews is so small, when looking at RDS or ALS results in isolation, numbers rather than percentages will be used.</p>
Findings:	<p>71% say that moving into privately rented accommodation has solved their housing problem. This is greater for ALS tenants (31 out of 39 agree).</p> <p>Satisfaction with their home</p> <p>70% are satisfied with their home overall. 27% are dissatisfied. Of the 13 tenants dissatisfied, 10 complain about the size of the property or the state of repair.</p> <p>Most tenants have been living in their current home for less than a year (90%). 49% say they would like to stay in the property for more than a year or as long as possible. However, many of these are uncertain how long they will be living in the property, as they do not know if their contract will be renewed at the end of the period. This is the case even up to 1 month before the end of the current contract.</p> <p>How easy was it to find a home?</p> <p>4 out of the 9 RDS tenants say it wasn't easy to find a home, mostly because many of the landlords they approached didn't want to be involved. The following are thought to be helpful:</p> <ul style="list-style-type: none"> ▪ A list of landlords or properties they can view ▪ Being provided with references to show landlords ▪ SCHS providing them with more written information about the schemes ▪ More publicity of the scheme overall <p>In general, ALS tenants found it easier to find a property. However, 16 of the 40 say it wasn't easy to find the property, with the many saying there was not enough choice of letting agents or properties.</p>

	<p>Publicity of the scheme</p> <p>Most (83%) found out about the scheme through Haringey Council – either told directly by their case worker, or by Customer Services. 2 found out through Council publicity (newspapers or leaflets) and 3 from voluntary sector organisations.</p>
What does this mean for us?	<p>The sample is very small but gives an indication of the issues for the service.</p> <p>A surprising finding of the survey was that some tenants are dissatisfied with the size and condition of their property, as a major advantage of the scheme is that the tenant can personally select the home based on whether it meets their needs. This may suggest that, at the time of choosing the property, some tenants do not make sound decisions, perhaps because they feel under pressure from the urgency of the situation or believe that the property is the best they can get.</p> <p>The service is exploring a support helpdesk model to give private sector tenants the support when needed.</p> <p>The results suggest we should do more to explain the scheme and its implications to tenants at the outset, possibly as part of the revision of the info pack Local Housing Allowance (LHA) which is planned for April 2008.</p> <p>The survey findings will be reviewed by the communications service improvement group, to develop improvement plans by April 2008.</p> <p>Findings from this survey will also be considered to be included in Homelessness Review</p>
How were results communicated ?	Survey results placed on Haringey website
For further information, please contact:	Salome Simoes at salome.simoes@haringey.gov.uk or Rupert Brandon at rupert.brandon@haringey.gov.uk
Dates of consultation:	29 Sep - 5 Oct 07
Ward/ neighbourhood affected?	Borough-wide