



RSL'S

From Complementary Partners to
Major Players

A Shelter & SFHA Event

Federation Of Local Associations in Renfrewshire

- Barrhead
- Bridgewater
- Ferguslie Park
- Linstone
- Paisley South
- Williamsburgh





What We Set Out to Do

- 2012 Target
- Tenancy Sustainment as the Focus
- Wider Role Funded
- 70% Wider Role /30% Landlords
- 2 Years Initially
- Awaiting Outcome of New Submission



What We Actually Do

- Build Relationships with Tenants & Agencies
- **ASSESS** Support Needs
- Introduce & Establish Support
- Identify Existing Support
- Co ordinate & Facilitate
- Open Doors
- RAISE PROFILE OF AT RISK TENANTS



What We Actually Do

Case Study

- Female tenant, 2 children, pregnant & a foster carer
- 2 previous evictions for arrears
- Social work involvement
- Court date to seek decree for arrears / non engagement with housing staff
- Notified Social Worker of potential homelessness
- Liaison with housing officer, solicitor & key parties to get rent arrangement in place
- Had new solicitor appointed
- Attended court with tenant



What We Actually Do

Case Study

- Identified mental health issues
- worked with tenant & social work to have ongoing support with mental health
- Kept ongoing contact with tenant until rent arrangement established and legal action stopped
- Business Needs Met & Homelessness Prevented



What we actually do

Case Study

- What the tenant said
- 'I have been evicted from 2 houses in the past due to rent arrears....this time last year I would not open my door or open letters. I was scared but Caroline & Suzanne gave me the confidence to face up to these things & my tenancy which was my worst worry as myself & my kids would have lost the roof over our heads'



Tenancy Sustainment - 21st Century Housing Management

- Revisit What RSL's Are Here to Do
- Tenancy Sustainment
 - - Can be Good For Business
 - - More Than Just Business
- It's About People's Lives
- Beyond Tenancy Sustainment