

The logo for Dunedin Canmore Group is a dark blue rounded rectangle with a white border. The text "DUNEDIN CANMORE" is written in yellow, uppercase letters across the top. Below it, the word "GROUP" is written in smaller, yellow, uppercase letters.

DUNEDIN CANMORE

GROUP

Best Practice - Housing Association perspective

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DCHA Background



- 4,500 properties
- 6,000 by 2015
- Edinburgh, Lothians and Fife
- Housing Services Dept - 3 area teams
- Current large regeneration projects in South Edinburgh

Overview of Best Practice



- Tenancy Sustainment Strategy and Action Plan
- Working with others / Partnership working
- Other initiatives

Ten Sustainment - Action Plan



- Shift in emphasis - pro active
- Early, personal and sustained contact
- Changing the way we work
 - Focus on arrears prevention
 - Rent Payment Culture
 - Advice at start and throughout tenancy
- Increased awareness of vulnerability issues

Working with others



- Welfare Rights Officers (4)
 - £1.5m for previous year
 - On target for £1.5m for this current year
- Money Advisor (1)
- Employability Officer
- EFi assist (Four Square) - discounts
- Dunedin Harbour Hostel - move on tenancies

Working in Partnership



- **CHAI** (Community Help & Advice initiative)
- Wider role funding
- One full time Support worker
- Support new tenants in area
- SLA with formal referral process
- Identify at the point of application
- Formal case management structure

Outcomes - CHAI



- Quarter #1 – 22 referrals / 16 engaged
- Quarter #2 – 17 referrals / 13 engaged

- Is the tenant still in occupancy
 - **Yes 94%**
 - **No 6%**

- Does the tenant have rent arrears
 - **Yes 35%**
 - **No 65%**

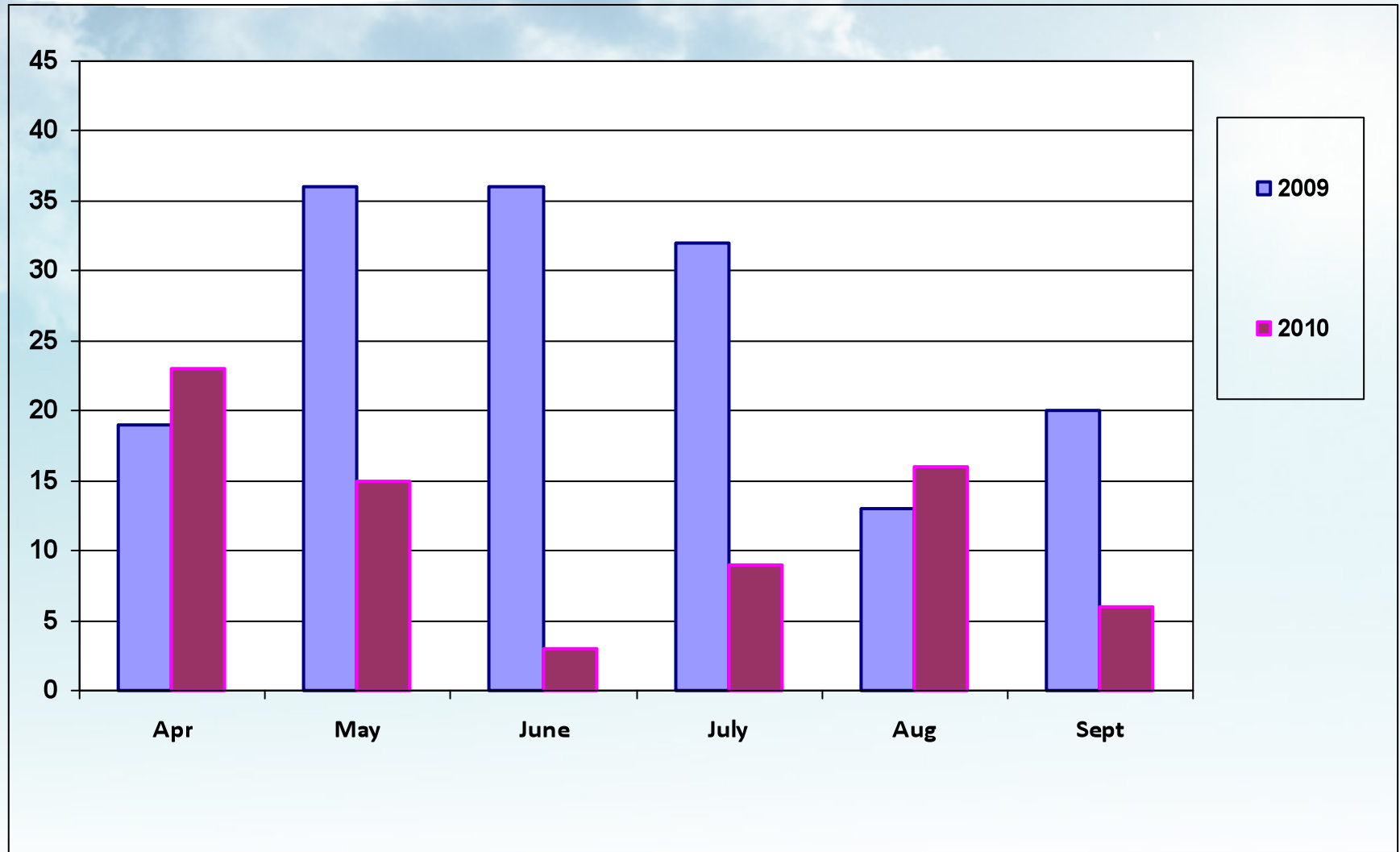
- Did the referral to CHAI help in settling into your new tenancy
 - **Yes 53%**
 - **No 35%**
 - **Not Sure 12%**

- Do you think you would have had difficulties maintaining your tenancy without the help of CHAI
 - **Yes 47%**
 - **No 24%**
 - **Not Sure 29%**

Other initiatives

- PDAs
- Grab a grand
- Housing Benefit
 - Fast track application
 - Online
 - Housing Officer secondment
- Rent Payments 24/7
- Use of texts, telephone, personal contact, email - preferred contact

The results – Legal Actions Initiated



Lessons learned

- Need staff buy-in
- Results won't happen overnight
- Have to work with others
- Difficult to pin-point the “one- thing” that makes the difference.
- Keep monitoring and adapting