

Appendix C



91%

% of tenancies
sustained after
the introductory
period

Target - 97%

Theme - People. Action – Outcome 3.1
% of tenancies sustained after the introductory period
Target vs performance: 97% target. 91% achieved.

Trend - 98% achieved in quarter one 2016/17

Background – For quarter one, one tenancy failed in 16/17 compared to eight tenancies failing in 2017/18. This was due to three tenants moving in with partners, one leaving to be near family and friends, three tenancies having the introductory period extended as a result of rent arrears and one tenant ending their tenancy with rent arrears.

Key actions underway – This trend can (in part) be attributed to our efforts to reduce tenant evictions. Three tenancies have been extended rather than evicted which means that this indicator has suffered. A review of these three tenancies will be undertaken to see if we could have prevented the arrears from rising any earlier.

Opportunities/risks: Opportunities include an improvement to this performance indicator, savings in officer time and reduced arrears. Risks of continued failure include increased arrears and higher probability of tenancy failure leading to increased homelessness, voids and associated costs.

There is one action for Housing and Community Services