

Tenancy Sustainment

1st January to 30th June 2026

36 customers were interviewed by telephone

Customer Sentiment



34 comments



2 comment



0 comments

Sentiment is overwhelmingly positive, with very little neutral feedback and virtually no genuinely negative feedback about the Tenancy Sustainment Service itself. Many responses went well beyond simple satisfaction.



Service benefits

1. Preventing financial hardship and housing crisis

Supporting customers to sustain their tenancy through:

- Benefit and grant applications
- Rent arrears support
- Debt and budgeting assistance
- Access to emergency food and household essentials

Impact: Reduced financial stress, increased financial stability, and helped customers remain in their homes.

2. Creating safe, comfortable and sustainable homes

Providing practical support to help customers establish and maintain suitable living environments through:

- Carpets, furniture and white goods
- Property adaptations
- Mobility aids
- House clearances and skips
- Support with moving and settling into new homes

Impact: Improved safety, independence, health and quality of life while helping customers feel settled and secure in their homes.

3. Building confidence, resilience and independence

Providing person-centred support that helps customers overcome challenges and feel more able to manage independently through:

- Emotional support and reassurance
- Advocacy and problem-solving
- Help navigating complex systems and paperwork
- Encouragement to develop confidence and self-reliance

Impact: Reduced anxiety, improved wellbeing, increased independence and strengthened customers' ability to sustain their tenancy long term.



Areas for improvement

Communication and follow-up

A small number of customers reported:

- Not hearing back about promised support.
- Wanting updates while applications were ongoing.
- Wanting clearer explanations around what support had been approved.

Continued contact

A few customers suggested:

- Follow-up wellbeing calls.
- More regular check-ins.
- Better signposting about how to re-access support if needed.

Managing expectations

Some customers sought support with issues outside the team's control, such as:

- Repairs.
- Rehousing.
- Flood-related compensation.

This suggests a need to continue clear communication about what the service can and cannot influence.

Resident Stories

Case Study 1: Preventing rent arrears and financial crisis

Background

The customer was experiencing difficulties with financial paperwork, council tax and rent-related issues. They were worried about their housing situation and had concerns about suspended rent arrangements.

Support provided

Bella helped the customer resolve financial paperwork, address council tax issues and provided written information explaining the actions taken.

Outcome

The customer's rent issues were resolved, and they reported no longer worrying about their rent or bills. They also felt more confident managing their household finances and budget going forward.

Impact

"I don't have to worry about my rent anymore."

The customer described Bella as caring and reassuring, saying she gave "the impression of a mother" and made them feel looked after.

Case Study 2: Supporting independent living through adaptations

Background

The customer had significant health issues and was unable to wash independently, relying on their daughter for support with personal care. They had previously been told bathroom adaptations were not possible.

Support provided

Andrea advocated on the customer's behalf and worked with relevant services to secure a walk-in shower and toilet adaptations.

Outcome

The customer regained independence in their personal care and no longer depended on family members for daily washing.

Impact

"I can now sit on a chair and wash myself rather than my daughter."

The customer described the adaptation as life-changing and credited Andrea's persistence in ensuring the work was completed quickly.

Case Study 3: Mental health recovery and sustained support

Background

The customer was experiencing severe mental health difficulties, social isolation, financial concerns and had previously experienced suicidal thoughts. They described being in a "dark place" before receiving support.

Support provided

Andrea provided practical assistance with rent issues, council matters and benefit-related administration. More importantly, she built a trusting relationship, provided emotional support, encouraged independence and remained consistently available.

Outcome

The customer reported significant improvements in wellbeing, confidence and self-worth. They began engaging more with family and making small but meaningful changes to daily life.

Impact

"Andrea made me feel like a person again."

The customer described the support as transformational and stated that it had played a critical role in helping them rebuild their life.

Case Study 4: Helping a new tenant create a home

Background

After moving from temporary accommodation into a permanent tenancy, the customer faced the challenge of furnishing an empty home and making it suitable for themselves and their child.

Support provided

Bella secured funding for carpets throughout the property and provided information, guidance and ongoing support during the move.

Outcome

The home became safer, warmer and more comfortable. The customer felt able to settle successfully into their permanent tenancy.

Impact

The customer said the support helped them realise they were finally "home" after a difficult period of temporary accommodation.

Case Study 5: Supporting safety and independence in later life

Background

The customer had experienced falls at home and required additional financial and practical support due to deteriorating health and limited confidence using online systems.

Support provided

Bella completed an Attendance Allowance application, helped secure Pension Credit entitlement and arranged mobility aids including a bed guard and toilet support equipment

Outcome

The customer's income improved and they felt safer moving around their home.

Impact

"I feel safer and far more confident."

The customer said the support helped them maintain their independence and avoid needing residential care.

Case Study 6: Improving Independence Through an Emotional Support Animal

Background

The customer experienced anxiety, relied heavily on family members and struggled to complete urgent paperwork due to dyslexia.

Support provided

Bella completed an Emotional Support Animal application on the customer's behalf and provided reassurance during a stressful period.

Outcome

The customer was able to access an Emotional Support Animal and become far more independent in daily life.

Impact

The customer reported reduced anxiety, improved confidence and was able to travel and shop independently.

Case Study 7: Keeping a family together during financial hardship

Background

Following flooding and financial difficulties, the customer lost access to benefits and faced challenges demonstrating that they could provide a suitable home environment for family members in their care.

Support provided

Andrea and the Housing Officer arranged food vouchers, food parcels and practical household support, including funding for essential children's equipment.

Outcome

The customer was able to demonstrate stability and secure the return of family members to their care.

Impact

The customer directly linked the support to having their son and grandson living with them again and described the service as "absolutely brilliant".

Case Study 8: Turning crisis into stability following injury and job loss

Background

The customer was unable to work due to a serious injury and feared losing their home because of mounting financial pressures. They described feeling so overwhelmed they were prescribed antidepressants.

Support provided

Andrea helped the customer understand benefit entitlements, manage rent-related issues and break complex tasks into manageable steps.

Outcome

The customer reported feeling significantly less stressed and more able to cope with their circumstances.

Impact

The customer described the support as helping them move from panic and crisis to feeling reassured that they would be able to keep their home.

Case Study 9: Transforming an empty property into a safe family home

Background

A new tenant with two young children had multiple essential household items break down and was struggling to manage financially.

Support provided

Bella secured a wide range of household essentials, including a bed, wardrobe, sofas, table, oven and washer dryer. She also helped resolve a reimbursement issue.

Outcome

The family gained access to the essential items needed to run the household and manage day-to-day life effectively.

Impact

The customer stated that the support eased financial pressure and made family life significantly easier to manage.

Case Study 10: Restoring pride, safety and wellbeing after bereavement

Background

Following the death of their father, the customer struggled to maintain their home and garden. A leak had damaged carpets and the garden had become overwhelming to manage.

Support provided

Andrea arranged replacement carpets and secured a skip to help clear the garden and restore the outdoor space.

Outcome

The customer regained motivation, improved the condition of their home and began using their garden again.

Impact

The customer said the intervention "got me out of my rut" and enabled them to start making their house feel like a home again after bereavement.