

Appendix A

Case Studies – Home Check Outcomes

Case Study 1.

Wesson Gardens, Halesowen

During a Home Check the Housing Manager found the tenant had neglected the property, the kitchen and bathrooms were both in an unsanitary condition and rubbish had been accumulated in the property.

The tenant has been given reasonable opportunity to make good the condition of the property but has failed to do so. The matter is now with our legal officers for legal remedy.

It is unlikely that without conducting a home check that we would have become aware of the misuse of this property until such a time when the tenant chose to leave the tenancy.

Case Study 2

Harmon Road, Stourbridge.

During a Home Check the Housing Manager discovered that the tenant had erected an extension to the rear of the building but had not sought permission for the work. The Housing Manager arranged for an inspection of the alteration, which deemed it to be of an unsatisfactory condition. The tenant was advised of work required to make good the property and has now completed the work.

Had a home check not being carried out this unauthorised alteration would not have become known to us until the tenant left the tenancy and would have resulted in additional void costs to the Authority to correct.

Case Study 3

Dean Court, Brierley Hill

Home Checks were carried out following complaints from tenants' about a bad smell in the communal landing of the flats. It was discovered on one Home Check that that one tenant was keeping 8 cats in her flat, which were identified as the source of the smell. Following an additional visit with an enforcement officer from the Directorate of Urban Environment the tenant agreed to give up some of her pets and now only has 2 cats which are been kept in a satisfactory condition.

The Home Check in this case gave the Housing Manager the opportunity to resolve a nuisance that may otherwise have gone undetected.

Case Study 4

Bishops Close, Dudley

During a Home Check to a very elderly gentleman who was living in a one bedroom flat the Housing Manager identified that the tenant had a debilitating medical condition and that he was having difficulty negotiating the stairs to his property. After discussing his needs with him the Housing Manager was able to assist him with a move to a bungalow with warden support only minutes from his current accommodation so that he retained all his support and social networks.

The Home Check gave us the opportunity to identify this tenant's needs for re-housing earlier than we may have otherwise done and at an opportune time where we could re-house him to more suitable accommodation within his existing community.

Case Study 5

Full Brook Road, Dudley

During a Home Check to an elderly tenant living alone the Housing Manager discovered that the tenant was isolated with family who lived outside of the Borough visiting only infrequently.

The Housing Manager referred the tenant to our Sheltered Housing Team who have set up weekly visits to him. The tenant has found comfort from these visits and enjoys the company.

The Home Check in this case gave the Housing Manager the opportunity to meet and help a tenant who it would have been very unlikely that we would otherwise have come into contact with. In doing so the tenant is now living a more fulfilled life thanks to the support put in place.

Case Study 6

Rounds Hill Road, North Dudley

The tenant in this case refused access to the Housing Manager to carry out the Home Check. However the Housing Manager was able to identify by looking through the window of the property that it was in a state of extreme neglect. The Housing Manager engaged the assistance of environmental health officers and tenancy sustainment officers in an attempt to work with the tenant to make good his property but he refused to co-operate.

The tenant was also refusing access for his annual gas service to be carried out and on the basis of this and the evidence of the condition of the property a possession order was sought and granted by the courts.

Case Study 7

Belper Row, Dudley

During the Home Check to this property the Housing Manager discovered a garden in an unsatisfactory condition and not maintained by the tenant. The tenant who was capable of maintaining the garden was given a reasonable period of time to clear the garden and has done so and is now maintaining to a satisfactory condition.

Without the Home Check in this case this breach of tenancy conditions may have gone unnoticed and resulted in complaints or costs to the Authority at a later date.

Case Study 8

Limes Avenue, Brierley Hill

During a Home Check the Housing Manager found the condition of the garden to be unsatisfactory. However the tenant had a son with high maintenance needs due to his medical condition and a very ill mother whom she was supporting and therefore simply did not have time to attend to the garden. The tenant also had money problems and was in debt.

The Housing Manager referred the tenant to our tenancy sustainment team who assisted with a successful claim for DLA for her son to assist her money problems. The tenant was also referred to and joined a support group for her son's medical condition and the Housing Manager arranged for a local voluntary group to clear the garden for her.

Without the intervention of the Housing Manager as a result of her Home Check there is a strong possibility that the tenant in this case would have struggled to sustain her tenancy.