



Resident Scrutiny Panel

New tenant sign up and induction

Who are the Resident Scrutiny Panel?

We are an independent body of residents, working with staff to check, challenge and help improve Phoenix's service delivery and performance.

About the report

Phoenix lets over 200 properties a year. The first year is important as this is when tenants learn how to manage a tenancy. They also meet their neighbours, get to know their community and find out about Phoenix.

We wanted to review the information and support provided to new tenants during their first year.

Our key findings

- As part of the lettings process, new tenants attend a sign up meeting. Here, the tenancy agreement is signed and Phoenix can explain what it means to maintain your own home to new tenants.
- Most new tenants are signed to a one year probationary tenancy before it is converted to an assured tenancy.
- The sign up pack, provided at the sign up meeting includes lots of information and leaflets which aren't always relevant or up-to-date.
- As a goodwill gesture, a 'welcome box' is provided for each new tenant.
- During the first year, our Gateway Local Advisors (GLAs) carry out home visits at six weeks, three months and eight months.

- New tenants are invited to an induction delivered by Phoenix staff. These workshops are held twice a year and provide key information about Phoenix services.

What we did

We requested key documents, including the tenancy sign up pack, and carried out an initial desktop review. We then met with key staff, the Head of Gateway Local and the Gateway Local Managers.



Looking through the welcome box

Our recommendations

To improve the new tenant sign up and induction process, and to support new tenants to sustain their tenancies, we recommend:

- refining and updating the tenancy sign up pack and ensure it's up to date
- developing a pack for the new tenant at the six week visit
- considering producing a DVD of the new tenant induction workshop and publish it online to reach both new and existing tenants
- if there is still work in progress on a property, provide the tenant with a list of repairs that will be outstanding when they move in, and the dates they will be completed
- removing the three month visit by GLAs and reinvest resources to supporting tenants in a different way
- using the Gold Club scheme to reward tenants for attending the induction workshop.

What we discovered

We looked at the profiling data for new and existing tenants. This is useful to know because it helps Phoenix tailor its services to meet the needs of tenants.

Some of our main observations were:

41% of new tenants are single parents compared with 17% of existing tenants. One in four new tenants are single adults under the age of 65.

24% of new tenants have a disability compared with 16% of existing tenants

50% Around 50% of new tenants are Christian compared with 31% of existing tenants. In addition, 27% of new tenants declared that they have no religion compared to 9.25% of existing tenants.



The panel at the AGM

Limitations of our review

- We were unable to attend a property viewing and tenant sign up in person.
- We were unable to view an up to date copy of the tenant handbook.

Lessons learnt

We were not aware that an induction workshop was provided for all new tenants and that a welcome box is left at the property.

What's next

If you have a suggestion for a service area that you think needs to be scrutinised, please let us know!

Join Us

There are still vacancies for Phoenix tenants and leaseholders to join us. If you'd like to help put Phoenix under the microscope and improve services and satisfaction, please get in touch!

This is a summary version of our full report!

If you'd like to read the full report, please call 0800 0285 700 or visit the Phoenix website.

