

# Supporting vulnerable housing tenants



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The Housing Enforcement service addresses complex anti social behaviour cases, in particular where both the reporter and/or alleged perpetrator have an underlying condition, such as mental health illness and/or drug or alcohol addiction.

The service provides support to help tenants who are struggling to comply with conditions, due to underlying issues, to sustain their tenancies, but also to take tenancy enforcement where necessary.

Our service also works with vulnerable clients who are subject to 'Cuckooing' and Domestic Abuse. Our role is to safeguard those clients and identify safety measures, support and Housing Options.



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Complaints are often received regarding drug use/dealing from an address, as well as fighting, shouting and numerous people coming and going from the property. These are warning signs that the tenant may be vulnerable and potentially being abused.

Often tenants do not want to engage as they are frightened of repercussions. Some tenants end up being physically harmed by the visitors to their property.

Tenants may often have a mixture of needs including mental health conditions, autism, learning difficulties and/or drug dependency.



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In these types of circumstances, the tenants are clearly in breach of their tenancy conditions.

The service will weigh up the behaviour versus the vulnerability and work with the tenant to help them understand the impact of their behaviour.

Some tenants will be moved for their own safety and the service will support them to access appropriate services so that they can sustain the tenancy in the future.



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