

# Greenlight To Housing Pre-Tenancy Training

The Greenlight to Housing pre-tenancy course was created to help applicants who are bidding for a Swindon Borough Council property so they can understand all the different aspects of having their own tenancy.

**The Tenant Academy have delivered 5 sessions where 23 applicants have attended and completed this.**

During the 3 day courses learners covered the following topics:

- Understanding your tenancy
- Bidding
- Budgeting
- Tenant Academy
- Repairs
- Benefits



## Feedback:

“I have already enrolled in courses after doing the Greenlight Course and it was really good to learn about the Tenant Academy. I want to look at how I can be helped when I move in as I worry about the bills, and it was good to know that there are ways to apply for help and have advice with costs when I move” BL

## Feedback:

“I did Greenlight because I know it helps me get nearer to getting a council place to live, but I did not realise all the help that the council can give me when I am moving and when I have moved into my home. I am pleased that I have done the course and have information that I can use” DP

# ELearning

In January 2022 we launched our ELearning packages for tenants and applicants currently bidding for housing. Alongside the pre-tenancy training we have given learners access to other online courses that we created specifically for our Tenants.

**82** Learners completed a total of **284** courses in total. That's...

- **74** Learners completed the Pre-tenancy ELearning Module.
- **82** Learners completed Be the Change - an ELearning package made to encourage our Tenants to think about how they can reduce their Carbon footprint.
- **76** Learners completed Loan shark awareness - a course aimed to help identify a Loan shark and the safe alternatives there are if you need to borrow money.
- **56** Learners completed DIY a course that provides information on what to expect in your new property, what changes you can make and how you can safely decorate.

## Feedback:

- Carla talking about *Be The Change* "I enjoyed the course and would rate it a 4 out of 5. It was very informative and easy to understand."
- Rosa says "This course is fantastic, really helpful."
- Lorna talking about the pre-tenancy training "I did find the course useful and think this will be good for new and young tenants."
- Lucy's feedback "I found it very useful"-

# Budgeting

Since November 2021 the Tenant Academy team have been working with Crosslight, Adult Community Learning and the Credit Union to deliver budgeting courses for tenants to learn some really useful budgeting skills.

Tenants had the choice as to whether they wanted to attend this face to face, online or self –led at their own pace.

On completion of the course and once the learners created their own budgets, they received £25 in a Credit Union account to help get them started with saving.

The Tenant Academy have held **2** budgeting Courses with **5** tenants completing the face to face course **3** others completed the online budgeting course

**2 applicants on the housing register** were helped to maximise their income and budget effectively to get more out of their money.

Tenant feedback from completing the Self-led Budgeting course with Crosslight

“I have completed the money course. I found it very good and it was much easier doing it alone than in a social setting”

Donna said “doing the course did help me to get better at my money situation.”



# Work Experience...

Our Team have supported a young person from Horizons College with their work experience. Having them work with us on lots of different projects has been rewarding for them and for us.

Here's what they said about their time with us "I chose the council since it fit my goals to get an office-type job.

"I have been working with the Tenant Academy since March 2022. I have learned how to use Chromebooks efficiently, how to behave in an office environment and I've improved my confidence in the workplace. I've loved the social attitude of the team and would work there again."

## The National Training Academy

The Tenant Academy are dedicated to helping tenants and staff to develop their understanding of different topics and develop themselves personally or for work. This has led us to subscribe to the National Training Academy who offer training online.

10 courses have been complete by 6 tenants.

The most popular courses among these were:

- Safeguarding Adults & Children
- Food Hygiene
- Health & Safety

# Summary Of What

## The Tenant Academy Achieved

### Between March 2021- April 2022

- **23** applicants completed Greenlight to Housing Pre-Tenancy Course
- **82** learner's completed 288 Tenant Academy eLearning courses Broken down that's:
  - 74, Pre-tenancy eLearning
  - 82, Be The Change
  - 76, Loan Shark Awareness
  - 56, DIY
- We have helped **2** applicants on the housing register maximise their income and budget effectively.
- **5** learners completed the budgeting Courses
- **3** completed the online budgeting course
- **6** tenants completed **10** online courses through the National Training Academy.
- **Another 20** tenants attended courses to improve their skills. These include, Cookery, a Traineeship in Childcare, Step into Employment and CV writing.
- **1** young person on work experience through Horizons College.
- **9 current Apprentices 10 completed**