**Housing Board – 5 March 2021**

**Hardship metrics – proposal for qualitative questionnaire to share positive practice**

**Objective** – to enable participating landlords (whether LA or RP) to share positive practice in addressing hardship and supporting tenants, who are struggling financially as a result of the current pandemic.

**Proposal** – to send out a questionnaire to participating landlords in order to gather examples of positive practice and lessons learned from initiatives that have assisted landlords to support their customers during this period.

* In what way, if at all, has the demographic of those needing your support changed as a result of the pandemic?
* How (if at all) have you flexed roles within the organisation to cope with the challenges?
* How have you changed your processes/procedures? Where you have made changes, will these be temporary (i.e. during the course of the pandemic) or longer term?
* What (new?) actions have you taken to provide support to customers?
* Which of those actions do you believe had a positive effect (or the most effect)? Would you say the effect has been positive in terms of customer experience, impact on arrears, or both?
* Did any of the actions not deliver a positive effect?
* Are there any aspects of your pre-Covid service that really helped support/minimise the impact on your customers?
* How do you think we can work together to better support our customers?
* Have you done any work to try and prevent/address longer term needs identified by Covid.
  + If so has this involved working differently with partners?
* Has there been any learning from previous challenges such as the impact of the financial crisis in 2008 that has informed your response. If so, how?
* What other signs have you seen of increased hardship for your customers?