

Tenancy Star™ Scales

The Outcomes Star for housing tenants and their families

- 1 Stuck 2 Accepting help 3 Believing and trying 4 Finding what works 5 Self-reliance

For each of the six questions, choose the answer that best describes you most of the time.

1 Housing

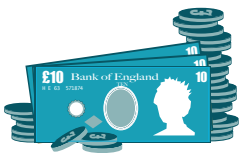
A suitable home, basic equipment, rights and responsibilities as a tenant



- 5 My home is suitable for me and I understand my rights and responsibilities as a tenant
- 4 I'm sorting things out so my home is mostly suitable and used appropriately, but there are a few difficulties
- 3 I'm trying to do what I can to ensure my home is suitable and used appropriately but it's not yet working
- 2 My home is unsuitable and/or I am not using my home appropriately, but I have help with this
- 1 My home is unsuitable and/or I am not using my home appropriately. I don't have help with this

2 Money and rent

Paying rent, benefits, budgeting, sorting out debts and arrears, savings



- 5 I pay my rent regularly and can manage my money well enough on my own
- 4 I'm finding ways to manage my money better, but sometimes run into difficulties
- 3 I think I can improve my money situation and am trying to do this, but it's early days
- 2 I have serious money problems and/or rent arrears, but I have some help with this
- 1 I have serious money problems and/or rent arrears. I don't want to talk about it

3 Looking after your home

Keeping your home in good condition, adequate heating and airing, reporting repairs



- 5 I keep my home safe, warm and well-maintained and report repairs
- 4 I'm finding ways to look after my home well, but need to sort out a few issues
- 3 I want to look after my home better and am trying to make changes, but it's early days
- 2 People say I don't look after my home, but I have some help with this
- 1 People say I don't look after my home well enough. I don't want to talk about it