



Dimensions' Tenant  
Scrutiny Project 2025:  
Keeping tenants safe and dealing  
with anti-social behaviour

# The Dimensions Tenant Scrutiny Panel

We are Dimensions tenants.



We became the first **Dimension's Tenant Scrutiny Panel** in January this year.

A **scrutiny panel** is a group of people who look into something in lots of detail to understand it and decide what they think about it.



## Our Chairperson

We volunteered to be part of the panel, and we chose Nick to run our meetings as our Chairperson.



[Click here to hear Nick tell us about himself.](#)

## Speaking on behalf of tenants

As part of our project, we spent one meeting talking all about the Dimensions tenants. We talked about which areas people lived in, how many of our tenants were young and old, how many were from different ethnic groups, how many were male and female, and how many had a disability.

We did this because we wanted to make sure that we were doing our best to speak on behalf of all tenants, not just ourselves.

We spent time in our first couple of meetings agreeing how we would work together and how we would run our meetings. We agreed some Golden Rules to make sure we ran good meetings and involved everyone. It was important to us that everyone felt respected, heard and happy.

## Our scrutiny project topic

At the beginning of our project, we looked at lots of topics.

These included topics like:

- the types of homes Dimensions offers to people,
- how Dimensions fix problems in people's homes,
- how Dimensions listens to tenants
- and how Dimensions decides how much rent to charge people.

We decided to do our project on:

**How does the Dimensions Housing Team help tenants to feel safe in their home?**

Thinking in detail about:

How does the Housing Team help tenants when people are being nasty, loud or disrespectful in and around their homes?

We have been looking very closely at what Dimensions Housing Team do about anti-social behaviour. Anti-social behaviour is 'actions by others that make you feel worried, upset, scared, or annoyed'.



## How we did our project

We talked about what we already knew Dimensions did to keep people safe, and what they did about anti-social behaviour.

To find out what we didn't know, we looked at what the **Housing Ombudsman** says Dimensions should be doing. The **Ombudsman** is the organisation that makes sure Dimensions is doing what it should be doing for tenants.

They say landlords (like Dimensions) should have a policy which says how they keep people safe, what they do about anti-social behaviour and what they offer when someone isn't feeling safe in their home - like mediation between housemates who don't get on, or working with other agencies (like the police) when neighbours are being difficult.

We talked about the things that felt important to us and that we thought Dimensions Housing Team should be doing. We also talked about how things were done, not just what was done.

We wrote 14 questions to the Dimensions Housing Team to ask them what they do about anti-social behaviour and other related topics – things like how they make sure people who live together will be a good match, and what training they have to understand people who communicate without words.

We also asked tenants some questions on a questionnaire and by taking over the regular tenant meeting.







The questions we asked tenants were:

1. What can the Housing Team help you with?
2. Is it easy to tell the Housing Team if something is wrong?
3. If you live with other people, can you tell us what the Housing Team did to make sure you were going to be a good match for each other?
4. If you reported bad behaviour from someone in or around your home, what do you think the Housing Team would do (if you have already done this, what did they do)?
5. Has anything ever made you feel unsafe in and around your home, and if so, did the Housing Team help you?

We met in person in June to look at all of this information – there was a lot to understand!

We talked through each bit of information and decided whether we thought it was:

- Great (we gave it a Gold Star)
- OK (and in some cases we have said how it could be better)
- Not good (these became our recommendations)

## What we decided about how the Dimensions Housing Team keep people safe in and around their homes:

### Things that are Gold Star:



1. Dimensions tenants helped to design the easy read Anti-Social Behaviour Guide and new tenants are given this in a pack when they first become a tenant of Dimensions. This is a good example of co-production (working together).
2. Dimensions tenants get to decide whether they want someone to move in with them or not.
3. If the person behaving badly is another Dimensions tenant, the Housing Team will work hard to understand (and help other tenants understand) why the person is behaving the way they are. If it is because of something they can't help (like their mental health is bad), the Housing Team will do their best to ensure that everyone involved, including the person behaving badly, has the support they need.
4. Dimensions Housing Team have not served notices or evicted anyone in the last year because they behaved badly.
5. Dimensions Housing Team will send warnings and help to write 'Acceptable Behaviour Agreements' if they are needed, to help people realise that their behaviour is not OK and to be clear about what they need to start or stop doing.
6. If a situation gets so bad that someone needs to be evicted, it will never come as a surprise to the tenant. Dimensions Housing Team will try lots of other things first over a long time. A decision will often be made with the tenant, their support team, their family and the Housing Team.
7. Dimensions Housing Team work with the people who know the tenant best (whether that is a person behaving badly or a person who is distressed by bad behaviour). This helps them to fully understand each person and their situation, and it makes sure the people involved can understand what needs to happen and can communicate their views, feelings and wishes.

# What we decided about how the Dimensions Housing Team keep people safe in and around their homes:

Things that are good (and if we think they could be better, we have said this):



1. The first person tenants should contact if they feel worried in their home (unless it is immediately dangerous) is their Regional Housing Advisor (RHA). This feels right, but some people are close to their RHA and some are not, some people have their number in their phone, some don't. Dimensions could make sure tenants have a really good relationship with their Regional Housing Advisor.
2. Dimensions would contact the police on tenants' behalf or help the tenant to do this themselves, if a situation was dangerous or there was a high risk of damage to their home. This is good.
3. Possible tenants have lots of opportunity to meet people they might live with (and the other way around), through short visits, meals together, overnight stays etc. The panel were able to talk about this happening for their moves, and other tenants told us the same. This is close to being a Gold Star but we want to know that there is good and constant communication during this time between the Housing Team and the tenant/s, with a good explanation of how the move will happen, how long it might take and the steps that need to take place before the move happens.
4. Dimensions Housing Team says that they are careful about people's privacy and only tell people what they are legally allowed to share and what people need to know. This is good.
5. Dimensions provides training on Autism, behaviours of distress, communication, complex needs, learning disabilities and person-centred thinking. The leaders of the Housing Team check that Regional Housing Advisors have done this training. We think everyone in the Housing Team should do this training. It might also be good to tell tenants that you do this training.
6. We think the definition Dimensions uses to describe anti-social behaviour is good ('Actions by others that make you feel worried, upset, scared or annoyed.'). The examples in the easy read guide are helpful.



**“We think everyone in the Housing Team should do [Autism, behaviours of distress, communication, complex needs, learning disabilities and person-centred thinking] training.”**



## Our recommendations for things we don't think are good:

## Recommendation 1

The Housing Team tell tenants how they can report anti-social behaviour in their policy (which most tenants won't read) and in the easy read Anti-Social Behaviour guide (that was only made recently so many tenants won't have seen it).

All tenants must be sent the easy-read Anti-Social Behaviour Guide in whatever way best suits them. This might mean that we need to make the guide as a video, as an e-book or as something to listen to. It might also mean that RHAs/support teams need to have a chat with the tenant.



## Recommendation 2

We do not like the Compatibility Assessment. We found it short, unfriendly and not person-centred.

We would like you to look at this again to see if you can make it more person-centred and more thorough, so that it says exactly how you will give people opportunities to meet and how you will make a decision with the tenant and the people they would move in with.



# dimensions

## Compatibility Assessment



Name of house:		Highly suitable (use for all or expert events, teacher) i.e. multi/tenable, designed for wheelchair use, shared living for 3 people			
Environmental considerations:		i.e. pathways across roads, access, sight lines, shared space			
Visual issues:		i.e. overhead lines, noise for disabled, parked in car/bicycle, any other relevant information			
Design not support - feedback on it & initial	Design needs to support wheelchair use	Access/Views	Children	Any risk to others (active study)?	P&I plan in place?
1					
2					
3					
4					
Access being considered - feedback on it & initial					
5					
Would this individual be a good match for the vacant room? Please motivate why.					
Date		Who completed this form?		Job title	





## Our recommendations for things we don't think are good:

### Recommendation 3

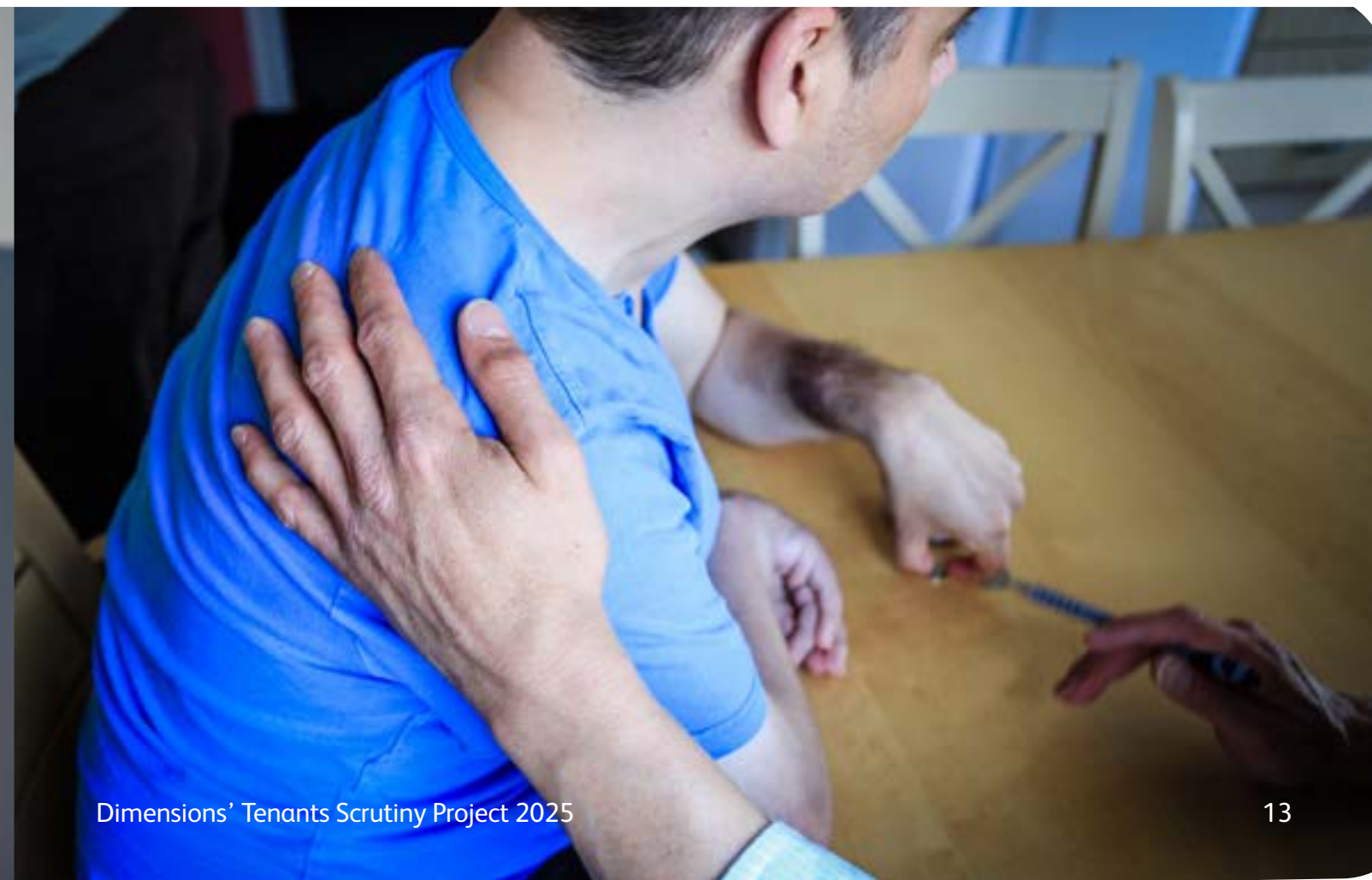
The information we were sent seemed to be clearer about how Dimensions would deal with anti-social behaviour when it is between tenants, not with neighbours or in their community. It was also clearer how the Housing Team would tackle a problem when those involved are supported by Dimensions.

We would like you to review the policy to think about whether you are clear enough about what a tenant should do, and what you will do, if it is not a fellow tenant causing problems, and when the tenant is not supported by Dimensions.

### Recommendation 4

Tenants who have no support or very few hours of support probably need more help with anti-social behaviour because they are alone a lot, might be scared, might not have other witnesses to bad behaviour, and might not often have someone at their house to make them feel safe and protected.

We would like you to review the policy and the way you support tenants with no or few support hours to check that you are giving people who are most vulnerable the right amount of help with anti-social behaviour.





## Our recommendations for things we don't think are good:

### Recommendation 5

In the policy and in the easy read Anti-Social Behaviour Guide the words 'police', 'court' and 'injunctions' are used. We think lots of people are scared or confused about what the police or a court might do and might think, even as the victim, that this means they will be in trouble or be evicted.

We would like you to check that whenever you say or write these words, there is a good explanation of what this means that is clear, reassuring and gives people confidence to report bad behaviour.



### Recommendation 6

Our project has shown us that tenants are very scared about being kicked out of their home. We are very reassured that a tenant will only be evicted for behaving badly if things get very bad or dangerous, or the behaviour doesn't stop after lots of warnings and other things have been tried. But, tenants can be evicted because the landlord decides to sell the house and the tenant couldn't do anything about this.

We would like you to make some reassuring and friendly information for tenants about eviction, that says that you understand they are frightened about it and explains the reasons for eviction, what a tenant can do about it, what Dimensions is doing to prevent it and what help Dimensions can give to people being evicted.





## Some extra things we talked about:

1. It's good that tenants decide if they want someone to move in or not. Their decision should be respected and it should never be compromised by someone needing a home or because it is helpful to Dimensions. It's also important that support teams and the Housing Team encourage people to learn that you might not find the perfect person to move in, and you might not like everything about a person when you first meet them. You can grow to like a person and it's important to be patient, understanding and open minded.
2. Working with a family is the right thing to do for the tenant (if they want us to involve their family) and it also gives the family a chance to feel useful and listened to, which is important for them when they are worried about their loved one.
3. When we asked tenants at the Tenant Meeting the question 'What can the Housing Team help you with?' all their answers were about fixing practical things in their home. This is right but we worry that tenants don't realise how much the Housing Team can help them, and so they might not think to talk to them if they were experiencing anti-social behaviour.



## What the Tenant Scrutiny Panel want to happen next?

1. We are sharing this report and our recommendations with the Dimensions Housing Team so that they know what we think and can make things better for tenants.
2. We want the Dimensions Housing Team to read what we have said and tell us if they agree with us and if they are going to act on our recommendations.
3. We would like the Dimensions Housing Team to meet with our panel in August to let us know what they think and what they are going to do.



# Better Lives for More People

For over 40 years, we have been supporting people with learning disabilities and autistic people to have a louder voice, choice, and control in their lives.

We design personalised support for each individual, working towards specific outcomes in the cornerstones of a good life: health, relationships, work, hobbies, and having fun.

## Contact us to find out more:



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Dimensions (UK) is a charitable registered society number 31129R.

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