

Dear Tenant,

## Holding on to home - tenancy sustainment in social housing

Southern Housing are taking part in a research project led by Sheffield Hallam University. This research explores tenancy sustainment in social housing to better understand the main causes of tenancy failure. By exploring the behaviours and experiences of tenants and landlords, the research will provide evidence and guidance to improve landlords' tenancy sustainment policies and practices, making it easier for tenants to pay their rent and protect tenancies failing. The research is funded by the Nuffield Foundation and runs from March 2022 to May 2024. You can learn more about it here: <https://holdingontohome.org/>

1. **Tenant involvement:** As part of this project, the research team will be analysing telephone conversations between tenants and members of the Southern Housing team. Southern Housing routinely records all telephone conversations for training purposes and so participating in this research will not change the way we support you. However, it is important that we make you aware that a number of our telephone calls will be shared with the research team at Sheffield Hallam university.
2. **Do I have to take part?:** Taking part in this research is voluntary. **If you prefer not to take part you simply need to state at the beginning of your call that you do not wish the call to be included in the research.** You do not have to give any reason. The call will still be recorded in line with Southern Housing policy; however the research team will exclude any calls where tenant's state that they do not want the call to be part of the research. Because of the nature of the research, it is not possible to exclude a call from the research unless you expressly state this during the call.
3. **What are the possible disadvantages and risks of taking part?** We do not anticipate that there are any risks in taking part. Participating in this research does not require you to do anything differently or in any way alter how we will handle our calls with you.
4. **What are the possible benefits of taking part?** There are no direct benefits of taking part. However, you will be contributing to research which seeks to improve landlords' tenancy sustainment policies and practices by providing evidence and guidance, making it easier for tenants to pay their rent and fewer tenancies failing.
5. **How will my confidentiality be protected?:** The audio recordings that Southern Housing provides to Sheffield Hallam University will be stored on a secure data server and only be accessible to the research team. The calls will be transcribed and anonymised. All personally identifying information (e.g. names, addresses) will be altered to maintain anonymity. Both the transcribed data and the audio recordings will be retained for analysis. Extracts of audio recordings and transcribed data may feature in published research outputs and training materials. In all cases audio clips and transcribed extracts will be anonymised. While complete anonymity cannot be guaranteed, we will ensure that any sensitive information or comments are fully anonymised.

- 6. What will happen to my data during the study and once the study is over?** Sheffield Hallam University will be responsible for all of the data during the study and when it is over. The data will be held securely on Sheffield Hallam University servers. Our data management protocols are consistent with government GSAD and NHS data toolkit requirements, as well as GDPR legislation. Data from this study may be retained by Sheffield Hallam University for up to 10 years after the study has finished and may be available to the public but only if it can be sufficiently anonymised to protect your identity.
- 7. How will the data be used?** The anonymised data will be used to inform our reports – which may be made publicly available – as well as feature in presentations and academic publications.
- 8. Who can I contact if I have any questions or concerns about the study?** You can get in touch with the evaluation's director or manager:  
 Dr Paul Hickman, [p.g.hickman@shu.ac.uk](mailto:p.g.hickman@shu.ac.uk), 0114 224 4522  
 Dr Kesia Reeve, [k.reeve@shu.ac.uk](mailto:k.reeve@shu.ac.uk), 07471327280  
 Our teams at Southern Housing will also be able to help you and put you in touch with the relevant person if you have any questions.

**Legal Basis for Research Studies:** The University undertakes research as part of its function for the community under its legal status. Data protection allows us to use personal data (the information you have provided) for research with appropriate safeguards in place under the legal basis of public tasks that are in the public interest. A full statement of your rights can be found at:

<https://www.shu.ac.uk/about-this-website/privacy-policy/privacy-notice-for-research>

All University research is reviewed to ensure that participants are treated appropriately and their rights respected. This study has been approved by the University Research Ethics Committee (UREC). Further information can be found at:  
<https://www.shu.ac.uk/research/ethics-integrity-and-practice>

Contact the Data Protection Officer if:	Contact the Head of Research Ethics (Dr Mayur Ranchordas) if:
<ul style="list-style-type: none"> <li>• you have a query about how your data is used by the University</li> <li>• you would like to report a data security breach (e.g. if you think your personal data has been lost or disclosed inappropriately)</li> <li>• you would like to complain about how the University has used your personal data  <a href="mailto:DPO@shu.ac.uk">DPO@shu.ac.uk</a></li> </ul>	<ul style="list-style-type: none"> <li>• you have concerns with how the research was undertaken or how you were treated  <a href="mailto:ethicssupport@shu.ac.uk">ethicssupport@shu.ac.uk</a></li> </ul>
Postal address: Sheffield Hallam University, Howard Street, Sheffield S1 1WBT. Telephone: 0114 225 5555	