



Service Standard

Managing Your Tenancy

As a tenant you have certain rights and responsibilities and so do we as your housing association and landlord. We will support you with every part of your tenancy, from explaining the terms and conditions of your tenancy agreement to moving home or ending your tenancy.

To achieve this we will:

- ✔ Provide you with a tenancy agreement including all the terms and conditions, when you sign up to a tenancy with us
- ✔ We will explain what your responsibilities are and what we are responsible for
- ✔ Make an assessment to see if you need support to manage your tenancy
- ✔ Provide you the name of your dedicated Locality Officer
- ✔ Respond to urgent queries within 1 working day and non-urgent cases within 5 working days
- ✔ Make it as easy as possible for you to tell us if you need help with any aspect of your tenancy, by telephone, email, letter, our website, our social media pages, in person, or through an advocate
- ✔ Provide a tailored service for vulnerable residents through our staff or by signposting to an external agency
- ✔ Visit you at least 2 times in your first year of your tenancy with us and then aim to visit or contact you annually thereafter
- ✔ Resolve issues as quickly as possible and keeping you informed of progress at intervals agreed with you
- ✔ Not interfere with your right to live peacefully in your home, except if we need access to inspect it, carry out a repair or if the court has granted us possession
- ✔ Deal with all of your tenancy issues professionally and efficiently
- ✔ Treat you as an individual and provide information to meet your needs
- ✔ Keep you informed of any tenancy changes
- ✔ Offer advice and guidance to help you sustain your tenancy

In return we expect you to:

- ✘ Look after your home and keep it in a good and clean condition
- ✘ Conduct your tenancy in accordance with your agreement
- ✘ Allow us access to your home with reasonable notice

