

PROFESSIONAL AND FAIR: WE WILL

always do our best to **help** you
 be **friendly, professional and focused** at all times
 deal with your tenancy queries using our **expert knowledge and professional training**
 explain any complex matters for you simply and clearly

aim to sort out any **tenancy issues** openly and fairly
 take a **flexible approach** to problem solving
be visible, with our estate-based housing team regularly out and about in our neighbourhoods.

YOUR TENANCY EXPLAINED: WE WILL

explain your **tenancy terms** clearly before you sign it
 tell you your **rights and responsibilities** before you move in to your new home
 tell you what **we are responsible for** doing to help you keep to your tenancy and to keep your home secure and in a good condition
 give you a copy of your **tenancy agreement**

tell you in writing if a rule, policy or practice that affects your **tenancy is changed or updated**
 provide on our website and in printed documents information setting out in plain language **what we expect of you as a tenant and what you can expect from us**
 tell you **how you can take on an active role** in improving services and deciding our future.

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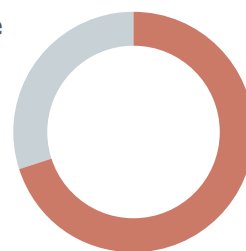


ABOUT THIS SERVICE

Our housing and communities team is responsible for keeping your homes and neighbourhoods well managed and your rents paid on time. From first sign-up to handing back the keys, we make sure all of you stick to your tenancy terms, offering support and advice if and when you need it.

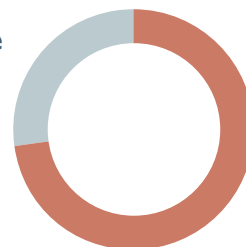
You say we contribute positively to the neighbourhood

70%



You say we deal with antisocial behaviour

73%



THE FIRST YEAR: WE WILL

if your tenancy is new, make sure you fully **understand your responsibilities**, checking this at first sign up and at the three- and nine-monthly reviews of your starter tenancy

investigate **any problems** you might have and work with you to address them so you are able, after one year on a starter tenancy, to move on to an assured tenancy

if you need **support** managing your tenancy make sure you get this from another suitable specialist service.

NEIGHBOURHOOD CONCERNS: WE WILL

work hard to protect your right to enjoy the **peace and privacy** of your home

let you know within five working days if you report to us a **breach of our tenancy** terms by another tenant

visit you at home to discuss your report, normally within 10 working days, but a lot sooner **if the problem is severe**

take all action needed to **put right** any reported breach of our tenancy terms

investigate any report that a home has been **abandoned** or the tenant **does not live there**

set out to prevent **tenancy fraud** by regularly visiting our homes, as part of our *Staying Connected* calls, or following up valid concerns.

MOVING ON: WE WILL

let you know we have your request within five working days if you ask us if you can **swap home** (mutual exchange) or **move to another property**

let you know we have your **completed application** within five working days

decide **whether or not we will agree** to you doing a mutual exchange within 42 working days of our getting your completed application form

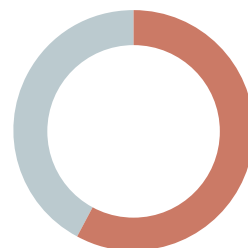
let you know when and if any suitable homes come up if you **ask to move** home

Give you clear advice and, within 10 days of being asked, decide whether or not you have a right to let your partner or a close relative (child or grandchild) **take over your tenancy.**

NB They must have lived with you for at least 12 months and have documents to prove it.

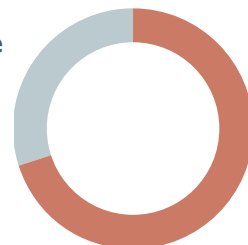
You agree we listen to you and act

58%



You say we keep you informed

70%



2025 ACUITY SURVEY

If you think we are not meeting our service standards please tell us.